

Westerlands Care Home Service

Clifford Road
Stirling
FK8 2AQ

Telephone: 01786 473 848

Type of inspection:
Unannounced

Completed on:
19 January 2026

Service provided by:
Westerlands Association

Service provider number:
SP2003002704

Service no:
CS2003011534

About the service

The service has been registered since 2002. Westerlands offers 24 hour residential care to a maximum of 23 older people. The home is set in attractive grounds in a quiet residential area near the centre of Stirling. The care home provider is a voluntary organisation.

The home is close to a range of amenities and public transport links. Accommodation is arranged over three floors of what was originally a large dwelling house. Westerlands is owned and managed by Westerlands Association. There are private, pleasant gardens within the grounds for residents to enjoy.

Westerlands states within its philosophy of care that it aims to provide a high standard of care in a safe, flexible manner and to encourage choice, independence and reasonable risk taking.

At the time of inspection 23 people were being supported by the service.

About the inspection

This was an unannounced inspection which took place on 13 and 14 January 2026. 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:

- obtained feedback from eleven people using the service and ten of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People benefitted from very good care and support, with skilled staff, strong leadership, and effective governance contributing to positive experiences and outcomes.
- Improving signage and wayfinding throughout the home to better support people to orientate themselves and move around independently and safely.
- Improving environmental maintenance issues in a timely manner and incorporated into the home's improvement plan.

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?	4 - 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 identified major strengths that had a clear, positive impact on people's experiences and outcomes. We evaluated this key question as very good.

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

Residents and families expressed strong confidence in staff, describing support that met health and wellbeing needs safely and effectively. People told us they had positive, trusting relationships with staff. Throughout our visit, residents benefitted from regular and meaningful interactions with familiar staff who had time to engage with them beyond personal care tasks.

People commented:

"The environment has really improved and feels very welcoming. Monika, the manager, is fantastic."

"Staff know residents so well and are kind and caring. Everyone looks well cared for, tidy, and comfortable."

"Meals are homemade, tasty, and served in a relaxed and friendly atmosphere."

Staff promoted meaningful contact with loved ones and supported residents to maintain relationships with people important to them. The environment was homely and welcoming, and staff engaged positively with visitors. People looked well-groomed, with clean hair, nails, and coordinated clothing. Staff interactions were consistently kind and attentive, reflecting strong knowledge of residents' preferences and needs.

Personal plans were generally detailed and person-centred, reflecting residents' needs, preferences, and choices. Health needs were regularly assessed, monitored, and reviewed. Effective interventions supported positive outcomes in areas such as nutrition, skin care, mental health, and medication management. We observed meals to be freshly prepared, presented attractively, and supported independence through drinks and adaptive equipment.

The service provides a varied programme of activities to support meaningful engagement. Activities included both group and individual sessions, external visitors (STV, ponies, local school), and exercise groups. While the service currently has one dedicated activities staff member, activities were well planned, inclusive, and tailored to residents' individual needs.

Medication management was safely delivered using an electronic system, with senior staff trained and competent.

The management team demonstrated very good oversight and governance. Accident and incident records, development plans, audits, and complaints management were well maintained. Staff training, competency assessments, and supervision arrangements supported safe and effective practice. Staffing levels were sufficient and stable.

Overall, people benefitted from very good care and support, with skilled staff, strong leadership, and effective governance contributing to positive experiences and outcomes.

How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths positively impacted outcomes for people and clearly outweighed areas for improvement.

Quality Indicator: 4.1 People experience high quality facilities

The home provided a welcoming and supportive environment that helped people feel comfortable and at ease. Large communal sitting areas, personalised bedrooms and ongoing refurbishment works contributed to a pleasant living environment. Improvements such as dementia-friendly flooring, upgraded shower facilities and planned garden works demonstrated a commitment to maintaining and enhancing the quality of the environment. These features supported people's comfort, dignity and overall wellbeing.

Infection Prevention and Control (IPC) systems were in place. A manager-led IPC audit walk-round had been completed, and records confirmed that all staff had undertaken IPC training. PPE stations were observed to be well stocked and accessible across all floors, with hand sanitiser available throughout the environment. No malodours were identified during the inspection, indicating that general cleanliness was being maintained. These measures supported the reduction of infection risks and helped ensure a safer environment for people, staff and visitors.

During the IPC walk-round however, several areas requiring improvement were identified. These included bathrooms and toilet risers requiring enhanced cleaning. These issues were raised with the manager at the time of inspection, and prompt action was taken to address them. The manager was responsive and demonstrated clear oversight by ensuring immediate steps were implemented to reduce risk. This timely response strengthened IPC compliance and helped minimise the potential for cross-contamination.

Environmental maintenance required ongoing attention. Doorways, skirting boards and some radiators required repair and repainting, which impacted the effectiveness of cleaning regimes and presented potential IPC challenges. While refurbishment work was ongoing, these maintenance issues need to be addressed and incorporated into the home's improvement plan to ensure that the environment can be cleaned thoroughly and consistently. (See Area for Improvement 1).

Proactive management of these areas would further reduce infection risks and support sustained compliance with IPC standards.

People spoken with appeared well presented and well cared for. This indicated that staff were attentive to people's personal care and presentation. Staff described the service as a good place to work and spoke positively about strong leadership, effective teamwork, set shifts, regular meetings and supervision. This positive staff culture supported continuity of care and contributed to a calm and supportive environment.

Although the home benefitted from multiple communal spaces and personalised bedrooms, signage and wayfinding were limited. (See Area for Improvement 2).

This reduced people's ability to navigate the environment independently, particularly for those living with cognitive impairment. Strengthening signage and visual cues would better support orientation and promote independence.

Overall, the home demonstrated a caring and supportive environment with positive engagement and a clear commitment to improvement. Strengths in leadership, staff training, PPE availability and ongoing refurbishment works supported people's safety, dignity and wellbeing. Continued focus on environmental maintenance, IPC practices and wayfinding, alongside embedding these actions within the home's improvement plan, would further enhance outcomes for people and ensure consistent standards across the home.

Inspection report

Areas for improvement

1. The service should ensure that outstanding environmental maintenance issues, including repairs and repainting to doorways, skirting boards and radiators, are addressed in a timely manner and incorporated into the home's improvement plan.

This is to ensure that people experience care in an environment that promotes their safety, health and wellbeing and is consistent with the Health and Social Care Standards (HSCS), which state that: "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment." (HSCS 5.22)

2. The service should improve signage and wayfinding throughout the home to better support people to orientate themselves and move around independently and safely.

This is to ensure that people experience care in an environment that is enabling, inclusive and responsive to their needs and is consistent with the Health and Social Care Standards (HSCS), which state that: "The premises have been adapted, equipped and furnished to meet my needs and wishes." (HSCS 5.16)

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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?	4 - Good
4.1 People experience high quality facilities	4 - Good

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