

Hillview Court Care Home Service

Whiteyetts
Sauchie
Alloa
FK10 3AQ

Telephone: 01259 721 898

Type of inspection:
Unannounced

Completed on:
27 February 2026

Service provided by:
ARIA HEALTHCARE GROUP LTD

Service provider number:
SP2013012090

Service no:
CS2013318120

About the service

Hillview Court is a care home that accommodates adults, including older people. The provider Care UK has newly taken over the home from Aria Care Group Limited, which operates a number of homes throughout the UK. This service registered with the Care Inspectorate on 30 August 2013.

The home is situated in the village of Sauchie, Clackmannanshire, and is near to local amenities.

Hillview Court is a single-storey building which is purpose-built and divided into seven units providing for different care needs. Two units work with people living with dementia, one with frail older people, three with people with learning disabilities and one with people with an acquired brain injury.

Each unit has a lounge/dining area with the bedrooms located nearby. All rooms are single ensuite and there are assisted bath/shower areas in each unit. There is also a pleasant communal café area and each unit has access to an enclosed garden area.

The service aims to deliver a service of the highest quality that will improve and sustain the residents' overall quality of life and takes a positive approach to risks.

At the time of inspection 48 people were living within the home.

About the inspection

This was an unannounced inspection which took place on 24, 25 and 26 February.

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 16 people using the service and five of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People experienced very positive outcomes for their health and wellbeing.
- The service had taken appropriate action to review staffing levels within the learning disability and acquired brain injury units.
- The service was required to improve the environment of the home, in particular the flooring, ensuites and access to the bathrooms..
- Improvement with signage, orientation and wayfinding would support people to live independently and confidently around the 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?	3 - Adequate

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.

During the inspection we observed warm, kind and respectful interactions between staff and the people they supported. Staff demonstrated compassion and patience, and it was clear they knew people well. People appeared comfortable and relaxed and were supported to maintain their dignity and personal presentation. Individuals were well groomed and appropriately dressed, which contributed positively to their confidence and wellbeing.

People spoke very positively about the care they received. One person told us, "It's excellent here, the girls are wonderful." Another shared, "Staff are very lovely and look after me really well, I like them all." People told us they recognised staff and felt well supported. One person explained, "I know and recognise the staff. The staff are kind, friendly and they look after me well." People also spoke positively about their daily routines and activities. One person told us, "I enjoy my meals at the dining area. I like to attend different activities especially music. The staff know the music I like." Another person shared, "I like my room and like spending time in my room. My room is always clean and tidy." While feedback was very positive overall, some people expressed a wish for more opportunities to go out into the community, such as shopping or going out for lunch.

Relatives were very positive about the care provided. One relative told us, "Overall we are very happy with the care at this home." Another explained the positive impact the service had on their loved one's wellbeing, stating, "My mum is the most well she has looked or felt for over a year. The care home have been very proactive getting her looking and feeling much better." Families described staff as welcoming, friendly and supportive. One relative told us, "My mum is very happy with the care team... everyone is very chatty and friendly."

Feedback from visiting professionals was also positive. One professional told us, "It's a very nice nursing home. I feel staff are very approachable and looking after everyone as best as possible." Professionals commented that staff had good knowledge of residents' needs and maintained positive relationships with families.

People were supported to participate in a range of meaningful activities. The service had one full-time and one part-time activity coordinator and activities were offered seven days per week, including entertainers and group activities. This supported people's social wellbeing and engagement. However, increasing opportunities for community outings would further enhance outcomes.

People's nutrition and hydration needs were generally well supported. Food and drinks were available throughout the day. Dining experiences were positive overall, particularly within the Rowan unit where the mealtime experience was organised, relaxed and homely.

Medication management was safe and well organised. The introduction of an electronic medication administration record (eMAR) system supported improved oversight. Medication audits were carried out regularly and protocols for 'as required' medication were clearly recorded. Some minor cream-labelling issues were identified and addressed promptly.

Infection prevention and control practices supported a clean and hygienic environment. The home was clean and tidy with no unpleasant odours observed. Personal protective equipment (PPE) was readily available for staff use. Some environmental matters relating to maintenance and infection prevention were identified during the inspection; however, these will be discussed in more detail under the Key Question: How good is our setting?

Care planning documentation was detailed and person-centred, with up-to-date risk assessments and good monitoring of key health areas such as nutrition, falls and wound management. Some "About Me" sections were not fully completed, which limited opportunities to capture personal history and preferences.

Overall, people experienced very positive outcomes for their health and wellbeing. People felt safe, valued and well-supported by a caring and knowledgeable staff team. Positive relationships, meaningful activity opportunities and effective leadership contributed to the very good evaluation.

