

# Pentland View - Highland Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
5 March 2026

**Service provided by:**  
Barchester Healthcare Ltd

**Service provider number:**  
SP2003002454

**Service no:**  
CS2007142977

## About the service

Pentland View is registered to provide a care service to a maximum of 50 older people. The provider is Barchester Healthcare.

Pentland View is located in Thurso, Caithness. The home is purpose built and accommodation is on one level.

There are two units, one is dedicated to dementia care. There are two lounges, one with kitchen and dining facilities, and a separate dining room. All bedrooms have en-suite toilet facilities.

The home is surrounded by landscaped gardens and there is a secure garden for people to use.

## About the inspection

This was an unannounced inspection which took place on 3, 4, 5 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 seven people using the service and 14 of their family, and representatives
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

**Key messages**

- People experienced care and support which enhanced their wellbeing.
- People enjoyed a very good variety of meals and were supported well to eat and drink.
- Activities offered were varied giving people opportunities to continue and start new hobbies.
- The leadership team were committed to continuous improvement.
- Staff had good relationships with people which meant the support offered was appropriate.
- The environment was well maintained, and of a very good standard.
- The garden area could be developed to support people accessing this area independently.

**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 meant there were major strengths in supporting positive outcomes for people.

### Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

Pentland View had a very welcoming and warm atmosphere. There were lots of visitors, and the café area was used well by people and their visitors. People appeared to enjoy this, and we observed lots of engagement throughout the home which supported people's wellbeing. One person told us that "Care home is brilliant, really family friendly, I can pop in anytime."

It was positive that the activities were varied and consisted of group and 1:1 interactions. We observed visits from the school, and nursery, which were popular. The therapist (dog) was also in attendance and people were observed to react well to the visit. There was an exercise class weekly, and one person told us, "The men in kilts go easy on us with the exercising." We could see evidence that the activity opportunities on offer enriched people's day-to-day life. Staff supported people in a kind, warm, and dignified way to take part in the events within the home.

One person told us that "The home is great, if I can't be in my own home then this is the best place to be. Staff always help me and have time for a chat."

People were given support to eat and drink in a dignified way. Mealtimes appeared relaxed with nicely set tables and music. People were given visual choices of meals, which supported them to decide what to eat. The dining room was well used, and staff were present to give additional support when needed. We could see that snacks and drinks were readily available, people mostly told us they enjoyed the food, one family felt the choices were not always as readily available to their relative, the leadership were reviewing this. Although we could see people being supported well to eat and drink this was not always reflected in the recorded documentation. (See Area for Improvement 1).

Medication was managed well, following good practice guidance. The medication room required to be upgraded and there was plans in place for this to happen. We could see that guidance was available for people who required as required medication, this meant the staff had information to administer medication at the right time based on the individual plan of care. This meant there was confidence that people's health needs were supported by a well informed team.

People benefited from a range of health assessments which meant if additional support was needed from specialists such as dieticians or speech and language professionals this happened quickly, which provided additional support for people. This information could be found in people's care plans so that staff knew the best way to support them. The provider has introduced a new electronic care planning system; this provided a good oversight of people's care needs. Care plans were of a good standard and reviewed regularly, however some of the documentation, and daily recording had gaps in information, therefore we will be making an area for improvement to support continued improvements in this area. (See Area for Improvement 1)

## Areas for improvement

1. Improvements should be made to ensure that vital information related to people's health and wellbeing is recorded accurately, this should include any high risk areas such as skin health, and food and fluid intake to ensure that people's level of need is evaluated appropriately.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time.'

## How good is our setting?

**5 - Very Good**

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

### Quality Indicator: 4.1 People experience high quality facilities

Pentland View's environment was clean, tidy, fresh smelling, and finished to a very high standard, this meant that people were supported in a home which was visibly clean and comfortable. The communal areas were warm and welcoming. Bedrooms were well maintained and personalised. It was positive to see visitors throughout the home, and they told us they felt welcome, one stated "I can come in anytime, there is no restriction. It reassures me that all the staff know me and my family."

There was plenty natural light and fresh air which supported a feeling of calm. The corridors were wide making it easier for people to mobilise with equipment. We saw the lounge spaces being used for activities and the area supported this well. There was enough space for people to participate in the visiting school and nursery activity.

The monitoring and maintenance of the building was comprehensive and there were daily meetings to communicate with staff if there were any issues, this enabled any breakages, or problems to be addressed in a timely manner. This kept people safe and able to enjoy a well maintained environment.

Cleaning schedules were in place, and we could see that areas were cleaned regularly. One family felt that their loved one's room was not as clean as it could be, this was being addressed by leadership to support improvement.

The furniture positioning supported people gathering naturally in small clusters which meant people socialised well in these areas. The home benefited from a family room which offered additional privacy, this offered people the opportunity to speak privately either to their loved ones or staff. Throughout the home there were rest areas, supporting people to keep moving safely.

Environmental noise was managed well, meaning that people benefited from quiet areas, and music which was used to support wellbeing and enjoyment. People therefore were living in an environment with the right level of stimulation for them.

The garden area was vast with a huge area to the side of the home which was used to support people access the outdoors. The view at the front of the home is spectacular, we saw people being supported to go outside to watch the sea. Part of the garden is secure for people to access with a central pagoda area which provided shelter, however at this time of year it does not look its best.

We could see that plans were in place to improve this area, the management were considering a project plan for this. People do have access to an outdoor space, but consideration should be given to how this could be made more dementia friendly.

## 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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