

# Methilhaven Care Home

## Care Home Service

Methilhaven Care Home  
Methilhaven Care Village  
Kirkland Parade  
Methil  
KY8 3DL

Telephone: 01592 583326

**Type of inspection:**  
Unannounced

**Completed on:**  
14 March 2024

**Service provided by:**  
Fife Council

**Service provider number:**  
SP2004005267

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CS2003006837

## About the service

Methilhaven Care Home is a well established service with well established links within the local community. Accommodation is provided in a new two storey purpose-built building and as part of a care village. The service moved to their new premises in July 2023 and is provided by Fife Local Authority. It is registered to provide 24-hour care and support to a maximum of 36 older people within three units, including up to 12 people accessing a dedicated assessment unit. During our inspection there were 32 people using the service and the newly appointed manager was available to support our visit.

Methilhaven Care Home aims to provide high standards of care reflecting the principles within the Health and Social Care Standards (HSCS). Maintaining people's identity and supporting independence is central to the care and support delivered. As part of the care village, people benefit from regular contact with the nursery and secure outside space.

## About the inspection

This was an unannounced inspection which took place on 12 March 2024 between 10:00 and 18:00. 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 eight people using the service and eight of their family
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- People were supported by staff who knew them well.
- Staff were knowledgeable, caring and respectful.
- Quality assurance systems were in place and contributed to very good care and support.
- The environment and facilities were excellent.

## 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 leadership?	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 evaluated this key question as Very Good, as the service demonstrated major strengths in supporting positive outcomes for people.

It is important that people experience warm, nurturing relationships with the staff who support them. We observed numerous examples of kind, compassionate and warm interactions. All staff clearly knew residents and their families well and communicated effectively. This meant any areas for improvement could be highlighted and acted on. Meaningful activity was embedded into all aspects of care and support. Residents and family told us how much they enjoyed planned activities and entertainment. Access to the mini bus and staff escort was also valued. Comments included: "even with increasing dependency, they are not missing out on anything" and "I wouldn't have her anywhere else, they go above and beyond."

The focus on maintaining relevant levels of independence, recovery and comfort for the people in their care meant staff prioritised the day to day care and support above all else. This mitigated the risk of people experiencing task oriented care or poor outcomes. Relatives described a warm and welcoming climate of care and staff, including agency carers, who worked hard to ensure everyone's needs were met. Their only areas of improvement was that it would be better if there were more staff and opening the cafe. Comments included: "staff were nurturing and caring, going that extra mile. Not just with physical support but emotional support and they connect with him because they knew about his working life."

Medication was well managed and as a result people benefitted from prescribed treatments. There was good clinical oversight of people's health needs. Prompt referrals were made to other health professionals meaning that people had the most appropriate health care at the correct time. Relatives described the health gains their loved ones had experienced. Comments included: "his health has never been better, he's in good hands," "I couldn't fault them, after a few months they had her walking with a zimmer" and "I feel well informed about everything, they'll phone day or night."

Mealtimes appeared to be a calm and pleasant part of the day which many people looked forward to. People chatted to each other and enjoyed their meals together. People were encouraged and enabled to eat their meals independently with the just the right level of support from staff where needed.

We found care plans and supporting documentation up to date, well written, relevant and complete. This meant record keeping could guide and support staff to meet people's needs and wishes. Relatives confirmed their involvement in reviews and reported very good communication which meant they felt confident about their loved ones experience of care and support.

The home was immaculate. with no evidence of intrusive noise or smells. We found that the service upheld very good standards of infection prevention and control. As a result Methilhaven Care Home was a pleasant place to live.

## How good is our leadership?

5 - Very Good

We evaluated this key question as Very Good, as the service demonstrates major strengths in supporting positive outcomes for people.

We found very good leadership that clearly demonstrated the principles supporting the Health and Social Care Standards and resulted in very good care and support being experienced.

Management within the home was effective and there was strong leadership. Information gathered from a variety of audits and overviews had been used to sustain improvement within the service. The service had an active improvement plan which reflected their self evaluation, their aim to involve everyone with an interest in the home and continually improve standards. The outcomes for people living in the service were positively affected as a result. Examples of this was included the way the measure of resident dependency influenced staffing and a commitment to service user and family participation.

Relatives reported having confidence in staff and the benefits of good communication. People benefitted from well established and visible leadership from senior care staff. Although the service was subject to the same workforce pressures as experienced throughout the sector, there was a good level of continuity and staff were confident about their role and responsibilities. Management's approach supported the wellbeing of staff, person centred care and a strong sense of community. Comments included: "I trust them."

We were told all staff, reception, care, domestic, maintenance and catering teams, contributed to the wellbeing of people living in the home. A whole team approach meant that people were consistently supported to deliver or experience a very high standard of service. Comments included: "there's good communication, good relationships," "nothing is perfect, they are all good but it would be better if there were more staff" and "staff are amazing, can't fault them, they know what they are doing."

## 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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
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