

# Faithlie Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
30 May 2025

**Service provided by:**  
Aberdeenshire Council

**Service provider number:**  
SP2003000029

**Service no:**  
CS2003000306

## About the service

Faithlie Care Home is situated in a residential area of Fraserburgh. The service provides residential care for up to 35 adults, including one room for respite care. At the time of the inspection 32 people were living at the service.

The service provides accommodation on two floors in single bedrooms, each with a wash-hand basin. There are shared bathroom facilities. There is a main open plan lounge dining room with several smaller areas around the home. There is a large garden which is accessible from the main living dining area.

## About the inspection

This was an unannounced inspection which took place on 28 May 2025 between 08:00 and 16:00. The inspection was carried out by one inspector 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 and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with seven people using the service.
- Spoke to four families.
- Received questionnaire for eight people who use the service, seven families, 12 staff and nine other professionals.
- Spoke with members of the staff and management team.
- Observed practice and daily life.
- Reviewed documents.

## Key messages

- People were happy to live at Faithlie.
- Staff were warm and caring.
- Staff were knowledgeable and worked well as a team.
- People enjoyed the activities.
- Families felt very welcome and part of the service.
- The home was clean, welcoming and homely.
- Access to the internet for people needs to improve.

## 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
How good is our setting?	4 - 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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People told us how much they enjoyed living at Faithlie and that they were very happy with the care and support they received. One person said, 'care is second to none' and another said, 'I am very happy here.' We saw warm, respectful relationships between people and staff. This meant people felt comfortable, relaxed and treated with dignity.

Everyone had a care plan which was person-centred and provided clear information on people's needs and how staff should support them, for example, how people liked to keep active. Anticipatory care plans had been improved by including information about people's wishes for the future, for example, whether they wanted to be admitted to hospital or remain at Faithlie. This meant people benefited from being included in care planning, and their choices and wishes were respected.

Medication was stored in people's rooms, which helped ensure they received medication at the correct time. Medication protocols, for example, covert and 'as and when' medication, were clear, resulting in people receiving the prescribed medication correctly. We reviewed the recording of the effectiveness of the 'as and when' medication and found this was not consistently recorded and needed to be improved. It was reassuring that the medication audits had identified the same area for improvement, which the service had identified as a priority. Recording the effectiveness of this medication should allow for continual review of the medication's suitability.

There were good relationships with visiting professionals, for example, speech and language therapists. One professional told us, 'service users are supported well, and support is requested for when required' and another said, the service is 'very good and proactive.' We observed staff seeking appropriate support when someone had become unwell. Therefore, people could be confident that appropriate support would be sought should their health and wellbeing change.

Shift handovers were comprehensive, with information passed over regarding any changes in people's health and the action taken, for example, contacting the GP. This was recorded to allow other staff who started at different times to keep up-to-date and have accurate information to support people.

Mealtimes were very much enjoyed with plenty of chat between people and the staff. People who required support with eating were enabled to eat at a pace that suited them. Information on altered diets were clear, and staff were knowledgeable about these. People told us, 'meals are lovely' and 'I get plenty to eat.' As a result, people received a good nutritious diet.

There were a lot of activities for people to attend, for example, going shopping and visits from therapy pets. Activities were also designed around people incorporating their likes and hobbies, such as, flower arranging. People were observed reading newspapers and using the freely available activities for instance books. The old day care area was used well, creating a craft room for further activities. Therefore, people benefited from an active life.

People spoke about the friends they had made at Faithlie, and there was a lot of conversation between people. Families could visit at any time and told us they felt always welcome. There was a children's area which encouraged families to visit with younger children. Birthdays were celebrated, as well as a

remembrance area for people who had passed away. This created a sense of community and family life within the home, which people benefited from.

### How good is our staff team?

### 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff provided kind and warm care and support, ensuring people felt comfortable and valued. People told us how 'nice' the staff team were and, 'don't have to wait for help.' A relative told us, 'the staff at Faithlie are wonderful to both us and our mother' and other said, 'very friendly and caring.' We observed staff treating people with dignity and respect and it was obvious how well staff knew people. This meant people felt safe and well cared for by the staff team.

