

# Westview Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
18 December 2025

**Service provided by:**  
Quarriers

**Service provider number:**  
SP2003000264

**Service no:**  
CS2003001112

## About the service

Westview is part of the national Quarriers charity and is a care home for adults with learning disabilities. It is situated in a residential area of Greenock, close to local transport links, shops and community services.

The service provides individualised care and support. There were eight people living at the service at the time of this inspection.

Accommodation is a large detached Victorian house which has five bedrooms, a large kitchen, two living rooms and a staff sleepover area. There is also a coach house which is adjacent to the main building which has three bedrooms, a kitchen and living room. The service also has an accessible garden and gardening space for people.

## About the inspection

This was an unannounced inspection type which took place on 16 and 17 December 2025 with feedback provided on 18 December 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with everyone using the service and one of their family
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- People were supported by a staff team who knew them well and encouraged them to live a good life.
- People spoke highly of the staff team; they had developed close trusting relationships with staff.
- Both houses benefited from warm, welcoming atmospheres.
- People's rooms were personalised and homely, their choices were reflected in their decor.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our setting?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People living in the two houses were in the midst of Christmas plans and what joy could be felt being in their company. Staff told us that people lived well with each other. Communal living can be very hard for some people to adjust to but there was clear concern for each other and wonderful friendships between everyone. People told us that staff were "fantastic", "great" and "very helpful".

Staff were very responsive to people which supported trusting relationships that helped people feel safe. Staff made time for people and offered cheery words of encouragement at many points of the day. Jokey, humorous chat was a feature of interactions between people and staff. Equally when someone wasn't feeling too great, staff were gentle and sensitive to the person's needs. Staff responded to people at their level and need for engagement.

People lived the lives they wanted to live. For some, being involved in the buzz of their home was important. For a few, quiet times by themselves were very important and respected. Staff considered people's emotional wellbeing as much as general good physical health. Staff spent time with people looking at their interests and fitting them into their week where possible. A few people liked to go to cafes as a trip out. Management had begun exploring whether other options may offer similar enjoyment as a means to widening their experiences.

Staff were skilled in recognising changes in people's health and their general presentation. They sought advice from health staff, as required, and followed their advice and guidance. Staff were persistent in following up people's health needs. We were assured that staff were very considerate of people's health and wellbeing and worked hard to keep people well.

Healthy eating was a focus for people in both houses. Staff spoke with pride about home cooked meals and exploring new foods with people. People spoke highly of the meals that they had eaten from different countries. They used a world map in their kitchen for reference which added to the interest around exploring new foods. For a few, healthy eating had been critical in their efforts to lose weight and improve some of their health issues. One person had joined a slimming club and with staff support had made significant positive changes in their life. Not only had they changed some eating habits but they had also started regular walking which also brought positive health benefits. They were very keen to tell us about how well they were doing. We were assured that not only was good physical health being addressed, improved self confidence was also in place.

Medication was very well-managed in the service. Staff were aware of their roles and responsibilities. That kept people safe and well. A few people told us how important it was to get their medication on time and that staff kept them right.

## How good is our setting?

## 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People benefited from a warm, welcoming and comfortable home. The main house is an old building but it benefited from light, spacious areas throughout. The coach house was more modern and again was a bright airy space.

People's rooms were personalised to their own tastes and wishes. People were keen to show us their bedrooms. That indicated how much their own space meant to them and how proud they were of their rooms. People had chosen decor and furnishings with staff support. They were very unique and beautifully presented, that reassured us that people's individual choices were supported.

Communal areas were very well used. Dining kitchens were the hubs of both houses, not just for meals but for a chat and a place to simply enjoy the day. People used the space as they wished, if they wanted to grab a juice from the fridge, they did so.

In one house, there were two lounges. The larger lounge was very homely, the other less so. Although we suggested the smaller lounge was not very welcoming, we asked people about it and sat with them in the room. They told us they liked it, which seat was their favourite and when they liked to pop into the room. There was no doubt that it was a well used and liked room. However, management agreed it could be better presented. People were delighted with changes in their bedrooms; it is hoped they would be equally as delighted with changes in the lounge.

Any changes to communal areas were discussed with people to ensure they chose what suited their lifestyles. It was evident that their views were important and were sought when required. One member of staff told us: "Both staff and the people we support take pride in the home environment, people we support are encouraged to take part in household tasks and make suggestions on how we can improve their home."

The garden space was vast and well-kept. In good weather, it was enjoyed as a great sociable space. It was also used by people to get exercise by walking about. For a few, their levels of anxiety were lessened by getting the chance to be out in the open.

Routine maintenance and domestic checks were in place to confirm all areas were cleaned as required. The provider also completed an extensive health and safety check not long before our visit. We spoke with management about a couple of aspects of guidance contained in the National Infection Prevention and Control Manual. They agreed to discuss that further with the company health and safety team. As a result, people could be confident about their safety and the cleanliness within the home.

# Inspection report

A few rooms had en suite facilities but most people used shared facilities. That worked well for the people living there. Staff worked well to carry out regular checks in communal bathroom areas to promote good levels of hygiene. That reduced the potential for issues around people's dignity and the prevention of infections.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To support people's health and wellbeing, the service should continually monitor and review action plans they have generated from their quality assurance audits and include these within the service improvement plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

This area for improvement was made on 23 April 2025.

#### Action taken since then

Management had been mindful of following up action plans as needed. They used their audits well and tracked progress from action plans. Audits were used to inform the improvement plan.

The provider had external oversight on the whole quality assurance system which helped to develop meaningful plans going forward.

This area for improvement has been met.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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