

Hayfield Residential Services

Care Home Service

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Glasgow
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Telephone: 01414 290 335

Type of inspection:
Unannounced

Completed on:
12 January 2026

Service provided by:
Hayfield Ltd

Service provider number:
SP2004006901

Service no:
CS2003000848

About the service

Hayfield Residential Services is registered as a dispersed care home for deaf adults with additional support needs. People may have other support needs such as a learning disability, dementia, physical or mental health support needs. The provider is Hayfield Ltd.

It provides personal and communication support for a maximum of 19 people across three addresses in City of Glasgow. All homes in the service are close to local amenities and have good transport links. At the time of this inspection, there were 13 people receiving a service and we visited all three properties that make up the dispersed care home.

About the inspection

This was an unannounced inspection which took place on 6, 7 and 8 January 2026 between 09:30 and 19:00 hours. 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.

The people who use the service and some of the staff are users of British Sign Language (BSL). We used the services of a BSL interpreter, to support us to communicate with people during the inspection.

In making our evaluations of the service we:

- Spoke with five people using the service and one relative
- Spoke with six staff and management
- Observed practice and daily life
- Reviewed documents.

Key messages

- The support provided enabled people to be involved in their communities.
- People felt valued and benefitted from positive trusting relationships.
- Staff were kind, compassionate and friendly.
- The environment was safe and comfortable.
- We identified one property where environmental improvements would enhance people's experience.

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

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| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our staff team? | 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 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.

With the support of a BSL interpreter, people shared positive views of the staff team and of the support they received. We observed people being treated with kindness, compassion and dignity. This meant they felt valued and were supported in a way that upheld their rights and promoted positive, trusting relationships.

People's health should benefit from their care and support. The service responded appropriately when there were changes in people's health. Staff contacted the relevant health professionals in a timely manner, ensuring that individuals received the right support when they needed it. This demonstrated a responsive approach to care and helped keep people well.

People were supported to have as much control as possible over their medication. Medicines were securely stored in people's bedrooms, allowing staff to assist with administration in a private and dignified way. Senior staff completed monthly audits, and we discussed introducing more frequent checks of medication stock levels, to further strengthen current procedures. This will help ensure medication continues to be administered safely and accurately.

People were supported to make choices about their meals. They could shop independently or contribute to shared shopping lists, ensuring preferences were respected. People could cook independently or receive support from staff, depending on their individual need. Each house had a communal dining area, offering people choice around where to eat and opportunities to socialise, which contributed positively to their wellbeing.

People experienced strong connections within the Hayfield community. People regularly attended the day centre which demonstrated that the service effectively promoted social engagement. Opportunities to access the wider local community further reflected a commitment to encouraging independence and choice. Some people were looking forward to an upcoming holiday, meaning that staff supported people to pursue personal interests and enjoy positive life experiences.

Care plans were well written and person-centred containing detailed information about people's needs and preferences. This enabled staff to deliver consistent, responsive care that reflected what mattered most to each person.

Reviews were carried out regularly and demonstrated that people's views and preferences were clearly recorded. Reviews were adapted into an accessible format, allowing people to understand and actively agree to their content. Where changes to people's care needs were identified during review meetings, this information should always be reflected in the plans. This would ensure plans remained up to date and relevant.

We discussed with management about reviewing plans to help identify if people were at risk of losing weight. This would ensure that relevant assessments and professional guidance was in place, if people required, to support their health and wellbeing effectively.

How good is our staff team?**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.

Staff who required, received training in BSL to ensure they were equipped to effectively communicate with people. We observed kind, compassionate and friendly interactions between people and staff. People were supported by a stable staff team who knew their needs and wishes well and who treated people with respect. These positive and trusting relationships contributed to very good outcomes for people.

People could be confident staff were recruited safely in line with national guidance with appropriate checks, references, and professional registrations.

Staffing arrangements were well planned and aligned with the needs of people living in the service. Rotas were organised effectively to promote continuity of care. Staff were consistently available to support people to prepare for and attend appointments, providing essential communication assistance. This ensured a responsive, person-centred approach and contributed to people's communication needs being met.

Staff were flexible and provided support when people required admission to hospital. Staff made regular visits, which helped maintain continuity of care. Their ability to communicate using BSL ensured clear communication between hospital staff, the person, and their family. This contributed to better understanding of care needs and helped uphold people's rights, preferences, and overall wellbeing.

