

Astley House Care Home Service

14/16 Dirleton Avenue
North Berwick
EH39 4BG

Telephone: 01620 892 037

Type of inspection:
Unannounced

Completed on:
13 August 2025

Service provided by:
Astley House Nursing Home Limited

Service provider number:
SP2011011628

Service no:
CS2011298805

About the service

The service is a care home providing care and support for up to 40 older people, located in North Berwick, East Lothian. There were 37 people experiencing care with the service during the inspection. The accommodation is provided over three floors. Communal facilities, including the lounges and dining rooms are located on the ground floor. There is access to a secure garden. Most bedrooms are single but twin rooms are also available for couples who wish to share. The care home was registered with the Care Inspectorate on 8 August 2011 and is provided by Pepperwood Care Limited.

About the inspection

This was an unannounced inspection which took place on 7 and 8 August 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported as well as the quality of staffing.

To inform our evaluation we:

- spoke with 11 people experiencing care, contacted five relatives and received 12 questionnaires
- spoke with nine staff and two managers and received four questionnaires
- contacted two professionals working with the service and received three questionnaires
- observed daily life at the service
- observed how well care staff supported people
- considered the cleanliness and quality of the physical environment
- reviewed documents and electronic records.

Key messages

- People were very satisfied with the quality of the care and support.
- Staff interacted warmly and respectfully with people and were able to assist people who were anxious in a caring and calming way.
- Mealtimes were well staffed and snacks were readily available for people.
- The environment was clean, tidy and homely.
- Staff were well supported by observing staff competence, face-to-face supervision and team meetings.

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 the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. Few people were in bed and those that were had clinical reasons to do so. There were some people in their rooms but were choosing to have privacy rather than feeling isolated. People did not feel rushed by staff and were supported to communicate in a way that was right for them, at their own pace. Staff would assist people who were anxious in a caring and calming way. When assisting people to move, staff interacted supportively and with encouragement. This meant people could build trusting relationships at the service.

People experiencing care said:

"It is a nice place, meals are first class, the staff are first class."

"Food is very good, if I am stuck they will always find you something else."

"Everything is hunky dory."

Relatives' comments included:

"They are really lovely with the residents. Very much a family atmosphere."

"My relative is extremely well cared for and supported to move as much as he is capable."

"They are all very lovely and caring to my Dad, and my Mum who visits."

Mealtimes were well staffed and people were not kept waiting for their meals or being rushed. Decent quality meals were available for people. People were being encouraged to eat and support with eating and drinking was undertaken in a dignified way. There was a varied range of snacks which were accessible to people.

Medication administration was well organised with regular audits to ensure that people experienced safe and effective medication. Health issues of people experiencing care were being well monitored. People were supported and cared for sensitively by staff who anticipated issues and responded to any signs of deterioration in their health and wellbeing. The service was making referrals to health professionals promptly and following advice given.

Activities staff were spending one-to-one time with people to chat or undertake an activity, this is especially important for people who spend a lot of time in their rooms, have advanced dementia or receive few visitors. There were gentle exercises in the morning to assist people's flexibility and mobility. There were visiting entertainers and to improve further the service could provide more outings. This keeps people stimulated, engaged with interests and connected to the community.

How good is our staff team?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the staffing arrangements and staff support.

Staff recruitment processes were thorough. Staff reported good informal support available from their managers. Regular face-to-face supervision sessions and regular team meetings were held to assist communicating effectively with staff. There were formal managerial observations of staff competence taking

place for different practice areas. This ensured people experienced high quality care and support based on relevant guidance and best practice.

Staffing arrangements worked well with no agency staff being used, therefore care and support was consistent and stable. We observed that staff worked together well, in a positive and calm manner. This ensured people benefited from a warm atmosphere because there are good working relationships.

People experiencing care said:

"Staff are first class, do anything to help you, I love it here."

"The staff are doing their job and are respectful to me."

"Very good, do anything for us. You need them, they are always there."

Relatives' comments included:

"They know her well, they are all very nice to her and know her likes and dislikes."

"The nursing staff keep me well informed in between visits."

"The staff are friendly, supportive and caring. They are like family."

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
1.1 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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