

# Abbeyfield Lodge Care Home Service

Fraserburgh

**Type of inspection:**  
Unannounced

**Completed on:**  
6 May 2025

**Service provided by:**  
Abbeyfield Lodge

**Service provider number:**  
SP2007009514

**Service no:**  
CS2007167823

## About the service

Abbeyfield Lodge is a privately owned residential care service in Fraserburgh, Aberdeenshire. It is registered to provide care and support to a maximum of seven young people.

The service is operated from a large, detached house situated in a quiet residential area. Local schools and amenities are within walking distance of the house. Attached to the house is a self-contained flat which can also be used for young people living independently, or with agreed (low) levels of support from Abbeyfield staff.

At the time of the inspection there were four young people living in the Abbeyfield Lodge and one young adult in the self-contained flat.

## About the inspection

This was an unannounced inspection which took place on Saturday 3 and Monday 5 May 2025. 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 young people who lived at Abbeyfield Lodge
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- received questionnaire responses from five young people, 10 staff and one parent.

## Key messages

- Staff were compassionate, and young people experienced warm, trusting and nurturing care in a homely environment. The team wanted the very best for the young people they cared for.
- Young people's support and safety was supported by a responsive and caring staff team.
- Young people's individual needs were well understood and their opinions were important.
- Documentation needed to be reviewed to ensure it was relevant and met the expectations of best practice (i.e. that it is 'Promise' focussed).

## 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 children and young people's rights and wellbeing?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

## How well do we support children and young people's rights and wellbeing?

4 - Good

Young people experienced relational nurturing care, which promoted their emotional and physical safety. There was a good understanding of the individual risk present for each young person and a generally consistent approach in place to manage any concerns. Care was guided by support and safety plans, discussed and agreed with young people, and professionals involved in their care. This collaborative approach supported young people's safety.

Young people were very safe in the house. Where there were concerns, or potential concerns, in the community, staff worked well with friends, family and professionals to reduce risk and keep young people safe. Appropriate procedures and training were in place to understand and respond appropriately to any safeguarding concerns for young people, however, staff also supported young adults. In order to ensure that staff understand how to respond to adult protection concerns they should complete relevant training. **(See area for improvement 1.)**

On moving into Abbeyfield young people were made aware of the role of the Children's rights officer to ensure their views were listened to and considered to be important in any discussion and decisions. Staff and other professionals also advocated for young people to ensure their voices were heard.

There was a nurturing/non punitive approach to young people which was supported through the teams understanding of relational care. The team continued to extend their knowledge of the impact of trauma on the young people they cared for. This ensured young people were supported by a staff team that could understand and respond to their specific needs.

The young people we spoke with (and who returned questionnaires) said they experienced warm, trusting and respectful relationships with the people who cared for them. Staff knew young people's individual interests and encouraged them to follow their career path. The staff team were keen to engage young people in activities and to spend time in their company.

All of the young people were appropriately registered and supported to attend appointments with a range of healthcare services. Where helpful they had access to services which supported their positive mental health, procedures were generally good. We discussed a small change which might be helpful and further consideration about self-medication for young adults.

Mealtimes were very positive sharing experiences where people came together to enjoy tasty home cooked meals. Young people influenced the menu and friends were welcome. In addition to the benefit of healthy eating the mealtime experience enriched relationships and provided opportunities for young people to talk about their day.

The staff team understood the importance of promoting and encouraging important relationships. Goals and ambitions were recognised and supported and young people had the opportunity to have new experiences, and were doing well in school, college and employment.

Young people were engaged in their care, their support and their support plans. They were encouraged to attend important meetings and to share their views and opinions. This ensured they were fully involved in important decisions and that they felt included and listened to.

Staff spoke very positively about the support they received from senior staff and managers and that they were always accessible and ready to offer guidance. Most of the team also found their peers very supportive. Staff had regular supervision and an annual appraisal and found these useful to get feedback on their practice and to discuss their training and development. Team meetings were well attended and helpful in ensuring a consistent approach and the team having the opportunity to share opinions and ideas.

There was a consistent team, with the majority of the team being quite experienced and able to offer support to newer or relief staff. The recruitment and induction process was good. All staff were expected to complete core and additional training to help them understand and meet the need of the young people they supported. There was a particular focus understanding trauma, with good use made of online training and a knowledgeable professional delivering training to the team.

A development plan considered service improvement. This would be enhanced by timescales and review dates to ensure identified areas for improvement were monitored in relation to progress. Involvement of the wider team, and young people, would ensure that they all had a voice in the future of Abbeyfield.

The aims and objectives of the service need to be updated. The language was not 'Promise' focused and there were dated references to other organisations. Similarly, there needed to be a consistent approach and understanding of the purpose of recording in daily notes. Changes would ensure that only necessary information was documented and that it's style and presentation was focused on ensuring young people understood their own care and support. **(See area for improvement 2.)**

There were a number of effective quality assurance processes which ensured there was an overview of safe care and meeting young people's needs and rights.

There were a range of ways in which the service ensured they had the right number of staff with the correct skills and experience, however, this was not formalised within a staffing needs assessment. The service should develop a formal process of ensuring there are the right numbers of staff with the right skills to meet the needs of the young people. **(See area for improvement 3.)**

## Areas for improvement

1. In order to ensure that staff understand how to respond to adult protection concerns they should complete relevant training.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

2. Focus needs to be placed on review and updating of key documents.

This includes:

- updating the aims and objectives of the service
- effective and considered recording and language when writing about young people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS4.19).

3. A staffing needs assessment should be completed to ensure the numbers, skills, training and experience of the team are appropriate to meet the needs of young people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My needs are met by the right amount of people' (HSCS 3.15).

## 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 children and young people's rights and wellbeing?	4 - Good
7.1 Children and young people are safe, feel loved and get the most out of life	4 - Good
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	4 - Good

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