Fidra House
Care Home Service

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North Berwick
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Type of inspection:
Unannounced

Completed on:
14 October 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 alongside smaller, quieter areas for people to meet, or relax. There was an enclosed, well-maintained garden with a newly renovated summerhouse, plenty of seating and paths and accessible planters with fresh herbs which people helped nurture and the chef used. 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 6, 7 and 8 October 2026. The inspection was carried out by one inspector and one inspection volunteer 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.

To inform our evaluation we:

• Spoke with or received feedback from:

- 26 people experiencing care and 14 relatives.
- 21 members of staff.
- 5 visiting professionals

• Observed practice and daily life.

• Reviewed documents and electronic records.

• Considered the cleanliness and quality of the physical environment.

• Undertook a SOFI observation. This internationally recognised tool supports inspectors to assess wellbeing and staff interactions, particularly for people who may be unable to communicate their experiences directly. The observation provided evidence about the quality of care and support people received.

Key messages

- People experienced very good outcomes in relation to their health, wellbeing and quality of life. Care was person-centred, responsive and focused on achieving meaningful outcomes for individuals.
- Feedback from residents, relatives, staff and professionals was very positive; People consistently described staff as kind, caring, knowledgeable and supportive.
- There was strong evidence of meaningful connection and activity, with an extensive programme of individual and group opportunities, community engagement, outings and innovative approaches to preventing social isolation.
- Leadership was reflective and improvement focused. The service showed strong self-awareness, identified its own areas for development and demonstrated a culture of continuous improvement.
- There was very good evidence of resident involvement, co-production and meaningful influence, with people and families helping shape service developments and improvements.
- Medication management systems were exceptionally robust, supported by strong staff knowledge and regular auditing by management.
- Governance and quality assurance arrangements were highly effective, with audits, competency assessments, supervision and review processes used to drive continuous learning and 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

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, as we found significant strengths in the care and support provided, which consistently contributed to positive outcomes and experiences for people.

People overwhelmingly told us they enjoyed living in the home. One person commented, "It's very, very nice here and that's all you need to know." Relatives also spoke positively about the care provided. One relative told us staff had taken time to get to know their family member and looked after their clothing well, while another shared when they took their relative out, they were often asking when they could return to the home, which they felt reflected how settled and content they were.

We reviewed care plans and found they contained detailed, personalised information, including life histories, preferences, routines and clear guidance for staff. Plans provided individualised direction on supporting people's needs, with particularly strong guidance on positive engagement and distraction techniques to promote wellbeing and positive outcomes.

Reviews carried out for people demonstrated person-centred, outcome-focused care. They considered all aspects of people's health and wellbeing, identified changes in needs, and recorded actions taken in response, including referrals to relevant professionals and updates to care plans. Reviews evidenced strong multidisciplinary involvement, family participation, and support for choice and independence. They demonstrated care and support were regularly evaluated and adapted to meet changing needs and achieve positive outcomes for people.

Staff met weekly with healthcare colleagues, providing strong evidence of proactive health monitoring and clinical oversight. Records demonstrated timely recognition of changes in people's health and wellbeing, prompt referrals to healthcare professionals and effective multidisciplinary working to support positive outcomes.

The service demonstrated exceptionally robust medication management arrangements through the effective use of their electronic recording system. Staff displayed a high level of knowledge and competence, with clear checks and balances in place to minimise the risk of medication errors. We noted there had been no medication errors since the last inspection. People could be confident staff supporting them with their medication had the necessary skills and knowledge to do so safely. This was further strengthened by a comprehensive training programme, including specialist pharmacy-led training tailored to the needs of older people living in the service.

Nutritional and hydration care plans contained detailed, person-centred information, including modified food and fluid requirements, which were consistently reflected in kitchen documentation. People overwhelmingly spoke positively about the quality of the food provided. We observed staff taking time to offer meaningful choice and discuss meal options with people, with alternatives readily available where preferred. This helped people maintain choice and control while ensuring their nutritional needs were met. We also noted plans for a seasonal tasting event, developed collaboratively by kitchen and activities staff, where people's feedback will directly inform future menus. This demonstrated a commitment to meaningful involvement, partnership working and continuous improvement.

Meaningful activity and occupation were a notable strength of the service. Opportunities on offer were tailored to people's interests, preferences and continuous feedback. The service employed three full-time

activity coordinators who worked flexibly across seven days. Staff told us meaningful activity was viewed as everyone's responsibility, with care staff actively supporting engagement and participation throughout the week. This demonstrated a whole-home approach to promoting wellbeing and reducing the risk of social isolation.

There was an impressive range of opportunities available both within the home and the wider community, including beach wheelchair trips, visits to a safari park, outings on the Ratho barge, visiting therapet ponies, in-reach church services, local history rooms and intergenerational activities. Residents were also supported to celebrate significant life events and participate in activities linked to the seasons. These opportunities helped people maintain meaningful relationships, community connections and a sense of purpose.

We found strong evidence of the service recognising and addressing barriers to inclusion and participation. The home's unrestricted open-door approach supported flexible visiting arrangements, including during mealtimes where people wished this, and private spaces were available for conversations. Staff actively promoted and maintained important relationships by supporting people to stay connected with family and friends through in-person visits, video calling and community participation. Barriers to accessing appointments, family events and social opportunities were further reduced through the availability of a wheelchair-accessible vehicle, which relatives were encouraged to use to support greater flexibility, choice and independence. One relative told us they particularly valued the support their loved one received to use video calling, helping them stay connected with family members who lived further away. This demonstrated a proactive and person-centred approach to promoting inclusion, maintaining meaningful relationships and supporting people's emotional wellbeing.

We noted Fidra House had actively participated in a collaborative reflective practice and end-of-life care improvement programme alongside the NHS Lothian Care Home Support Team and the Marie Curie Care Home Programme. The programme supported staff to reflect on practice, identify learning and drive improvements in care. This demonstrated a commitment to continuous improvement and helped ensure people received compassionate, person-centred support. The home's contribution to this work also led to Randolph Hill being nominated for a palliative and end-of-life care award at the forthcoming Scottish Care Awards.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot.

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

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