Wallace View
Care Home Service

77 Westhaugh Road
Stirling
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Telephone: 01786 241 339

Type of inspection:
Unannounced

Completed on:
1 October 2026

Service provided by:
MMCG (CCH) (3) Limited

Service provider number:
SP2013012124

Service no:
CS2013319185

About the service

Wallace View is registered to provide a nursing care service to a maximum of 60 older people who have general frailty or are living with dementia.

The home is situated in a quiet residential estate within a short driving distance from Stirling and Bridge of Allan. It is purpose built over two floors with a small garden area to the front of the building. It has a separate lounge and dining areas on each floor. Bedrooms have washing and toileting facilities and there are a number of shared bathrooms on each floor. The home has regular access to a minibus it shares with another home. The home has just been bought over by new provider Silverline Care.

At the time of inspection 59 people lived in the service.

About the inspection

This was an unannounced inspection which took place on 28 and 30 September 2026 between the hours of 09:30 and 20:50. The inspection was carried out by two inspectors from the Care Inspectorate and with the support of an inspection volunteer.

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:

- spent time with 19 people using the service and four of their family members
- spoke with twelve staff and management
- observed practice and daily life
- reviewed documents
- consulted with three visiting professionals
- reviewed survey results from 28 supported people, four relatives, four staff members and three visiting health or social care professionals

Key messages

The home was providing care and support of a very good standard, utilising a well-led staff team to enable person-centred positive outcomes. Managers and staff were both proactive and responsive.

The service met an outstanding Area for improvement relating to infection prevention and control, ensuring the environment was effectively clean and hygienic.

The service met an outstanding Area for improvement regarding environmental improvements and creating a positive atmosphere for people living with dementia.

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

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.

We spent time in the home during both the day and evening, observing care and support that was consistently positive, person-centred and enabling. Feedback from people experiencing care and their relatives was overwhelmingly positive, with people telling us that the "care is very good", that they could "tell my nurse my worries", and that staff "try to give me as much independence as possible". Relatives spoke highly of the management team, describing them as effective, approachable and responsive. While some feedback suggested that activities could be further enhanced, the service had already identified this through its own quality assurance processes and was actively progressing improvements in this area.

People were complimentary about the food and dining experience, telling us that alternative choices were always available should menu options not meet their preferences. We observed this in practice and found staff to be knowledgeable about both individual preferences and nutritional requirements. People requiring support with eating and drinking received this in a respectful and dignified manner, and attention to detail was evident for those who chose to dine in their own rooms. We shared some suggestions regarding the upstairs dining experience, which the service received positively and agreed to consider as part of its ongoing improvement work.

People's bedrooms were personalised and reflected their individual tastes and preferences, helping to promote a homely and comfortable environment. Communal areas were welcoming and inviting, and the service had invested in creating dementia-friendly spaces, including sensory resources to support engagement and wellbeing (see 'Outstanding areas for improvement' later in this report). The home was clean, tidy and free from unpleasant odours, with effective laundry arrangements in place (see 'Outstanding areas for improvement') later in this report). We noted that temperatures in some areas of the building were higher than would be expected, and the provider agreed to investigate this further to ensure people's comfort.

We met staff who were confident, knowledgeable and clearly committed to providing high-quality care. Staffing levels were appropriate to meet people's assessed needs, and staff demonstrated a good understanding of the individuals they supported. Care plans were detailed, regularly reviewed and reflected people's needs in areas such as nutrition, weight management and wound care. Senior staff maintained effective clinical oversight and quality assurance arrangements. Feedback from external health and social care professionals was particularly positive, with professionals describing the service as proactive, responsive and collaborative. Throughout the inspection, managers responded promptly to any feedback provided and demonstrated a commitment to continuous improvement. They had also consistently met their regulatory responsibilities by submitting required notifications appropriately and in a timely manner.

Medication management was of a very good standard. Staff demonstrated awareness of when prescriptions required review, amendment or discontinuation and made timely referrals to relevant healthcare professionals when necessary. We identified a minor improvement relating to the recording of topical creams and lotions, which was addressed immediately. Medication storage, auditing and monitoring arrangements were robust, providing assurance that medicines were being managed safely and effectively. Staff handovers evidenced a strong person-centred approach, with discussion focusing not only on people's healthcare needs but also on the smaller details that were important to their wellbeing and quality of life.

Overall, we found clear evidence that people were supported by a caring, responsive and well-led staff team. The service demonstrated a strong commitment to maintaining high standards, responding positively to feedback and promoting people's independence, dignity and wellbeing. We were therefore assured that people were receiving care and support to a very good standard.

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 that people live in a care home that is comfortable, homely, safe and well maintained the provider should, at a minimum:
a) Carry out an environmental audit, taking into account the good practice guidance such as the King's Fund tool for people with dementia, 'Living in the community' and 'Building Better Care Homes.'
b) The audit should include the soft furnishings in all lounges and bedrooms, and devise a refurbishment plan, with clear timeframes and actions.
c) Ensure the refurbishment work is reflected in the home's improvement plan.
d) Ensure, staff, residents and relatives are involved in the planned improvements.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that:
"The premises have been adapted, equipped and furnished to meet my needs and wishes" (HSCS 5.16).

This area for improvement was made on 28 November 2024.

Action taken since then
The service had already undertaken a previous King's Fund Tool audit and this had recently been refreshed. The home had an engaged and enthusiastic staff member as a dementia champion who was able to demonstrate work that had taken place. There had been input from external professionals to support future developments.

The refurbishment plan was detailed and thorough and we were aware that stakeholders were being involved in the process. We have suggested that the provider give further consideration to the temperature at the home, as it was hotter than was comfortable, and to some noise levels.

This area for improvement has been met.

Previous area for improvement 2

To ensure that people are supported in an environment that is safe, clean and minimises the risk of the spread of infection. To do this the provider should, as a minimum, ensure:
a) cleaning schedules are reviewed, and include both daily cleaning and deep cleaning.
b) that frequently touched points are part of the daily schedule.
c) managers have oversight of the cleaning and completed schedules.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state:
"I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings to meet my needs, wishes and choices." (HSCS 5.22).

This area for improvement was made on 28 November 2024.

Action taken since then

Cleaning schedules were in place across all areas of the home and domestic staff were visible and active during our visits. Records were in place and had been signed off by a supervisor. These could have been more effectively recorded but we were aware that new documentation was due to be introduced. All frequently touched points sampled during inspection had been clean. An external professional gave positive feedback about the infection prevention and control standards at the home.

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.scot.

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

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