

# Harris House (Care Home) Care Home Service

Leverhulme Road  
Tarbert  
Isle of Harris  
HS3 3DD

Telephone: 01859 502 194

**Type of inspection:**  
Unannounced

**Completed on:**  
27 March 2026

**Service provided by:**  
Comhairle nan Eilean Siar

**Service provider number:**  
SP2003002104

**Service no:**  
CS2003009708

## About the service

Harris House (Care Home), in Tarbert, Isle of Harris is a purpose-built home, which is owned and managed by the local authority, Comhairle nan Eilean Siar.

The premises has 16 bedrooms, all of which have en-suite facilities, and a range of spacious communal areas. One bedroom is allocated to provide respite care. The premises provide comfortable, high quality accommodation and excellent facilities.

## About the inspection

This was an unannounced inspection which took place between 24 and 27 March 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 several people using the service and made contact with several family members, some of whom acted as legally appointed guardians;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents; and
- received feedback from a visiting professional.

## Key messages

The service was well run and managed with person centred care being a priority.

People and their families were highly satisfied with the care and support they received.

People's needs were met to a high standard by a caring, attentive and professional staff group.

The environment was spacious, clean, welcoming and homely.

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

The service was well led and managed, where a main priority was ensuring staff looked after people to a high standard in a kind and caring manner.

People were supported with compassion, dignity and respect. We saw consistently positive relationships between staff and people living in Harris House. People told us staff were excellent, always there to help them and nothing was too much bother. They felt well looked after, safe and content living in Harris House.

Staff provided care and support to individuals at their own pace. For example, when staff responded to people who had asked for help, this was undertaken in a patient and sensitive manner. We saw staff taking time to talk with those who were frail or living with dementia.

Families were made to feel welcome when visiting, they enjoyed spending time with their loved ones in a relaxed and happy environment. They were reassured that their relatives were cared for to a high standard by a compassionate and attentive staff team. Some of the comments from people we spoke with were:

"The staff know how I like things done and I get peace and quiet. They respect my privacy. This is my home."

"Staff are brilliant, treat mum like a member of family. Really positive experience, they are so caring, genuine and gentle affection."

"Staff kind and caring and happy, they are warm and affectionate, emotional care is hugely important and clear from interactions really good relationship with mum and that they genuinely care about her."

"Could not have turned out better, really reassuring my relative is safe and happy and well cared for, she feels loved."

To promote physical and emotion well being people had the opportunity to get involved in activities. To ensure people remained connected to their local community, a number of community groups visited Harris House. People enjoyed this, especially when the local parents and babies group visited.

Staff were quick to respond to changes in people's health needs. They sought and followed guidance from healthcare professionals. This included the general practitioner and local community nursing staff. There was regular communication with families about changes to their loved ones' wellbeing. This provided confidence that everyone involved in people's care worked well together and knew their wishes and choices, especially if there was an unexpected event. The community nurse told us "staff are adaptable, efficient and competent. They are very thorough, people are very lucky to live in Harris House as the care is so good."

Medication was managed safely in line with good guidance. Staff completed training and undertook an annual competency assessment to ensure medication was administered by well-trained staff.

Mealtimes were held in a pleasant, spacious dining room. Food was home cooked and good quality. The chef spoke with people about their likes and dislikes and made sure people's dietary needs were met.

People were supported to eat and drink by a patient and confident staff team. These approaches meant people's food and hydration needs were well met.

## How good is our setting?

### 5 - Very Good

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

Harris House was a warm, welcoming and bright environment. There was no evidence of intrusive smells. The domestic staff were competent at their jobs and knew how to reduce the risk of spread of infection. They ensured all areas were cleaned to a high standard. A number of relatives and residents commented that the environment was lovely and clean, and bedrooms were spotless.

There were clear planned arrangements for regular monitoring and maintenance of the premises and the equipment to ensure people were safe. This included training and assessing staff competency to safely use and maintain any equipment their role required. The quality of furnishings was of a good standard. All bedrooms were personalised, spacious and en-suite. People could spend time relaxing in their rooms and there was plenty of space for visitors. There was an accessible outside space that was safe for people living with dementia. Some of the comments from people we spoke with were:

"The environment is immaculate, never smells like a care home, so tidy, her bathroom is very clean, bins cleaned and emptied."

"The place is immaculate and they have made her bedroom how she likes it."

"Very clean and no concerns, rooms a good size. So much space and lovely job of keeping clean, lots of photos, really thoughtful touches."

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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