How good is our setting?

3 - Adequate

We found strengths in some aspects of the setting, particularly the welcoming atmosphere and access to outdoor space. However, significant weaknesses were identified in the quality and maintenance of parts of the environment, particularly within ensuite facilities. These issues had the potential to impact people's comfort, safety and dignity. Therefore, we evaluated this key question as adequate.

Many people and relatives spoke positively about the overall atmosphere of the home, describing it as welcoming and friendly. People valued the smaller community living arrangements and having single bedrooms, which supported privacy and comfort. Access to the garden areas was viewed as a particular strength of the service. These outdoor spaces were attractive and well used, providing people with opportunities to enjoy fresh air and a pleasant environment.

Despite these positive aspects, we identified significant concerns regarding the condition of the physical environment, particularly within the older people's units. Across a large number of ensuite bathrooms we observed defects which affected both the quality of the environment and infection prevention standards. These included rusted drain covers, water damage, broken or loose tiles, damaged flooring, poor lighting and worn or damaged shower equipment. In several areas, bathrooms were also being used for storage, which reduced people's access and choice. The scale and consistency of these issues indicated that a substantial proportion of ensuite facilities were not of an acceptable standard. In many cases the condition of surfaces and fixtures made effective cleaning difficult, presenting potential infection prevention and control risks. While maintenance staff were observed attempting to address some repairs, progress had been limited due to restricted resources, access to replacement parts and delays associated with provider transition. Flooring, walls and fixtures across several units were also worn and would benefit from refurbishment. (See Requirement 1.)

The learning disability units were observed to feel more homely and personalised, although some damaged flooring and fittings were still present. Overall, improvements to the physical environment across the service are required to ensure that facilities consistently support people's comfort, dignity and wellbeing.

We also identified poor signage and wayfinding throughout the building. This limited people's ability to orientate themselves independently within the service and may impact confidence and independence for some individuals. Improvements to signage, orientation boards and visual cues would support people to navigate the environment more easily. (See Area for Improvement 1.)

The provider had begun to respond to these concerns and we saw evidence of an improvement plan and service improvement planning (SIP) in place. However, it is important to note that some of these environmental issues had been identified at the previous inspection in 2024. While it was positive to see renewed commitment to improvement, timely progress is essential as the current condition of parts of the environment may impact the quality of care and outcomes for people if not addressed.

Overall, while people experienced a welcoming and supportive atmosphere within the home, the condition and maintenance of the physical environment requires improvement to ensure facilities consistently support people's health, safety and dignity.

Requirements

1. By 5th June 2026, the provider must ensure that bathrooms and ensuite facilities are maintained to an appropriate standard to support infection prevention and control, health and safety, and people's comfort and dignity.

In order to achieve this, the provider must:

- a) ensure a detailed and time-specific plan is devised for the damaged flooring, tiles and surfaces are repaired or replaced
- b) ensure the rusted drain covers and damaged shower fittings are replaced
- c) ensure adequate lighting is provided
- d) ensure the bathrooms are not used for storage where this restricts people's access or safe use
- e) ensure a three weekly update is provided on the progress on the repairs and replacements to the lead inspector.

These improvements must ensure that facilities can be effectively cleaned and maintained to reduce infection risks.

This is to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state:

5.22 I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.

Areas for improvement

1. To support people's independence and ability to navigate the environment, the provider should improve signage, wayfinding and orientation. This should include but not limited to:

- a) a review of the signage within the service
- b) consultation with residents and staff to devise a plan for clearer signage throughout the building
- c) orientation boards within units
- d) use of visual cues, colours or symbols to support wayfinding for people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that:

5.11 I can independently access the parts of the premises I use and the environment has been designed to promote this.

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

To ensure staffing levels meet people's assessed needs within the learning disability and acquired brain injury units within the home, the provider should carry out an analysis of people's support needs to ensure previously assessed needs are accurate. In the event they are not accurate, share this information with the relevant Health and Social Care Partnership.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me' (HSCS 1.19) and
'My needs are met by the right number of people' (HSCS 3.15).

This area for improvement was made on 10 October 2024.

Action taken since then

At this inspection, we found the service had taken appropriate action to review staffing levels within the learning disability and acquired brain injury units. Current staffing levels were observed to meet dependency minimums.

Although there remains some reliance on agency staff due to vacancies and sickness, the service has introduced measures to support continuity, including using preferred agency workers familiar with residents. We were also advised that new staff are due to start in March 2026, which should further strengthen staffing capacity.

Based on the evidence reviewed, we were satisfied that this area for improvement has been met.

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

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?	3 - Adequate
4.1 People experience high quality facilities	3 - Adequate

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