Abbotsford Care, East Wemyss
Care Home Service

Hendrie Lane
East Wemyss
Kirkcaldy
KY1 4NZ

Telephone: 01592 715 181

Type of inspection:
Unannounced

Completed on:
6 May 2026

Service provided by:
ABBOTSFORD CARE LTD

Service provider number:
SP2010010867

Service no:
CS2010248948

About the service

Abbotsford Care, East Wemyss is situated in a quiet residential area of East Wemyss in Fife. The village has good transport links to Kirkcaldy and Leven, as well as several local amenities. Accommodation is provided across three units in a single storey building. Each unit has its own kitchen/diner and separate living room, all with a homely feel.

The home benefits from accessible garden grounds with seating areas and patios. Each unit has been decorated and arranged in consultation with the people who live there. There were 32 people living in the service at the time of our inspection.

About the inspection

This was an unannounced inspection that took place on 5 and 6 May 2026. One inspector carried out the inspection. To prepare for the inspection we reviewed information about the service. This included previous inspection findings 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.

This 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; the 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 knew this because we:

- spent time with seven people using the service
- received feedback from three relatives
- received feedback from seven staff and management
- received feedback from one visiting professional
- reviewed survey responses from four staff members and four relatives
- 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. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing

People should expect to experience care and support which is kind and compassionate. We observed interactions between people and carers which were friendly and good natured. We saw numerous examples of carers and other staff chatting to people about things which were meaningful to them, including their families, interests and plans for the day.

Clinical care was well managed. People's changing health needs were discussed at regular meetings and the service had a positive relationship with the local GP surgery and advanced nurse practitioner. We were confident that people had access to the right health care at the right time.

A wide range of activities took place within the home and people living there also had regular opportunities to access the local community and go on holidays. We were confident that people were able to remain active.

Feedback from people living in the service was positive. One person told us "I'm very happy" another said "It's family." Feedback from relatives was also positive. One relative told us "They are doing a wonderful job" and another said "It just felt right from the start." We were confident that people were happy with their care and support.

Leadership

Quality assurance should be led well and be used to monitor and improve the quality of the service people receive. The management team had a clear oversight of the service and knew all of the residents, their relatives, and staff well. People, their relatives, and staff felt comfortable in approaching the two managers to discuss any queries or concerns. Feedback about the two managers was very positive.

We were confident that the service was committed to maintaining high standards of care and support. A range of audits were in place and covered key areas including medication, care plans and infection prevention and control. These highlighted several areas of good practice. There were effective systems and oversight in place to analyse accidents, incidents and falls. Actions put in place were followed through and reviewed. We were confident that people's health, safety and wellbeing needs were central to the service's quality assurance systems.

Staffing

People were supported by a stable staff team with very low turnover. More than one staff member told us "I love my job!" This contributed to consistent care and positive outcomes. People benefitted from a compassionate and well-trained staff team who knew them well.

Most of the staff we spoke to had worked in the home for several years. One person said "The staff are brilliant" and a relative told us "They are doing a wonderful job."

It is important that staffing arrangements are right and staff work well together. We observed appropriate staffing levels throughout our inspection. This meant that care and support was relaxed and unhurried, including at night. Staff had time to engage in meaningful conversations and activities with people. Call buzzers were responded to quickly and mealtimes were relaxed and well enjoyed. We were confident that people's needs were met by the right number of staff.

Safe recruitment practices were followed and new staff received a thorough induction with regular reviews. This helped them develop the skills and confidence needed for their roles. Staff demonstrated strong knowledge and competency, and the management team had clear oversight of training and development needs. Staff told us they felt valued, supported and happy in their roles.

Setting

The home was clean, tidy and free from odour. We saw that all staff wore Personal Protective Equipment (PPE) correctly when required and that disposal of PPE was in line with good practice guidance. Staff sanitised their hands when moving through the home and between tasks. We saw frequently touched surfaces being cleaned throughout the day. Domestic staff were visible throughout the inspection and were knowledgeable about best practice guidance. Regular audits helped to maintain standards and cleaning schedules we looked at had all been completed. We were confident that the risk of infection spreading was reduced and people were kept safer as a result.

Maintenance records showed that equipment and utilities had mostly been serviced and checked within recommended timescales. Outstanding checks had been arranged and were scheduled to be completed. We checked a sample of taps, radiators and mattresses and found no issues. We could be confident that people were living in a safe environment.
Personalisation was encouraged and this was evident throughout the home including in communal areas and in people's bedrooms. This contributed to the warm and homely atmosphere in the home. We were pleased to see that residents had been consulted about planned decorations and developments. We were confident that people were able to take an active part in the development of the service.

Planned Care

A range of assessments informed care plans. These were person-centred and helped guide staff on how best to support people to meet their needs. People's preferences, wishes and information about their life history were well documented. This helped staff start meaningful conversations with people and provide support according to their wishes. We could be confident that people's personal preferences were adhered to.

Record keeping was completed timeously and supported people's health needs. Records, charts and risk assessments showed that guidance from care plans and external health professionals was being followed. People's needs were discussed regularly at handover meetings and clinical risk meetings. We were confident that people's care plans were being followed and their health and care needs were being 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 cànain eile ma nithear iarrtas.

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.