

# Tantallon House Care Home Service

7 Tantallon Road  
North Berwick  
EH39 5NF

Telephone: 0141 333 1495

**Type of inspection:**  
Unannounced

**Completed on:**  
22 July 2025

**Service provided by:**  
Morar North Berwick Limited

**Service provider number:**  
SP2022000185

**Service no:**  
CS2022000277

## About the service

The service is a care home providing care and support for up to 70 older people, located in North Berwick, East Lothian. There were 67 people experiencing care with the service during the inspection. The care home was registered with the Care Inspectorate on 12 September 2022 and is provided by Morar Living.

The service consists of three floors with all rooms are single with en suite shower facilities. Additional toilets and bathing facilities are available throughout the home. A large lounge with dining area and a quiet room are on each floor. There is a hair salon, games room, small cinema room, tearoom and café bar area. The service has its own car park and public parking nearby. An enclosed garden is available to the rear of Tantallon House.

## About the inspection

This was an unannounced inspection which took place on 15 and 16 July 2025. The inspection was carried out by two inspectors 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, intelligence gathered and complaints received.

We evaluated how well people's health and wellbeing was supported and their personal plans, the setting, as well as the quality of staffing and management.

To inform our evaluation we:

- spoke with 26 people experiencing care, contacted six relatives and received 19 questionnaires
- spoke with nine staff and three managers and received 26 questionnaires
- contacted two professionals working with the service and received five questionnaires
- observed daily life at the service
- observed how well care staff supported people
- considered the cleanliness and quality of the physical environment
- reviewed documents and electronic records.

## Key messages

- People were very satisfied with the quality of the care and support.
- Staff interacted warmly and respectfully with people and were able to assist people who were anxious in a caring and calming way.
- Mealtimes were well staffed and snacks were available for people.
- The environment was clean, tidy and homely.
- Managers were accessible and responsive to supported people, relatives and staff.
- Staff were well trained and supported, though face-to-face appraisals needed to occur more regularly.
- People's personal plans were detailed and up to date though needed to focus more on people's outcomes.

## 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 leadership?	5 - Very Good
How good is our staff team?	4 - Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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 evaluated the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. Few people were in bed and those that were had clinical reasons to do so. There were some people in their rooms but were choosing to have privacy rather than feeling isolated. People did not feel rushed by staff and were supported to communicate in a way that was right for them, at their own pace. Staff would assist people who were anxious in a caring and calming way. When assisting people to move, staff interacted supportively and with encouragement. This meant people could build trusting relationships at the service.

People experiencing care said:

"It couldn't be better; I am very happy."

"I'm happy with everything."

"It's very nice, no problems."

Relatives' comments included:

"Given mum's needs, it's difficult to imagine a better place for her to be right now."

"My relative's wellbeing is as important to the care home as it is to me."

"My sister is very happy and I am amazed how well she has taken to this enormous change of circumstances."

Mealtimes were well staffed and people were not kept waiting for their meals or being rushed. Decent quality meals were available for people. Support with eating and drinking was undertaken in a dignified way. People were being asked what they wanted to eat and menus were displayed for people. There was a varied range of snacks which were accessible to people. The service was providing individual food and drink fortification for people who needed to put on weight.

Medication administration was well organised with regular audits and appropriate training for staff. This ensured that people experienced safe and effective medication. Health issues of people experiencing care were being well monitored. People were supported and cared for sensitively by staff who anticipated issues and responded to any signs of deterioration in their health and wellbeing. The service was making referrals to health professionals promptly and following advice given.

The staff actively encouraged people to engage in meaningful activities. Staff were spending one-to-one time with people to chat or undertake an activity, this is especially important for people who spend a lot of time in their rooms, have advanced dementia or receive few visitors. There were gentle exercises in the morning to aid people's flexibility and mobility. The service was engaged with the local community through visits from groups and entertainers as well as outings using their minibus. This kept people stimulated, engaged with interests and connected to the community.

Relatives' comments included:

"External visits are planned and available and my mother enjoys those."

"She sometimes takes part in activities in a limited way and it's good that the staff are thinking of ways to get her involved."

"Time in the 'Namaste Room' is so enriching for her... the serenity of the room and therapies are having a really positive effect on mum's contentment levels."

### How good is our leadership?

**5 - Very Good**

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the leadership and quality assurance.

