

## West Park Care Home Care Home Service

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Leslie  
Glenrothes  
KY6 3BT

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**Type of inspection:**  
Unannounced

**Completed on:**  
27 June 2025

**Service provided by:**  
West Park House Ltd

**Service provider number:**  
SP2004006583

**Service no:**  
CS2004071160

## About the service

West Park Care Home is a traditionally built country house situated on the outskirts of the village of Leslie in Fife. It provides 24 hour nursing care and support to a maximum of 38 older people. It is close to local shops and community services. Each floor has its own communal sitting area and a large dining room is located on the ground floor. The home benefits from well kept, landscaped surrounding garden areas with garden seating available for residents' use. There are car parking facilities to the front of the home.

This service has been registered since September 2004. The service provider is West Park House Ltd.

## About the inspection

This was an unannounced inspection which took place on 24, 25 and 26 June 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 ten people using the service and five of their family and friends
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- gathered feedback from a care service questionnaire.

## Key messages

Clinical care was robust, with strong oversight.

Staffing levels were sufficient and staff worked well together.

The environment had received a lot of attention but continued to require work.

## 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
How good is our setting?	4 - 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', where performance demonstrates major strengths and there are very few areas for improvement.

People were well cared for by a staff team who knew them well. Families had confidence in the care that their loved one received. Comments received via a care service questionnaire included, 'There's a great standard of care'. One relative found the home to be 'like night and day', in a positive comparison to a previous service they had experienced.

People living in the service commented that they found it 'like a first class hotel'. One person said, 'We have the best home'. They were similarly complimentary about the staff saying, 'I can't fault them' and 'If I press my buzzer, they are right at the door'. Feedback about the service was overwhelmingly positive.

Although the staff team worked hard to provide events and activities for people to engage in, there were opportunities to develop this aspect of care further. Some people were quite isolated in their rooms, and it was more difficult to see fully meaningful days for those who were less keen on group activities. An area for improvement is made. **(See area for improvement 1)**

Feedback regarding the meals within the service was very positive. People were offered a lot of choice and, in many cases, were having meals made individually for them. This flexibility of approach was appreciated and meals were clearly enjoyed. Information about adapted diets was known by those working in the kitchen but it was not clearly displayed. This created a risk of information being overlooked should replacement staff ever be required. This issue was immediately addressed by the manager at the time of the inspection, with clear and up to date information being made visible.

Clinical care was strong with good oversight and a consistent nursing team. Staff reported that the nursing staff were very hands on and would address issues promptly. A clinical governance meeting had recently been restarted and provided an analysis of the clinical care within the home. Medication was well managed with robust systems in place to identify and address any errors or omissions. The recording of wound care was inconsistent and did not allow for easy oversight or monitoring. Further attention to this aspect of care would create a clearer approach and avoid the risk of missed information. An area for improvement is made. **(See area for improvement 2)**

### Areas for improvement

1. In order that people experience good outcomes and quality of life, the provider should ensure people are supported to spend their time in ways that are meaningful and meet their outcomes.

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

'I can choose to have an active life and participate in a range of recreational , social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

2. To promote people's health and wellbeing, the provider should have a clear approach to the monitoring and analysis of wound care. It should be evident when recording is required and charts and documents should be consistently completed for the required period.

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

'My care and support meets my needs and is right for me' (HSCS 1.19).

## How good is our staff team?

## 5 - Very Good

We evaluated this key question as 'very good', where performance demonstrates major strengths and positive outcomes for people.

Staffing levels, skill mix and deployment should be right to meet people's needs. We found that staffing levels were sufficient and were guided by a responsive dependency tool. This allowed adjustments to staffing levels to be made quickly as situations changed. As a result, the service could respond and meet people's changing needs.

Staff described a supportive work environment where they had confidence in their colleagues and managers. Any issues were addressed promptly and staff felt that their opinions and ideas were listened to. The manager and deputy manager were visible within the service and staff felt that they could approach them immediately with any concerns.

Feedback via a care service questionnaire showed that visitors to the home felt known and welcomed by staff. This was considered to be an important aspect of the service to create a homely feel. The service had recently welcomed a number of new staff and it was recognised that it would take time for them to develop relationships and gain confidence.

The processes and documentation required for safe recruitment of staff required some attention. Best practice was not always being followed and that created a risk that important information could be missed. An area for improvement is made. **(See area for improvement 1)**

Staff training had recently moved over to a new online platform which staff were finding much easier to navigate. Oversight of training completion had been slightly interrupted as a result. We were confident that the manager would regain oversight within a very short timescale and were not concerned.

Overall the staff team were confident and cohesive, with good team working and supportive and encouraging leadership.

## Areas for improvement

1. To ensure that people using the service are kept safe, the provider should follow best practice guidance relating to staff recruitment.

This should include, but is not limited to, the 'Safer Recruitment Through Better Recruitment (2023)' guidance document and the 'SSSC Registration - applying for and gaining registration, and exceptional circumstances (2024)' guidance document. Particular attention should be paid to attaining good quality references and ensuring all key identification checks are held within employment files.

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

'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

## How good is our setting?

**4 - Good**

The key question was evaluated as 'good', indicating that performance showed a number of strengths which clearly outweighed areas for improvement.

The environment was generally well maintained, and an ongoing programme of improvement was observed to be underway. People were seen to enjoy private bedrooms that reflected both their wishes and needs, with thoughtful consideration given to their placement within the service. Rooms were decorated according to individual preferences and were clean and well presented. Domestic staff were observed working throughout the service to uphold cleanliness standards.

The service lacked some signage and orientation features, which posed a potential risk of confusion and disorientation for some individuals. An environmental assessment tool was being considered to explore ways in which the setting could better support people with cognitive impairments. This consideration provided reassurance that the issue was being acknowledged and would likely be addressed.

Overall, the environment had clearly received significant time and attention, though some further work remained necessary to fully optimise the space for all individuals. The service recognised that an ongoing programme of work will continue to be necessary, in order to ensure that the environment meets standards and expectations moving forward.

## 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
1.3 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
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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