

Hermitage House Care Home Service

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Type of inspection:
Unannounced

Completed on:
29 January 2026

Service provided by:
Helensburgh Care Home Limited

Service provider number:
SP2022000008

Service no:
CS2022000018

About the service

Hermitage House is a care home in Helensburgh that provides care for up to 64 people. At the time of inspection 64 people were being supported. The home provides nursing care in a modern, purpose built building with four floors. Each person has their own bedroom with an en suite wet room. Each floor has communal dining and lounge areas. People living on the ground floor can access the garden from small private patio areas, and people on the upper floors can use the balconies.

About the inspection

We carried out an unannounced inspection from 27 to 29 January 2026 between 09:00 and 17:30. Two inspectors and an inspection volunteer from the Care Inspectorate carried out this inspection. Our inspection volunteers are members of the public with lived experience of care, either personally or as family carers. They spend time speaking with people and their families during inspections so we can reflect their views and experiences accurately.

To prepare for the inspection, we reviewed previous inspection reports, registration details, and updates from the service.

In making our evaluations of the service we:

- spoke with seven people using the service and 11 family members;
- spoke with 14 staff and management;
- spoke with one visiting professional;
- reviewed survey responses from 21 family members, 10 people using the service, 21 staff members and six visiting professionals;
- observed practice and daily life over two days; and
- reviewed documents.

Key messages

- People experienced kind and compassionate care from staff who knew them well.
- Staff checked on people's health often and picked up changes early, supporting people to stay well.
- Leaders and staff communicated well with families, which helped give people confidence in the care they received.
- People benefited from a clean, comfortable and well maintained home.

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 evaluated this question as very good because we found significant strengths in how the service supported people's health and wellbeing. These strengths had a clear, positive impact on people's outcomes.

People experienced compassionate care from staff who knew them well and treated them with warmth and respect. Feedback from people and their families was very positive. One person told us, "The care is outstanding at Hermitage House", while another said, "the staff are very good at making me happy". Throughout our visits, we saw staff using humour, speaking with people at eye level and taking time for conversation. These small moments helped people feel valued and understood. People were supported by familiar staff on each floor, which helped staff build a strong understanding of people's routines, and care needs. The personal plans we reviewed were detailed and personalised, reinforcing the knowledge staff had gained through their consistent time with people. All of this meant people experienced care that reflected their needs and supported their choices.

During our visit, there were enough staff present to meet people's needs safely and to offer meaningful support beyond daily care tasks. Some relatives raised concerns about weekend access to the building, and the service was exploring solutions, including increased reception cover. We encouraged the service to continue discussing this through relatives' meetings so people and families could influence what worked best.

Health support was a particular strength of the service. Staff supported people's health through regular assessments and close working with health professionals. Records we reviewed, such as falls assessments, skin checks, weight and food and fluid monitoring, were clear, comprehensive and up to date. A digital tool to help assess people's pain levels was in use where appropriate, and this was contributing to better outcomes for some people who faced challenges in communicating their pain. Strong health leadership was evident through quality checks and audits that made sure risks were identified early. Medication systems followed best practice. Staff observed were skilled and confident in administering medication safely, including time sensitive medicines, and external medication reviews helped maintain safe practice. This organised approach to managing people's health helped keep people safe and supported their wellbeing.

People experienced very good support with eating and drinking. Staff understood dementia friendly mealtimes practice and knew how to support people who needed textured or fortified diets. People spoke positively about the meals, and they could help themselves to snacks and drinks whenever they wanted. The mealtimes we observed were calm, sociable and well-staffed, giving people time to eat comfortably and at their own pace. This approach helped people eat safely and get as much nutrition as possible.

People were supported to socialise and be active in the home. There was a clear activity timetable in place, and we saw people enjoying daily exercises, pet therapy and afternoon tea. Activities in care homes are vital as they support people to stay active and build a sense of community. Although people spoke positively about what was available, several people told us they wanted more opportunities to take part in things they enjoyed. Increasing the resources for activities would provide more opportunities for one to one support, community outings and weekend events, which would further improve people's quality of life and add more variety to their day.

How good is our setting?**5 - Very Good**

We evaluated this key question as very good because we saw significant strengths in the environment. These strengths had a positive impact on people's quality of life.

The home was designed and decorated to a very high standard. Set over four floors, it still maintained a homely feel through small group living arrangements and a mix of larger communal spaces and smaller quieter areas. This meant that people could enjoy spending time in different settings and welcome visitors in ways that suited them. All spaces were well decorated, and key information such as food menus, daily activities and staff on duty were clearly displayed, helping people stay informed. Bedrooms were clean, spacious and well presented. All rooms had ensuite wet rooms that supported people's privacy. Many rooms were personalised with wallpaper, photos and personal items, which helped people feel more at home.

Maintenance and housekeeping were managed very well. We saw good checks in both areas and prompt responses to repairs, which helped to keep the environment to remain safe and comfortable. Housekeeping routines were established and working well, which meant the home was very clean and this reduced the risk of infection and contributed to keeping people safe and well.

The service showed a strong commitment to improving the environment. Since our last inspection, the service had made several positive changes, including improving the security of the garden, installing kitchen air conditioning, and adding a nursery themed space and a well equipped sensory room. These changes made the home more comfortable and engaging, particularly for people living with dementia. The service had a clear and comprehensive plan in place for improving the environment, and resident and relative meetings were used well to gather feedback and support changes. These actions demonstrated an inclusive approach and that the service was focused on improving the home for the benefit of the people living there.

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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