Staff expressed satisfaction in their roles and reported feeling well supported by senior staff and management. People had regular supervision where wellbeing was a focus which contributed to a positive morale. This benefitted people as they were cared for by a consistent core team who knew their preferences well. We discussed with the management team strengthening oversight of supervisions, which they acknowledged and confirmed to implement a more robust overview.

There was effective communication across the staff team, with regular opportunities for discussion about their work and how to continue improving outcomes for people. Team meetings were well attended and took place consistently, helping to ensure that important information was shared. This supported a positive team approach and contributed positively to the quality of care and support provided.

How good is our setting?**4 - Good**

We evaluated this key question as good, because there were a number of important strengths which, taken together, clearly outweighed areas for improvement.

The environment was warm, relaxed, and welcoming. We observed people moving freely around their home, meaning that they had choice in where they spent their time. People told us they liked their bedrooms, which were personalised in ways that reflected their preferences and supported familiarity. This contributed to a calm atmosphere that promoted comfort and individuality.

The setting was suitably adapted to ensure people were safe within their homes. The fire alarm system included visual sensors, enabling individuals to be alerted promptly in the event of an alarm. Bells outside people's bedroom doors were connected to visual indicators, allowing people to see when someone wished to enter their room. These adaptations supported people's safety, privacy and independence within their living environment.

The homes were clean and generally free from clutter, creating a safe and comfortable living environment. One property would benefit from some improvements to the environment, and the management team acknowledged this. Improving these areas would help ensure that all people continue to experience consistently safe, homely and welcoming surroundings. (See area for improvement 1)

There were clear planned arrangements for regular monitoring and maintenance of the premises. A comprehensive health and safety audit was carried out in every house, ensuring that all required checks were consistently undertaken and recorded. This demonstrated the service's proactive approach to maintaining safe environments, which helped keep people and staff safe.

Staff were aware of the cleaning schedules, and these were generally well completed, contributing to a clean environment. However, training records indicated that staff had not received a recent update in infection prevention and control training. We have identified this as an area for improvement, to ensure staff remain knowledgeable about current best practice. Strengthening this will help maintain a safe environment and reduce the risk of infection for people living in the service. (See area for improvement 2)

Areas for improvement

1. To promote people's wellbeing, the manager should improve the care home setting. This includes, but is not limited to, developing and implementing an environmental improvement plan for one property, as discussed during the inspection. The plan should be informed by feedback from people living in the service and identify areas of improvement, outline specific actions, and include timescales for completion.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment'. (HSCS 5.24)

2. The service should maintain a high standard of infection prevention and control by ensuring that:

- a) Up to date guidance is available for all staff.
- b) All staff receive training in how to follow this guidance.

This is to ensure infection control practices are in line with the Care Home Infection Prevention and Control manual. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe'. (HSCS 5.19)); and 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment'. (HSCS 5.24).

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

The management team should audit all care plan documents including medication preference sheets, to ensure that the most up to date version is saved across all locations. This will mean the service can record and reflect on the impact support has on helping people to meet their individual outcomes.

This ensures care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15)

This area for improvement was made on 19 February 2024.

Action taken since then

All information was now recorded on the electronic care plan system, which was accessible to all staff and contained relevant information for each person experiencing care. It is important the service continues to ensure that auditing is completed on plans to ensure that they are up to date. Where changes to people's care needs were identified during review meetings, this information should always be reflected in the plans. We found that this was not always being updated, however, there was sufficient progress on this area for improvement.

This area for improvement has been met.

Previous area for improvement 2

The provider should review and update the service improvement and development plan. This should reflect changes and progress made since the last review and include future plans and aspirations for the service. This should be developed using information gathered from quality assurance processes and from feedback received from people, families and members of staff.

This ensures care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

This area for improvement was made on 19 February 2024.

Action taken since then

The service improvement plan had been updated and it was clear that people and staff had been involved in identifying actions. This plan was detailed and included regular updates from those responsible for the actions. Progress was limited in some areas due to staff absences however, the plan remained current. We discussed during the inspection that a more robust approach to self-assessment and improvement planning, would be of benefit to the service. There had been sufficient progress on this area for improvement.

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.

Detailed evaluations

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| 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 staff team? | 5 - Very Good |
| 3.3 Staffing arrangements are right and staff work well together | 5 - Very Good |
| How good is our setting? | 4 - Good |
| 4.1 People experience high quality facilities | 4 - Good |

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