The service continually reviewed whether there was sufficient staff to meet people's care and support needs. Care plans clearly documented how many staff members were needed to support. During the inspection, people's needs were met in a timely manner, and individuals reported that they did not have to wait long for support. As a result, people were being cared for by sufficient staff.

We observed staff respond quickly and calmly to an emergency. They maintained the person's dignity and ensured others were not distressed by the situation. They worked as a team, requesting appropriate support, and ensured the individual was warm and comfortable until emergency services arrived. Therefore, people could be confident in the skills of the staff.

Training was comprehensive, with in-house sessions organised by the manager, for example, end of life training. Families were encouraged to attend these training programs, including those focused on palliative care and support planning. This meant everyone was part of the learning ethos of the service, which benefited people receiving the care and support.

Regular supervision ensured that staff wellbeing was prioritised. Staff told us they received a lot of support outwith regular supervision and were able to discuss things with leaders or each other. This meant the staff were supported and confident in their role.

Staff undertook champion roles, for example, in medication and dementia. This encouraged accountability and involvement in service improvements. This meant staff were able to increase their knowledge and support good outcomes for people.

### How good is our setting?

### 4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People enjoyed a homely, very clean environment. People's rooms were comfortable, personalised, reflecting people's interests and lives. Rooms were not ensuite but there was washing facilities in each room. There were sufficient bathrooms and shower rooms, which had been recently upgraded. Dementia equipment, such as red toilet seats, were placed to support people with cognitive impairment to remain independent. This meant people had appropriate equipment to meet their needs.

People were able to move freely around the home, with dementia friendly signage. This meant people retained their independence. Along with the communal lounge, there were smaller communal rooms, for

example, the wellbeing room, meaning people could choose where to spend their day. The service had developed an area for private functions, for example, birthdays or family dinners. As a result, people could maintain meaningful connections with family and friends. People had asked for a shop within the service for newspapers and sweets. This was run by people living in the service and had been successful. As a result, people felt more independent.

The home had large garden areas with access outside, and there was a service plan to improve this space as it was beginning to become overgrown. People told us they enjoyed 'getting outside.' Therefore, it is of benefit for people that this continues to be a welcoming area.

External windows and facings would benefit from a review to ensure they are maintained well. We noted window seals were beginning to perish. The improvement plan identified the need to paint the front wooden panelling, which still required to be actioned. Internet was not easily available throughout the home. As a result, people were not able to benefit from meaningful connections, for example, with families who lived further afield, or the online resources online that are available to support people's wellbeing such as online exercise classes (**see area for improvement 1**).

## Areas for improvement

1. To support meaningful connection and to support people's interests, the provider should ensure there is access to digital services.

This should include but not limited to, access to the internet.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'If I experience 24-hour care, I am connected, including access to a telephone, radio, TV and the internet' (HSCS 5.10).

## 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

The service should ensure that people are involved and participate in the decision making in regards to the changes planned to homes environment.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am recognised as an expert in my own experiences, needs and wishes' (HSCS 1.9).

**This area for improvement was made on 13 November 2023.**

#### Action taken since then

The service had improved the involvement of people in decisions regarding changes to the home's environment. For example, people were asked about the layout of the main communal lounge, which had changed as a result of the discussion. Residents' meetings evidence the outcome of this change and how people felt about it. This meant people were being listened to and involved in changes.

**This area for improvement has been met.**

#### Previous area for improvement 2

Improvements should be made to the planning of end of life care to ensure that plans help inform staff decision making, to ensure that people get the care and support they need.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15); and

'My care and support meets my needs and is right for me' (HSCS 1.19).

**This area for improvement was made on 13 November 2023.**

#### Action taken since then

The improvement plan reflected people's wants and needs, for example, people had requested access a shop. This resulted in a resident-run shop in the service, which had various items, such as, daily newspapers and snacks. This meant people had the independence to purchase items of their choice.

**This area for improvement has been met.**

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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