People we spoke to considered that managers were accessible and responsive. If there were any concerns regarding people's health and wellbeing, relatives were communicated with quickly. Professionals working with the service commented they were enthusiastic about new training opportunities, receptive of recommendations and highly organised.

Relatives' comments included:

"Very satisfied with the leadership and with everyone who deals with my sister's care."

"The care home is currently run with strong leadership, which is appreciated by all."

"Very approachable, involved with the residents and reassuring."

Professionals' comments included:

"The managers always take up any training, the staff are so engaged in the training sessions."

"The team seem knowledgeable and are comfortable to ask questions if required."

Any incidents were reported thoroughly with actions on improvements where needed. Regular quality audits were taking place, such as medication, dining experience and the environment. There were action plans in place to aid the service to plan, make and measure improvement. The service sought feedback from people experiencing care through weekly meetings which were well facilitated. There were also relatives' meetings, satisfaction surveys and a monthly newsletter. An improved social media presence would also support communication and feedback opportunities. This ensured that there was a culture of continuous improvement for people experiencing support.

### How good is our staff team?

**4 - Good**

We evaluated the service as operating at a good level for this key question. There were several strengths with the staff training and support.

Staff recruitment processes were thorough. Training was of good quality with an acceptable level of completion, though does need to improve further. There were formal managerial observations of staff competence taking place for different practice areas. Staff reported good informal support available from their managers. Regular team meetings were held to assist effective communication though more face-to-face appraisals were needed for staff performance and development (see area for improvement one). This ensures people experience high quality care and support based on relevant guidance and best practice.

Staffing arrangements worked well with no agency staff being used. People experienced a consistent staff team who knew them well. We observed that staff worked in a positive and calm manner. This ensured people benefited from a warm atmosphere because there were good working relationships.

People experiencing care said:

"I think it is wonderful and the staff are fantastic."

"Staff are kind and I enjoy getting out in the garden."

"Staff are very caring."

Relatives' comments included:

"All staff are so lovely and have a gentle manner which mum really appreciates."

"Staff team are very friendly and clearly know our relative and communicate well with us."

"I am given opportunities to feed back to the carers when I think mum might be needing more support in areas, and the care team also recognise when there needs to be an adaptation to mum's care plan."

## Areas for improvement

1. The service should ensure that staff have appraisals to discuss their performance and development. In order to achieve this the provider should:

a) Ensure that staff have face-to-face appraisals, at least once a year, including a written record and actions.

b) Have a plan for maintaining future appraisals.

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

'I have confidence in people because they are trained, competent and skilled, can reflect on their practice and follow the professional and organisational codes' (HSCS 3.14).

## How good is our setting?

### 5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the quality of the physical environment and cleanliness.

The setting was well-designed and fit for purpose. People's bedrooms and communal areas were clean and tidy, though retained a welcoming and homely setting. The furnishings and equipment were in good condition. People's rooms were comfortable with personal decoration. There were plenty of communal facilities, such as lounge and dining areas, small quiet lounges, hair salon, games room, small cinema room, tearoom and a fine dining room for people to use on request. There was an enclosed garden and balconies available for people also.

Staff were seen to wear, use and dispose of personal protective equipment such as gloves and aprons in line with guidance. Equipment used to assist people to move was in good condition. There were arrangements in operation for maintenance of the premises and the equipment to ensure people are safe. This ensured an environment that has been adapted, equipped and furnished to meet people's needs and wishes.

## How well is our care and support planned?

### 4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with personal planning.

People's personal plans detailed each area of care, for example, mobility, and had personalised information about how best to support someone. There needed to be more focus regarding what people consider is important to them and the related outcomes they want to achieve. Updates were recorded promptly as were

any changes in actions needed. Personal plans were being regularly audited by managers for consistency and quality. The service was almost up to date with the six-monthly reviews that needed to take place with people experiencing care and their relatives. This ensured that personal plans remained right for people and that everyone had the opportunity for their views to be heard.

## 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 essential e-learning staff training has been completed by all staff and repeated regularly. This should include but not be limited to:

- adult protection
- dementia awareness
- fire awareness
- food hygiene
- infection prevention and control
- medication administration
- moving and handling people

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

'I have confidence in people because they are trained, competent and skilled, can reflect on their practice and follow the professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 7 June 2024.**

#### Action taken since then

Most staff had undertaken the seven essential e-learning modules. This does need to improve further, but there has been enough progress for this previous area for improvement to have 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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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