

Newlands Residential Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
16 July 2025

Service provided by:
Newlands Care Limited

Service provider number:
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Service no:
CS2013314910

About the service

Newlands Residential Home is a well established care home situated in a residential area of central Dunfermline, close to local amenities. The owners are Newlands Care Limited. The Victorian property is a two-storey construction and is registered to offer accommodation to a maximum of 22 older people.

Accommodation is available in 22 single bedrooms, not all of which are ensuite but communal facilities are sufficient and accessible. Bedrooms and facilities are located across both floors which are serviced by an internal passenger lift and a stair lift. There are a variety of communal areas offering choice to the people living there. The home has a good sized attractive secure garden which has been developed to maximise people's enjoyment and independence.

During our inspection there were 20 people living in Newlands.

About the inspection

This was an unannounced inspection which took place on 14 and 15 July 2025. 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 and seven of their family and friends
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- received 27 replies to our care service questionnaire.

Key messages

Clinical oversight and care was robust and well managed.
Feedback from relatives and friends was overwhelmingly positive.
The environment required further attention.

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?	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

The service was evaluated as 'very good', with significant strengths observed across various aspects of care, contributing to positive outcomes for residents.

Residents expressed high levels of satisfaction with the care they received. One individual described the service as "better than I could ever have expected," while another stated they were "content" and had no suggestions for improvement. Families echoed this sentiment, with one relative noting their loved one had become "a new man" since entering the home. Another family member commented that "all elements of emotional, social and physical wellbeing are met." Families consistently reported confidence in the personalised nature of care and felt that staff knew their loved ones well. Where concerns were raised, families found the process of voicing and resolving issues to be straightforward and effective.

The home employed two dedicated activity staff who actively encouraged resident participation in a wide range of events, projects, and outings. Both group and one-to-one activities were observed, with residents involved in decisions about how they spent their time. Regular reviews, audits, and conversations ensured that staff remained responsive to residents' evolving needs and preferences.

Clinical oversight was robust. Data on falls, infections, wounds, and nutrition was routinely collected and analysed to inform care improvements. Care plans were detailed and provided clear guidance for staff. These plans reflected input from both residents and their families and were tailored to individual needs. However, it was noted that more consistent review and updating of care plans would help prevent important information being missed.

Where people are new to the service it is important that key safety information is immediately available in care plans. We found that staff were aware of issues, which provided reassurance, but this information was not reflected in care plans.

Medication practices were observed to be well-managed, with regular audits and checks in place. Residents could be confident in receiving the correct medication at the appropriate time.

Residents reported satisfaction with the meals provided. Feedback was regularly sought and used to influence menu planning. A variety of snacks was available throughout the day. However, opportunities for residents to independently access drinks and snacks were limited. It was noted positively that this issue had been identified and included in the service improvement plan. The use of varied crockery and adaptive equipment was discreet and respectful, supporting residents' dignity. Mealtime support was provided by dedicated staff who remained present throughout the meal. There was an opportunity to enhance the use of time for residents who arrived early to the dining room, as engagement during this period was limited.

How good is our setting?

4 - Good

We evaluated this key question as 'good', indicating that the service demonstrated important strengths that outweighed the areas requiring improvement. However, it was observed that certain improvements were necessary to enhance the overall experience for people using the service.

People expressed satisfaction with the facilities and described the service as warm and homely. Families reported feeling welcomed and comfortable during their visits.

A particularly well-received feature was the garden area, which had been recently developed. This project involved people living in the service, their families, and members of the local community. As a result, there was a strong sense of involvement and ownership among those who participated.

Despite these positive aspects, the internal environment of the service required attention. We observed that not all items in people's bedroom areas were clean. Some pedal bins were broken or in use without lids, and several surfaces were damaged to the extent that they could no longer be effectively cleaned. These issues raised concerns about hygiene and infection control. An area for improvement was identified in relation to these findings. See area for improvement 1.

Further concerns were noted regarding the physical and visual layout of the service. The environment appeared cluttered, which posed safety risks, particularly for individuals who mobilised independently. Additionally, there was a lack of clear signage to support orientation, especially for those with cognitive impairments. These concerns were discussed with the manager during the inspection, and a second area for improvement was identified. See area for improvement 2.

The service had developed an improvement plan that included actions to address the internal environment and this gave reassurance that issues would be addressed. A programme of redecoration was underway at the time of the inspection. Individual bedrooms were attractively presented, with good quality bedding and attention to personal preferences. A variety of bed types and mattresses were available, promoting choice and comfort. Safety maintenance procedures, including checks for fire, water, and equipment, were well-managed and gave confidence.

Areas for improvement

1. In order to promote good infection prevention and control, the provider should ensure that people who use the service experience a safe, clean and well maintained environment. Internal premises, furnishings, and equipment should be clean, and safe infection control practices be adhered to at all times.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

2. In order to promote activity, independence and orientation for people living in the service, including people with cognitive impairments, the service provider should consider the physical and visual environment of the home. This should include, but not be limited to, having appropriate signage around the home, ensuring that items are stored safely and reducing physical and visual clutter.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I can independently access the parts of the premises I use and the environment has been designed to promote this.' (HSCS 5.11).

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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