

Florabank Care Home Service

18 Florabank Road
Haddington
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Telephone: 01620 823 259

Type of inspection:
Unannounced

Completed on:
9 September 2025

Service provided by:
Florabank Home Limited

Service provider number:
SP2003002574

Service no:
CS2003010903

About the service

The service is a care home providing care and support for up to 24 older people, located in Haddington, East Lothian. There were 20 people experiencing care with the service during the inspection. The care home was registered with the Care Inspectorate on 1 April 2002 and the provider is Florabank Home Limited. It consists of two floors, with a large lounge and dining room on the ground floor. The service has a large, well-tended enclosed garden also.

About the inspection

This was an unannounced inspection which took place on 2 and 3 September 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, the quality of staffing and the setting.

To inform our evaluation we:

- spoke with five people experiencing care, six relatives and received 10 questionnaires
- spoke with eight staff and two managers and received 19 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, however recruitment practices needed to improve.

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?	4 - 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 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. There were a few 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 lovely, really very nice, could not have a better place."

"Everything is fine."

"Food is lovely here...laundry is wonderful."

Relatives' comments included:

"Mum has put on weight here which is good."

"He is more stimulated here with the activities and company."

"It's a happy home where residents, staff and relatives are encouraged in their sense of family."

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.

The staff actively encouraged people to engage in meaningful 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 a variety of activities available including gentle exercises to assist people's flexibility and mobility. The service was engaged with the local community through a church service, a local nursery, visiting musicians and outings using their minibus. This kept people stimulated, engaged with interests and connected to the community.

How good is our staff team?

4 - Good

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

Staff recruitment processes needed to improve, the service was not consistently following good practice guidance with interviewing, checking references and issuing contracts of employment (see area for

improvement one).

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 quality care and support based on relevant guidance and best practice.

Staffing arrangements worked well with little 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 were good working relationships.

People experiencing care said:

"Everyone is so kind and helps you in every way."

"I am well looked after here...they are doing their jobs very well."

"The staff are very good, always polite."

Relatives' comments included:

"Friendly staff who are very caring and considerate and keep us informed of any changes."

"The staff are kind to the residents and are friendly and approachable."

"Staff are all lovely and helpful when I visit, with any medical conditions they are on it straight away."

Areas for improvement

1. The service should ensure that safe and effective recruitment practices are in place to recruit staff in accordance with good practice and national safer recruitment guidance.

In order to achieve this the service should undertake the following:

- When interviewing, the process should be structured and address the criteria from the job description and person specification. It is important that the same structure is used for all candidates to avoid possible discrimination.
- To ensure references are followed up and other relevant checks are undertaken before making an appointment.
- To provide a contract of employment with written particulars of terms and conditions and have this signed by new employees before their start date.

This is to ensure that recruitment practices are consistent with the Scottish Social Services Council Codes of Practice for Employers of Social Service Workers which state that:

'Follow relevant safe recruitment guidance to check criminal records, registers and gaps in employment as part of assessing whether a person can carry out the duties of the job' (1.2).

'Request and provide accurate and appropriate information or references relating to a person's suitability to work in a specified role' (1.3).

How good is our setting?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the quality of the physical environment and cleanliness.

People's bedrooms and communal areas were clean and tidy, though retained a welcoming and homely setting. The furnishings and equipment were in good condition. People's rooms were comfortable with personal decoration. The service has a large, well-tended enclosed garden also.

Equipment used to assist people to move was in good condition. There were arrangements in operation for maintenance of the premises and the equipment to ensure people are safe. This ensured an environment that has been adapted, equipped and furnished to meet people's needs and wishes.

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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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

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