

Abbeyvale (Care Home) Care Home Service

16 Duff Avenue
Elgin
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Telephone: 01343 547 350

Type of inspection:
Unannounced

Completed on:
4 July 2025

Service provided by:
Abbeyside Nursing Homes Limited

Service provider number:
SP2003002308

Service no:
CS2003010347

About the service

Abbeyvale (Care Home) is owned and managed by Abbesside Nursing Homes Limited. Abbeyvale is registered with the Care Inspectorate to provide care to a maximum of 53 older people. The maximum number of people may also include up to four service users under the age of 65 who require palliative care. In addition to the 53 places above the service may provide an additional four places for named people who wish to share accommodation and there were 52 people living at the service at the time of this inspection.

Abbeyvale is a traditional building that has been sympathetically extended. All bedrooms have en suite toilet facilities and the majority of bedrooms have an en suite shower. People have a choice of well furnished and decorated sitting and dining rooms. There are attractive patio and gardens to the side and front of the home. Abbeyvale (Care Home) is situated in a quiet residential area of Elgin, Moray. The home is close to local shops, churches and bus routes.

About the inspection

This was an unannounced inspection which took place on 1 July 2025 between 09:15 and 17:00, 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, information submitted by the service and intelligence gathered since the last inspection.

To inform our evaluations we:

- Spoke with 12 people using the service
- Spoke with 12 staff and management
- Received 43 completed questionnaires from people using the service, staff, relatives and visiting professionals
- Observed practice and daily life
- Reviewed documents.

Key messages

- Staff were welcoming, warm and working hard to meet people's needs.
- An established management team were in place.
- There was very good oversight in the home, meaning people's needs were being addressed promptly or managed effectively.
- Communication with families was very good.
- The quality and standard of documentation supported and informed the care and support.
- There was a culture of trying to make peoples life and experiences better.

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
How well is our care and support planned?	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 received very positive feedback about the service and carers. People told us "I am happy, the food is lovely, couldn't be better. I like helping staff make things. They are 100% and do a beautiful job" and "The care team support my father's emotional and physical care needs very well."

There were many kinds, genuine interaction seen between staff and people. Staff took time to explain, support, and reassure people. Staff were sitting chatting while assisting people, making them feel valued and reassured. People felt that they were not rushed, staff were polite and that they were treated with dignity and respect.

There was a whole team approach to meaningful activities with an activities champion in place. Most people were empowered and positive about how they spent their days because their views and skills were used. The staff were involving people in the life of the care home in ways which were meaningful to them. There were lots of planned events and activities that people could choose to participate in. Staff were discussing the day's events with people in a very natural, informative way. This ensured that people felt included and their views were being valued. There was an emphasis on what mattered to people and helping them pass their time doing something they enjoyed.

There was a dedicated consistent team of Registered Nurses and senior staff. This had resulted, in staff knowing people's health, care and support needs. The senior team had built working links with visiting professionals. Changes in people's health and wellbeing were identified promptly and addressed effectively. A visiting professional said "all referrals I receive are always completed fully with all the necessary information and the team are timely with their updates to me too ". Information and advice obtained was being implemented into people's care and support. As a consequence, people were consistently receiving the care and support that was right for them.

People were very positive about the quality and choice of meals which were enjoyed in a pleasant, sociable environment. People were frequently given the opportunity to discuss their views on the meals, with suggestions fully considered, and changes implemented. The most recent home baking competition between the catering staff had generated a lot of interest and feedback from people. Staff formally monitored and recorded people's fluid intake, where appropriate, reducing the risk of weight loss for people.

People were supported to maintain pride in their appearance and were well presented. People were supported to bathe or shower on a frequent basis. Any concerns in relation to personal hygiene, nail care and appearance were quickly addressed by the senior team.

Staff had a good understanding of how to support people who may be stressed or distressed. The staff were working closely with external healthcare providers to ensure people were receiving the care and support that was right for them.

The staff had good knowledge and understanding of the medication system and people's needs. Overall, medication was well managed, meaning people were receiving their medication as prescribed.

How good is our setting?**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.

The home was friendly and welcoming. It was very clean, tidy and clutter free. Staff took pride in the service and appreciated that it was peoples' home. The home was well maintained and decorated to a very high standard. The management team were addressing an odour from a person's bedrooms due to changes in their continence abilities. New flooring was on order. The management team were continually reviewing the environment. Due to the age and layout of the building, orientation remained a challenge for some people. An improvement plan had been developed to ensure the home continued to enhance and promote a good quality of life for the people who live there.

There was good oversight by the maintenance team. Maintenance records were in good order, with a clear process for highlighting any required work. Therefore, the general environment was safe and secure.

People were supported and encouraged to move freely around the home. There were several communal areas that people and their families could choose to spend time in. Furniture was positioned to encourage socialising and there were plenty of places for people to sit and rest. A relative said "the quiet lounge could be used more, perhaps in the afternoon to allow for a quieter environment for residents as the main lounge can be very busy and noisy". The patio area, which people could easily and independently access was well used by people and their families. There were further developments planned for the well-kept garden to ensure they also were fully accessible for people to use. People were encouraged and supported to bring in their own bits and pieces to have around them, which promoted each person's experience, dignity, and respect.

How well is our care and support planned?**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.

An electronic care planning system was in place; staff had a good understanding of how to use it effectively. Information was available to staff at point of delivering care, via handheld devices. The management team and staff had worked hard to ensure people's care and support plans fully met their needs. There was a focus on supporting and empowering care staff to be involved in developing peoples care plans with the person and their family. As a result, peoples personal plans were person centred and identified not only the needs of people and their families but also their expectations.

The quality and standard of documentation was very good, evaluations were effective, and assessments were undertaken regularly to inform care. People said that they felt that the staff knew them very well and were given the care they wished.

People and families were fully involved in reviewing their care and support. There were opportunities for people and their families to inform staff what was working for them and what needed changed. The leadership staff and carers were involved in the review process meaning that, reviews were informed and meaningful.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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