

Fidra House Care Home Service

67a Dirleton Avenue
North Berwick
EH39 4QL

Telephone: 01620 897 600

Type of inspection:
Unannounced

Completed on:
17 March 2025

Service provided by:
Randolph Hill Nursing Homes
(Scotland) Ltd

Service provider number:
SP2003002451

Service no:
CS2008179811

About the service

Fidra House provides care and support for up to 60 older people in a purpose-built building located in the coastal town of North Berwick, in East Lothian. The provider is Randolph Hill Nursing Homes (Scotland) Ltd.

The service is provided over three floors which are easily accessible by public lift or stairs. People using the service have an individual bedroom with full en-suite facilities. There are communal lounges and a dining room on each floor.

There is a well maintained, secure garden area with several seating spaces and a summerhouse accessible to all people who use the service directly from the ground floor lounge. There is also a balcony area on the first floor.

Visitors have access to car parking facilities at the front and side of the building.

At the time of the inspection there were 58 people experiencing care in Fidra House.

About the inspection

This was an unannounced inspection which took place on 6 and 11 March 2025 . The inspection was carried out by two inspectors 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
- intelligence gathered since the last inspection.

In making our evaluations of the service we:

- received questionnaire feedback and spoke with:
 - 29 people using the service
 - 26 family members
 - 25 staff and management
 - 11 involved professionals
- observed practice and daily life
- reviewed documents.

Key messages

- People experienced warm, compassionate, dignified care and support.
- The home was nicely decorated, comfortable and homely.
- Staff had access to regular learning and development opportunities.
- The service enabled people to maintain meaningful connections with friends and family.
- Activities within the home needed to be further developed to ensure ample opportunities for all.
- The service was committed to ongoing self-evaluation and continuous improvement.

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 this key question as very good. The service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that did exist had minimal adverse impact on people's experiences and outcomes.

People experienced dignified, compassionate care and support from a consistent staff team. Staff promoted choice and independence in line with people's likes, dislikes and preferences. People and their families told us they were very happy with the care and support they received and enjoyed the positive relationships they had built with their staff teams. We heard comments that included, "Exceptional people who help and make everyone feel valued and part of a family", "All in all Fidra House offers safe and homely surroundings and offers good communication between our family and staff, which in turn offers the family peace of mind that our loved one is being well cared for", and "Mum is extremely well looked after and all her needs are being met by all staff". This meant that people experienced warmth, kindness and compassion from a staff team they knew well.

People experienced care and support that promoted positive health and wellbeing. People told us, and we observed, that staff were attentive to any changes in people's health or wellbeing and sought appropriate professional involvement where necessary. Family members described examples where the staff team had taken prompt action to address concerns and advocate for people's rights. Family members told us they trusted the staff and management teams to act in people's best interests, communicate effectively and promote positive experiences. This meant that any treatment or intervention that people experienced was safe and effective.

People's care plans were detailed, current and specific to individuals needs, wishes and preferences. Care plans were regularly reviewed with people, their families and involved professionals. The service were effective at keeping detailed records of support provided and communications. People and families told us they appreciated being able to be fully involved in the development of people's care and support plans. This meant that people's care plans were right for them as they set out how their needs would be met, as well as their wishes and choices.

People were enabled to develop and maintain meaningful connections with family and friends. The service had recently purchased a Wheelchair Accessible Vehicle for people and families to use. The vehicle had helped overcome local transport barriers and allowed people to attend important special events, such as weddings or family gatherings but had also enabled people to spend more quality time with their families through day trips. People and their families spoke very highly of the vehicle and the difference it had made to their lives. This meant that people experienced a service that promoted meaningful contact that met their outcomes, needs and wishes.

The service had an activities team in place, who were passionate and committed to ensuring positive wellbeing. The activities team spend time with individuals, gaining their feedback and ideas for group and one-to-one activities. The staff kept clear records of people's involvement and participation. There was a clear activities calendar in place that was prominently displayed and shared with individuals and their families. We received some feedback that some people felt there was not enough to do within the home and those with significant mobility needs felt unable to participate in outdoor or group outings. We asked the service to focus on improving activities within the home and also consider how people's religious or spiritual beliefs are supported within the home. The service was committed to developing the activities

programme in these areas. This meant that people experienced a range of activities based on their wishes and preferences and could rely on the service to continually improve.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good. The service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that did exist had minimal adverse impact on people's experiences and outcomes.

The organisation had robust recruitment procedures in place which promoted resident's safety and protection. New employees were well supported during their induction period. Staff who were relatively new to the service told us they had ample opportunity to shadow experienced staff and complete mandatory training to promote good practice and build positive relationships with people. This meant that people could be confident that staff have been appropriately and safely recruited and inducted into the service.

Staff received regular training and refresher training appropriate to their role and were being supported to achieve qualifications to meet, and often exceed, the conditions of their professional registration. Staff received mandatory training in moving and handling, infection prevention and control, adult support and protection and dementia, among others. The staff team had access to a wide variety of training opportunities beyond their mandatory training and staff were complimentary of this. Staff also reported being able to request additional training and their requests being supported. This meant that people experienced high quality care and support because staff were trained, competent and skilled.

Staff at all levels spoke positively about the leadership of the service and expressed feeling well supported in their roles. Staff told us that they were supported to be open and express their views at team meetings and during their individual supervision sessions. We noted that there were a few issues with internal relationships that the management team were aware of but overall colleagues worked very well together and there were effective communication systems to promote people's health and wellbeing.

People's care and support benefitted from a staff team who worked well together. We observed practice and sampled rotas and found there to be sufficient staff to meet people's needs and wishes. Call bell activations were answered promptly and staff had time to spend with people. People and their families were complimentary of the staff and management team's approachability and openness. This meant that people's care and support was consistent and stable because staff worked well together.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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