

Rosturk House Care Home Service

Carslogie Road
Cupar
KY15 4HY

Telephone: 01334 659 820

Type of inspection:
Unannounced

Completed on:
19 May 2026

Service provided by:
Rosturk House Limited

Service provider number:
SP2004004957

Service no:
CS2003042852

About the service

Rosturk House is a purpose built, single storey care home and is registered to provide 24 hour care and support for a maximum of 54 older people. Community nursing staff delivers nursing care.

The provider is Rosturk House Limited. The company aims to ensure people are cared for with dignity, in a safe, homely environment and that promotes their quality of life.

The home is located in a residential area of Cupar and there are good transport links locally.

All bedrooms are single occupancy and have en-suite shower and WC facilities. There are well maintained gardens around the home as well as an accessible, enclosed central garden.

There were 40 people living in Rosturk at the time of our inspection. The manager and their staff supported the business of inspection and facilitated the involvement of people living and visiting the home.

About the inspection

This was an unannounced inspection which took place on 18 May 2026 between 10:00 and 19:00. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included, previous inspection findings, registration information and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded.

The inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing; setting and planned care/support.

During this inspection we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing and rights. We know this because we:

- Spoke to five people using the service and carried out observations to gather experiences for those less able to share their views.
- Received feedback from six relatives/visitors, 13 staff and management and one visiting professional.
- Observed practice and daily life.
- Sampled relevant documents.

Key messages

Legal assurances

We found the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place and a range of policies and procedures that promoted good outcomes for people.

The service had a well established history in terms of evidencing compliance with their responsibilities as a registered service.

This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing

The service focus was clearly on ensuring people were well looked after and maintained or recovered their independence as much as possible.

A major strength was regarding how people stayed connected with their family and friends and, made new friends.

Staff were aware of how to keep people safe in terms of adult protection, infection prevention and control, health and safety and people felt safe. Their comments included, "I need more help than most and I get all the help I need".

People's health needs were well supported. People described how their care and support had meant their long-standing health issues were easier to live with. Relatives described how their loved ones had benefitted from living here. Medication was well managed and as a result, people benefitted from prescribed treatments.

We found lunchtime was a very sociable event with discreet support, a good variety of choice on offer. There were detailed records on people's dietary requirements and preferences. Staff had very good knowledge of people's likes and dislikes. People told us repeatedly, "the food is good" and "I enjoy my meals".

People also described how much they enjoyed planned activities and mentioned the bus runs and morning exercises as, "something to look forward to".

Leadership

We found very good leadership that clearly demonstrated the principles supporting the Health and Social Care Standards and resulted in very good care and support being experienced.

Staff told us they felt confident giving feedback and voicing their opinion. They felt comfortable communicating with management. They benefitted from support and guidance in regard to their training and development.

We were reassured by the capacity of senior care staff to manage any aspect of the service associated with their role and responsibilities. They demonstrated commitment to ensuring standards were maintained and improving the quality of life for people living here.

Relatives reported having confidence in staff and that there was good communication. They said staff were visible and that they felt confident approaching management if needed. Staff were confident about their role and responsibilities. We found the manager's approach supported the wellbeing of staff, person centred care and a strong sense of community.

There were systems in place for recording and analysis of complaints, accidents and incidents, including appropriate actions taken to improve people's experiences, mitigate risk and keep people safe.

Staffing

People using the service were protected by safer recruitment checks and staff were given sufficient induction/orientation in order to support the people in their care.

Staff knew people well and we observed consistent kind and humorous interactions. We were confident that people were being treated with dignity and respect. Staff were held in high regard. People told us that they felt very well looked after with comments about all aspects of the care they experienced including, "They are all, very kind" and "We can have a laugh".

We sampled staff rotas and spoke with staff. Most staff said that staffing was good and that they could safely support people. Staff were visible throughout the home and quickly responded to people's support needs.

People were supported by a stable staff team. Staff demonstrated strong knowledge and compassionate care. Management had clear oversight of training, competency and supervision. Staff told us they felt listened to and supported.

Setting

The environment was of a very good standard of upkeep which helped to ensure people were safe and enjoyed a pleasant home. We found proper arrangements for safety checks, servicing and maintenance. There was a clear system to report daily issues and these were carried out promptly. There was good housekeeping and the home was clean, fresh and homely, with no evidence of intrusive noise or smells.

Families reported feeling welcomed and comfortable during their visits. There was a choice of communal areas for people to spend their time in. This included smaller quieter areas which we saw a number of people enjoying. People had personalised their bedrooms, with evidence of people enjoying spending time in them.

People had access to outdoor space and enjoyed spending time in the gardens.

Planned care/support

We found care plans were well written, relevant and generally complete. This gave assurance that personal plans could guide and support staff meet people's needs and wishes.

Staff had good knowledge of people's needs and choices. They spoke well about where people had specific support needs or where their communication was compromised by frailty or cognitive decline.

The service used a range of health assessment tools which were used to monitor people's health and wellbeing. Where these assessments identified needs then a specific care plan was put in place. It was good to see the service had a positive approach to risk management and where people were supported to remain as independent as possible.

We saw timely referrals were made to other agencies as needed. Relatives confirmed that they felt involved with decisions and consistently said, "staff are very good at contacting me".

People's dietary requirements and preferences were recorded. There was a focus on healthy food and drink and good monitoring to ensure health and wellbeing could continue to benefit.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

In order to ensure residents' experience safekeeping of their personal belongings, the service should:

- a) Ensure inventories of personal belongings are subject to review when new items are provided.
- b) Ensure there is an effective laundry system to prevent, as much as possibly practical, the loss or damage of residents' personal belongings.

This is to ensure care and support is consistent with the Health and Social Care Standard (HSCS), which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 7 July 2025.

Action taken since then

We received an action plan from the service on 12 September 2025. This provided a good account of how the service would protect people's belongings.

We found the service had taken initial steps to improve the way inventories were recorded and updated. The service had discussed the topic with staff and relatives at meetings and had included new systems for supporting the laundry.

The service was continuing to work to mitigate risk and embed improved practice. It will take time to measure improvements but we were reassured by management's approach, staff knowledge and the positive feedback we got from people.

This area for improvement is met.

Complaints

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

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 ਵਿਚ 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.