

Seaview House Nursing Home Care Home Service

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Wick
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Telephone: 01955 605 005

Type of inspection:
Unannounced

Completed on:
21 January 2026

Service provided by:
Barchester Healthcare Ltd

Service provider number:
SP2003002454

Service no:
CS2007142989

About the service

Seaview House Nursing Home is registered to provide a care service to a maximum of 42 older people. The provider is Barchester Healthcare. Seaview House is located in Wick, Caithness. The home is purpose built and accommodation is on one level. There are two units: one is dedicated to dementia care, but residents are free to access all areas of the home. There are two lounges, one with kitchen and dining facilities, and a separate dining room. All bedrooms have ensuite toilet facilities. The home is surrounded by landscaped gardens and there is a secure garden for people to use.

About the inspection

This was an unannounced inspection which took place on 19 to 21 January 2026. The inspection was carried out by two inspectors 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 seven people using the service, two of their family members. and reviewed six survey responses.
- spoke with four staff and management and reviewed 30 survey responses.
- observed practice and daily life
- reviewed documents
- spoke with a visiting professional, and reviewed four completed survey responses.

Key messages

- People and families benefited from warm, encouraging, positive relationships.
- People felt a sense of belonging which supported them to feel safe.
- Staff treated people with compassion, dignity, and respect.
- Staff felt well supported by the management team.
- We saw consistently positive relationships between staff and people experiencing distress.
- The home was clean, well maintained and a welcoming environment for people, and their families.
- The provider was responsive to feedback from people receiving a service.
- The leadership team were committed to continuous improvement.

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

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

We made an evaluation of very good for this key question. This meant there were major strengths in supporting positive outcomes for people.

There were strong and positive relationships between staff and people using the service one person told us, "Staff care as a member of the family, I belong here." Staff were warm, encouraging and helped people to achieve their individual outcomes. We found staff responded quickly when support was needed.

We saw technology being used effectively to support communication, this enabled the person to develop relationships and improve their quality of life. People who lived in Seaview Care Home told us they felt well cared for and said:

"I would rather be here than any other care home." They also spoke highly of the management team saying, "The manager is excellent, and so thoughtful."

Falls were managed effectively, and staff adopted a positive attitude to risk, enabling people to continue to be mobile for as long as possible.

We saw very good practice when people were approaching the end of their life. The ethos of person-centred care was evident. The annual remembrance service was respectful and kind, this showed a real community connection, and supported people to come together to celebrate the life of their friends and family.

People benefited from holistic health assessments. When people's health needs changed, they could quickly receive support from other health professionals such as dietician, GP, and physio. Professionals told us, "The service is very responsive to people's needs, and we know any advice given to support improvements will be followed by the team."

The provider has introduced a new electronic care planning system; this provided a good oversight of people's needs and aspirations, some areas still need developed and this has been added to the provider's service improvement plan.

We saw visitors throughout the day and evening which supported people to stay connected. Everyone participates in the home, one of the people we spoke with told us, "We are a family, we look after each other and are a support network."

The individualised activities offered meant people continued activities they previously enjoyed which included football, swimming, and holidays. The provider should continue to develop in house activities; this will support people to remain active.

People were encouraged to go to the dining room for their meals held in two pleasant dining areas. Food was of a good quality, home cooked and hot, with a choice available. Staff took time to show plated options to assist people living with dementia to choose their meal. People's dietary preferences were respected. There was effective communication about people's dietary needs between staff and the chef. This meant that people were encouraged to eat in a relaxed atmosphere which supported very good nutritional intake.

People who needed assistance to eat were supported in a dignified way. Drinks were offered throughout the day, and there were areas in the home that people could independently access their choice of drink. This meant that people had access to fluids throughout the day.

Medication was managed safely by a knowledgeable and skilled nursing team who followed good practice guidelines, we could see that pain was assessed so that people could be supported to be as pain free as possible, this promoted increased wellbeing.

People experiencing distress were supported with compassion and understanding. We saw staff reduce distress using appropriate approaches, this meant that people were responded to in a consistent and meaningful way.

The service could improve by continuing to develop their care planning system, this will support people and their families to be fully involved in their care.

How good is our setting?

5 - Very Good

Quality Indicator: 4.1 People experience high quality facilities

We made an evaluation of very good for this key question. This meant there were major strengths in supporting positive outcomes for people.

Seaview Care Home had a spacious, comfortable, and welcoming environment. Housekeeping staff were diligent in their cleaning, this was evidenced by the home being visibly clean. We saw effective infection control measures, as the home had a suspected respiratory outbreak. Frequently touched areas were cleaned more often and staff and visitors followed guidance given, this helped prevent the spread of infection. Care equipment, such as wheelchairs and hoists were clean.

The environment was relaxed, light and airy. We received positive feedback from one person living in Seaview, who said: "the bedrooms are all attractive, but I do believe mine is the best! Come and see it."

Families felt supported and were able to spend time with their loved ones in privacy and often made use of tea and coffee making facilities to enjoy a refreshment and home baking with their loved one.

There were clear and planned arrangements for monitoring and maintenance of the premises and the equipment to ensure people were safe. We could see regular environmental checks had been undertaken by the maintenance, and leadership team.

The home was well looked after and had recently had a full refurbishment. This meant furnishings, curtains and floor coverings were in very good condition. Dining rooms were pleasant, and tables nicely presented with menus. Assisted bathrooms and toilets had sufficient room for assisted bathing, including a spa bath.

People had privacy when they wanted and could choose to use the communal areas if they wished to do so. People clearly benefited from access to small clusters of seating and some single seating for rest areas, informal conversations or for some quiet time with visitors.

The provider was part of a Care Inspectorate project looking at environmental noise, this meant that the leadership and staff had a very good awareness of how environmental noise can have a negative effect on people. They were also aware of how to use positive noise such as music to enhance people's experiences.

This meant that people benefited from living in a comfortable and appropriately stimulating environment.

The leadership team had used good practice guidance to enhance the internal and external environment for people who live with dementia. People all had their names on their doors which supported them to find their bedrooms, we discussed the use of memory boxes to support this further.

The garden was well maintained and tidy. The rear garden is flat and enclosed making it safe for people to access independently. There are various places to sit and a sheltered patio area. The garden could be further developed, which the providers had acknowledged, but the home is in an exposed and windy site in Wick, this does make gardening and spending time outdoors more challenging. All the bedrooms have a view on to either the front or rear garden. Therefore, people have access to a safe and accessible outdoor space.

People who live in Seaview Care Home had been asked their views on the improvements to the outdoor areas that are planned. Regular meetings were held to discuss plans and seek their views on future developments. The provider could develop this further to keep people fully involved in the planning and decisions made when considering further improvements.

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?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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