

Hillcrest Futures Dundee Housing with Care Service Housing Support Service

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Type of inspection:
Unannounced

Completed on:
23 February 2026

Service provided by:
Hillcrest Futures Limited

Service provider number:
SP2003000083

Service no:
CS2019376976

About the service

Hillcrest Futures Dundee Housing with Care provides Care at Home, Housing Support and a Homecare Service to people with a range of health support needs. The service is based in the Dundee and Broughty Ferry areas and is provided within people's own homes and the wider community.

About the inspection

This was an unannounced inspection which took place on 16, 17 and 18 February 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:

- Spoke with six people using the service and four of their representatives
- Spoke with staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People were treated with warmth, respect and kindness.
- Support was reliable and consistent, helping people feel safe and reassured.
- Staff worked well together to provide safe, coordinated care.

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 staff team?	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.

The service consistently supported people to feel confident in the staff who provided their care. Staff demonstrated a high level of professionalism and reliability, and people experienced care that was both compassionate and person centred.

Interactions observed between staff and people using the service were consistently warm, kind and respectful, which created a positive and trusting atmosphere. Staff knew people well, and the keyworker system played a significant role in providing personalised and consistent support. People benefited from a stable staff team who understood their preferences and routines, helping them feel secure and valued.

Support planning was effective and clearly informed the high standard of care delivered. Personal support plans contained relevant, personalised detail that enabled staff to understand what mattered most to each person. Regular six monthly reviews further strengthened this approach and ensured that the right people were involved in shaping ongoing care.

People benefitted from consistent and reliable visit schedules, with staff attending at regular times and often being the same individuals. This continuity built confidence and trust. People shared very positive feedback about their experiences, describing staff as "like friends," noting that staff were always on time, and emphasising how staff "go above and beyond." These comments demonstrated strong relationships and a high level of satisfaction with the support they received.

The service empowered people to remain as independent as possible, with staff confident in making referrals when needed and maintaining strong links with wider health and social care professionals such as occupational therapists, GP's and district nurses. This effective collaboration ensured that people received responsive and well coordinated care.

Staff were fully equipped with appropriate PPE and clear procedures were in place for managing potential outbreaks. This preparedness contributed to people's confidence in the service's ability to maintain a safe environment and protect their wellbeing.

The homecare service had recently transitioned from another provider, and this change resulted in some delays in receiving the full set of required documentation. Despite this, staff practice ensured that people continued to feel safe, reassured and well supported. The service maintained clear oversight arrangements and had action plans in place to effectively manage any potential risks. It was positive to see that by the end of the inspection all relevant documentation was in place.

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.

Staffing arrangements were well organised, and people benefited from a stable, skilled team who worked effectively together. Although there had been management changes, staff told us they now felt well supported, with leadership becoming more consistent and approachable.

Team meetings were well attended and provided a constructive space for communication and shared problem solving. Staff described themselves as "a good team, we work well together" and said "everyone is very supportive of one another," reflecting the positive culture within the service.

A dependency tool was used effectively to ensure staffing levels and skill mix aligned with people's needs. This supported safe, reliable care and contributed to the high level of continuity people experienced. Regular visits from familiar staff helped people feel confident and well supported.

Recruitment processes were robust and followed safer recruitment practice, ensuring suitable staff were employed. Staff had good access to training, helping them maintain up to date skills and confidence in delivering high quality care.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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