

## Abbotsford Care, East Wemyss Care Home Service

Hendrie Lane  
East Wemyss  
Kirkcaldy  
KY1 4NZ

Telephone: 01592 715 181

**Type of inspection:**  
Unannounced

**Completed on:**  
11 April 2024

**Service provided by:**  
ABBOTSFORD CARE LTD

**Service provider number:**  
SP2010010867

**Service no:**  
CS2010248948

## About the service

Abbotsford Care, East Wemyss is situated in a quiet residential area of East Wemyss. The village has good transport links to Kirkcaldy and Leven, as well as a number of local amenities.

The home is registered to care for up to 35 people: 12 older people and 23 people with learning disabilities.

Accommodation is provided across three units in a single storey building. Each unit has its own kitchen diner and separate living room, all with a homely feel. The home benefits from accessible garden grounds with seating areas and patios. Each unit has been decorated and arranged in consultation with the people who live there.

## About the inspection

This was an unannounced inspection which took place on 9 and 10 April 2024. 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 six people using the service and five of their relatives
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from people, relatives, staff and visiting professionals via questionnaires.

## Key messages

- People experienced warm and compassionate care.
- Managers and staff had good understanding and oversight of people's needs.
- The service promoted meaningful activity.
- Mealtimes were relaxed and staff supported people with dignity and kindness on a one-to-one basis where required.
- Staffing levels allowed staff to meet people's needs and outcomes.
- Handover processes were effective in ensuring staff were aware of people's changing needs# on a daily basis.

## 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 staff team?	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 we found major strengths which supported positive outcomes for people.

People should expect to experience warmth, kindness and compassion in how they are supported and cared for. We observed warm and compassionate care. Interactions between people and staff were friendly, good natured and humorous. People and staff clearly knew each other well. During the course of our inspection, the atmosphere in the home was calm and relaxed. This meant that people could feel at ease in their day-to-day lives.

People using the service told us, "I am happy here" and "it's like a family." Feedback from relatives was also positive. One person told us, "It's been a very positive experience" and another said, "They've helped her get her life back." We could therefore be confident that people experienced compassion and respect.

People received their medication in a timely manner. Robust systems were in place to ensure people received the correct medication at the right time. We also saw that clear guidance was in place for the use of 'as required' medication. Communication between care staff and other health professionals was strong. Weekly meetings with the local GP surgery ensured timely health referrals were made. We were confident that that people were being supported with their health needs in a timely manner.

Mealtimes were calm and relaxed. People living in the service spoke naturally amongst themselves and this contributed to the homely feel of the service. The meals offered during our inspection were freshly made and looked appetising. Menus were reviewed on a regular basis, and kitchen staff regularly consulted people living in the service to ensure choices were in line with people's preferences. Kitchen staff had a clear understanding of dietary requirements, and these were noted in the kitchen and in people's care plans. People could request alternative meals and this was accommodated where possible.

People were encouraged and supported with eating and drinking in a kind and dignified way. Those who required one-to-one support to eat were assisted with care and compassion. We saw evidence that those who had been on food and fluid charts had been encouraged with additional intake. We could be confident that good nutritional and fluid intake was promoted, benefitting people's health.

A good range of assessments informed support plans. Each section of the plan was reviewed on a monthly basis by staff, and as a whole, every six months with the person and their relatives. This meant that people were fully involved in their assessments on a regular basis. Support plans were outcome focused and helped guide staff on how best to support people to meet their needs. This included clear guidance on how to support people who experience stress and distress. Care staff were very responsive to people's needs. They were proactive in commencing charts and new assessments whenever they noticed any changes in behaviour or presentation, leading to timely referrals to health professionals, and appropriate changes to care plans.

People using the service were consistently involved in the development and improvement of the service. Regular key worker meetings and unit meetings took place and these were well attended by people using the service. People had given their views on a range of topics including activities, meals and decoration. There was evidence that changes were frequently made as a result of these views. We were confident that people's needs and wishes were the main focus when decisions and improvements were being made.

A range of activities took place during our inspection including group activities, one-to-one and trips into the community. These included pampering sessions in the sensory room, arts and crafts, board games and a trip to a disco. We also heard about upcoming plans for a holiday, a trip to Hampden Park, and decorating different areas of the home. We could be confident that people were able to take part in meaningful activities which were in line with their personal preferences and interests.

### How good is our staff team?

### 5 - Very Good

We evaluated this key question as very good, as we found major strengths which supported positive outcomes for people.

People should expect to have their needs met by the right number of people. During our inspection, we were confident that there were enough staff available to support people, including at night time. Staff did not appear to be rushed and were able to spend time having meaningful conversations and interactions with people. Buzzers were responded to quickly, as were any instances of people asking for help or assistance. There was no recent use of agency staff, meaning people were supported by a consistent staff group who knew people well. There was flexibility within staffing arrangements which meant that we saw managers, nurses and domestic staff in different units where this would enhance people's experiences at that time. We could therefore be confident that staff had time to support and care for people.

The service regularly assessed dependency levels to ensure appropriate staffing levels. We saw that staffing levels were mostly consistent with the assessed needs of the service. We saw evidence that the service was trying to recruit more night shift workers. The managers of the service were confident that if people's needs were to change, this would be reflected in dependency tools and additional staff would be deployed. We could be confident that people were supported by the right number of people.

There were robust arrangements in place to ensure new staff felt supported, and that there was an appropriate mix of skills and experience in each unit for every shift. We heard that new staff felt supported by friendly and helpful colleagues. Staff were familiar with people and their care plans, meaning they were able to provide a consistent level of care and support. We could therefore be confident that people's care and support was consistent and stable because people worked together well.

People living in the service were involved in the recruitment process, meaning that when new staff started working with them, they had already met them and given positive feedback about the idea of working with them in the future. Staff who had only recently started working in the service had already built up relationships with people living there. Induction training was thorough and included a range of mandatory topics which were completed both online and in person. Shadow shifts were undertaken before staff worked alone with people, and people were introduced to new carers before they worked with them. We were confident that staff were trained, competent and skilled.

Information sharing was efficient and effective. There was a handover at every shift change which was initially completed by the nurses. The nurse leading the new shift would then have smaller handover meetings with each individual unit. Care staff felt this was an effective use of time and focused specifically on the people they would be supporting on shift. Updates to care plans, as well as new or changing clinical needs were shared at these meetings. We could be confident that staff had the necessary information and resources to care for people.

## 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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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