

Fidra House Care Home Service

67a Dirleton Avenue
North Berwick
EH39 4QL

Telephone: 01620 897 600

Type of inspection:
Unannounced

Completed on:
14 January 2026

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. There were 56 people experiencing care with the service during the inspection. The care home was registered with the Care Inspectorate on 8 September 2008 and is managed by 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 is a communal lounge/dining room on each floor. There was an enclosed, well-maintained garden with a summerhouse, plenty of seating and paths. There is also a balcony on the first floor. Visitors have access to car parking facilities at the front and side of the building.

About the inspection

This was an unannounced inspection which took place on 7 and 8 January 2026. The inspection was carried out by two inspectors 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 the setting.

To inform our evaluation we:

- spoke with 11 people experiencing care, seven relatives and received 29 questionnaires
- spoke with 12 staff and two managers and received six questionnaires
- contacted five professionals working with the service and received 5 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.
- People experienced a consistent staff team who knew them well and we observed that staff worked in a positive and calm manner.
- Staff actively encouraged people to engage in meaningful activities; this kept people stimulated, engaged with interests and connected to the community.
- Mealtimes were well staffed and snacks were readily available for people.
- The environment was clean, tidy and homely.

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

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. 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 experienced a consistent staff team who knew them well and we observed that staff worked in a positive and calm manner. This ensured people benefited from a warm atmosphere because there were good working relationships.

People experiencing care said:

"Nurses are all very nice, can't do enough for you."

"No complaints staying here, they do their best for me."

"It is marvellous staying here."

"Care is how it should be; caring, careful and they help me."

Staff were attentive and people were enjoying unhurried mealtimes in a relaxed atmosphere. 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.

Relatives' comments included:

"Our relative has thrived since being in this care setting."

"All the staff from carers to cleaning staff to kitchen staff to management team are all very knowledgeable, kind and friendly."

"They have done everything they could for mum."

"Mum has been treated as an individual and staff took interest in her, her story, her preferences and made her feel safe, loved and at home."

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. There were also visiting musicians and twice weekly outings using their minibus. This kept people stimulated, engaged with interests and connected to the community.

People's comments included:

"Mum is approaching being non-verbal and she is getting on bus trips still and getting visual stimulation this way."

"Full programme of activities, and we get a quite few emails saying when they have added her to a bus trip."
 "She is encouraged to join groups doing activities she has never done in the past; her favourite is the regular bus trips."

How good is our setting?

5 - Very Good

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

The setting was well-designed and fit for purpose. People's rooms and communal areas were clean and tidy, though retained a welcoming and homely setting. The furnishings and equipment were in good condition. The environment promoted orientation with clear signage using pictures and text as well as colour contrast on toilet seats and rails. People's rooms were comfortable with personal decoration. There was an enclosed, well-maintained garden with a summerhouse, plenty of seating and paths.

Laundry was being well managed. There was enough equipment available to assist people to move in a timely manner. There was proactive provisioning of pressure relieving equipment which helped protect people's skin integrity. There were arrangements in operation for maintenance of the premises and the equipment to ensure residents are safe. This ensured people experienced an environment that has been adapted, equipped and furnished to meet their needs and wishes.

People's comments included:

"We have always been pleased with the level of cleanliness/hygiene in the home."

"Very acceptable and well equipped bedroom and comfortable communal lounge."

"A clean comfortable happy home."

"The care home setting is ideal and has a nice homely atmosphere."

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.