

# Highview Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
19 March 2026

**Service provided by:**  
Barchester Healthcare Ltd

**Service provider number:**  
SP2003002454

**Service no:**  
CS2007142927

## About the service

Highview House Care Home is registered to provide a care service for up to 83 older people, this may include provision of respite care to a maximum of two older people. Highview House is a purpose-built care home which has been extended and is situated in a residential area. There are 71 single rooms and six double rooms, all have ensuite toilet facilities.

Highview House has a purpose-built dementia unit called 'Memory Lane' which can provide care for up to 22 people with dementia and has its own facilities and secure garden area. The remaining rooms are split across two floors in the main building and there is a lift in place to access the second floor. The home benefits from pleasant and well maintained garden areas around the whole building. The provider is Barchester Healthcare Ltd

## About the inspection

This was an unannounced inspection which took place on 16, 17, 18 February 2026. The inspection was carried out by three inspectors 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 26 people using the service and 35 of their family or representatives
- spoke with 17 staff and management
- observed practice and daily life
- reviewed documents
- spoke with six visiting professionals.

**Key messages**

- People felt valued and respected.
- People benefited from extensive activities, which enhanced their quality of life.
- Mealtimes were relaxed, and people were supported well to eat and drink.
- The management team effective had oversight to ensure people received the right support for them.
- Documentation in relation to food and fluid needed to improve.
- The environment was homely, and the decor was of a very good standard.

**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 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.

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

People were positive about the service one person told us, "We are blessed that our loved one has such good care." We could see staff were kind, responsive, and very caring. They were also very skilled in engaging people in a variety of activities, we observed people having lots of fun, this meant that people were supported to keep active and engaged.

The use of activity to reduce the risk of falls was highly effective, this supported people to enjoy company but also meant that staff could monitor people at risk of falls. We saw evidence of the reduction in falls, and how this supported people to remain active and safe.

People looked well cared for and were supported to maintain their appearance, when care was required to support people's bathroom needs, this was carried out in a dignified and respectful way.

There were robust plans in place to support people with complex health needs including diabetes, and dementia. Protocols were in place to support staff to deliver consistent care, which we observed during our visit. Six monthly care reviews were consistently completed; this gave people the opportunity to decide, when possible, their own personal plans.

Health and clinical oversight was very good. Nursing care was effective, and people were assisted quickly when this was required. We saw staff working closely with other health professionals this meant people got the right care from various health professionals. One professional told us, "Any concerns are immediately reported to the appropriate professionals, family etc."

People's personal plans had detailed information regarding how they should be supported this included nutrition, hydration, moving and assisting, and distress reduction. These were informed by comprehensive risk assessments, this meant people's health and wellbeing benefited from quality responsive care.

Medication was well managed, and staff had a good understanding of people's needs. This was supported by clear protocols for medication which was only needed occasionally. It was positive to see that medication in these circumstances was rarely used for distress as staff presence, and knowledge of people supported improved outcomes.

People were positive about the food and drink offered in Highview. People were seen to be enjoying a relaxed dining experience, with staff available to offer support when needed. We observed people's individual choices being respected, and it was very positive to see additional calories being added to meals for the people who required it.

The recording of food and fluid needed to improve, the service was very responsive to this and acted immediately to improve the documentation on the care planning system. Due to the importance of accurate documentation, we will make an area for improvement in relation to this. (See Area for Improvement 1)

When observing people, we witnessed consistently positive and meaningful interactions which supported a safe and nurturing environment. This meant positive relationships were developed, and people felt confident with the care they were receiving.

### Areas for improvement

1. Improvements should be made to ensure that people's food and fluid intake is recorded accurately, and evaluated regularly to support people to reach and maintain daily targets.

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 found significant strengths with the environment that supported positive outcomes for people, therefore we evaluated this key question as very good.

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

The home was welcoming, tidy, and homely. Fixtures, fittings, and furniture were of a good standard, this meant people lived in a comfortable environment.

There were a number of communal areas throughout the home, and we observed these being used routinely. The foyer was a focal point for people to mix, this was a very sociable area, and it was very positive to see staff engaging with people as they completed their duties.

People benefited from an environment which supported people to move around, the wall features, and rummage areas were very dementia friendly. Memory lane in particular supported people to find their way using signage, and pictures on bedroom doors. It would be beneficial if this good practice was also used on the first floor.

People had access to a safe outdoor space the improvements to the garden area making it bigger, and more enclosed will benefit people's wellbeing as they have a choice of outdoor spaces which are easily accessible. Highview has some great views and due to the lovely open areas with large windows we observed people enjoying these views as part of their daily routines. This meant that people could enjoy the outdoors from the lounge areas and garden which supported conversations, and activity.

The maintenance team had very detailed records evidencing the quarterly, monthly, and annual regulatory checks, along with a process for identifying any ongoing work required. This meant that people benefited from a safe and well maintained environment.

Bedrooms were personalised which meant people felt at home, and their wishes were respected. Regular cleaning was carried out, and people told us the home was always clean., and smelled fresh. It was positive that people told us laundry was completed to a high standard, and people's belongings were treated respectfully.

To continue this high standard, it would be beneficial to continue to use a recognised dementia environment tool to audit each area of the home, this will support continued improvement.

## 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 support positive outcomes for people, the service should ensure people's records set out how their individual outcomes are met, with specific concentration on, but not limited to:

- a) Records such as skin check and repositioning records should clearly reflect the care people are receiving to prevent skin damage;
- b) records for people who are at risk of hydration should provide accurate information about their fluid intake; and
- c) the twice-yearly review record should reflect if people's outcomes are being met, including their views and experiences, the views of staff and relatives involved in their care and support, and their written care records.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

**This area for improvement was made on 3 October 2024.**

#### Action taken since then

There had been some improvement in relation to six monthly reviews being carried out, but due to lack of progress in relation to recording of information we will reinstate a new area for improvement.

#### Previous area for improvement 2

The provider should ensure that all changes in a person's presentation are consistently documented and communicated in a timely and accurate manner to relevant healthcare professionals and people's legal representatives.

This is to ensure care and support is consistent with Health and Social Care Standard 3.14: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.'

**This area for improvement was made on 6 January 2026.**

#### Action taken since then

We observed people being consistently assessed who were showing signs of being unwell, we reviewed daily notes which showed clinical observations had been taken on several occasions, and were reviewed. People told us they were confident that any deterioration in their loved one would be followed up, and communicated to them in a timely manner.

Therefore 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](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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