

Napier House Care Home Service

300 Napier Road
Glenrothes
KY6 1BF

Telephone: 01592 583 140

Type of inspection:
Unannounced

Completed on:
7 October 2025

Service provided by:
Fife Council

Service provider number:
SP2004005267

Service no:
CS2017353222

About the service

Napier House is a purpose built care home for older people provided by Fife Council. The service is located in Glenrothes and situated close to parks, shops and other local amenities.

The home was registered on 18 September 2017 to provide 24 hour care and support for a maximum of 60 older people in five units including a 12 bed: 'Short Term Assessment and Review Service' (STAR unit). STAR units are an intermediate care/short term assessment units within Fife.

Napier House mission statement describes a vision where: "High quality care and support results in people experiencing excellent standards that reflect the principles within the health and social care standards".

There were 51 people living here at the time of inspection, including six accessing the STAR unit.

About the inspection

This was an unannounced inspection which took place on 29 October 2025 and between 09:30 - 18:00. The inspection was carried out by one inspector from the Care Inspectorate with support from our Inspection Volunteer.

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 14 people using the service and 13 shared their views via questionnaires
- spoke with five of their family and two shared their views via questionnaires
- spoke with 17 staff and management and seven shared their views via questionnaires
- observed practice and daily life
- reviewed documents.

Key messages

- People enjoyed very good care and support.
- Visitors were highly satisfied with every aspect of the home.
- Management and staff were knowledgeable, caring and respectful.
- The home was spotless and provided very good facilities.
- Effective quality assurance systems were in place to monitor and sustain standards.

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

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| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our setting? | 5 - Very 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 this key question as, very good. As the service demonstrated major strengths in supporting positive outcomes for people.

It is important that people experience warm, nurturing relationships with the staff who support them. We observed kind, compassionate and warm interactions. Staff clearly knew residents well and communicated effectively. Staff continued to benefit from training designed to meet the assessed needs of the people in their care. As a result, people benefitted from well informed and respectful staff.

Medication was very well managed and as a result, people gained good benefit from the treatments they were prescribed. There was good clinical oversight of people's health needs. Prompt referrals were made to other health professionals meaning that people had appropriate health care at the right time.

Mealtimes appeared to be a calm and pleasant part of the day which many people looked forward to. People chatted to each other and enjoyed their meals together. People were encouraged and enabled to eat their meals independently with just the right level of support from staff where needed. Although many people enjoyed their meals, they were also described as 'repetitive'. Drinks and snacks, were readily available and again were found to support the chance for social interaction and an opportunity for staff to engage with people who required assistance. This helped maintain a very pleasant atmosphere within each of the units.

Staff interactions with residents were warm, patient and respectful. Staff demonstrated very good knowledge of the people in their care which meant there was less risk of upset or distress and they took every opportunity to support a bit of fun and laughter. People told us they felt supported and their comments included, "I love it here" and "it's as good as being at home" another said, "I am in the right place".

We found care plans and supporting documentation well written, relevant and generally complete. Plans were clearly individualised and had involved people and their families in their development. Plans showed that key professionals from the multi-disciplinary team were involved in people's care. Referrals were made promptly and care was adapted on the advice which was received. This gave assurance that personal plans could guide and support staff to meet people's needs and wishes. Management recognised the need to ensure records were regularly reviewed to evidence responsive care and evaluate outcomes experienced by the people in their care.

There was one activity coordinator and although clearly valued by people, involvement in activity was often dependant on support from care staff. Deployment to sister homes, short notice absence and reliance on agency and relief staff impacted on numbers and skill mix, which meant sometimes despite working hard and well as a team, staff felt, "they were just getting the basics done". The provider should consider how their dependency and staffing method could capture the need for care staff to spend time with residents in meaningful activity. (See Area for improvement 1)

We found people were supported to maintain contact with family and friends. Feedback from relatives was on the whole positive and comments included, "staff and management are approachable". Visiting was unrestricted and staff understood the benefits associated with maintaining relationships. The manager had continued to promote effective communication as a way of encouraging staff development and improving relations with visitors.

The home was clean, tidy and generally well looked after, with no evidence of intrusive noise or smells. We found that the service upheld very good standards of infection prevention and control. There were systems in place to monitor and maintain cleaning standards. This meant the risk of infection was reduced and contributed to keeping people safe.

Areas for improvement

1. In order that people experience good outcomes and quality of life, the provider should provide sufficient staff to support people receiving care to engage in activities meaningful to them.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

How good is our setting?

5 - Very Good

We evaluated this key question as very good as the service demonstrated major strengths in supporting positive outcomes for people.

The design of the home meant people could experience smaller unit living, while having easy access to larger communal space and gardens. The former day care area was regularly used by a community based group but also available for larger care home events. People benefitted from a modern, comfortable, welcoming environment with plenty of natural light and space. The home was clean, tidy and generally well looked after, with no evidence of intrusive noise or smells. This meant Napier House provided a pleasant place to live.

The location and culture of care supported the inclusion of family and friends. There was open visiting and pleasant areas for families to spend time out with their loved one's bedroom if they wished.

The home had a relaxed, welcoming atmosphere. People had a choice of where they wanted to spend their time. Some people enjoyed company in sitting areas, whilst others preferred to be in their own rooms. The garden was an asset and accessible for most with staff supervision.

We found the home to be clean and generally well maintained. Bedrooms were spacious and residents told us that they were encouraged to personalise them. Larger rooms and tracking hoists were available as were larger bathing and toilet facilities, all of which could support staff to deliver care to people with greater support needs.

Communal areas within the home were clean, tidy and free from clutter, which ensured that cleaning tasks could be carried out effectively. Equipment was maintained well, with safety checks being carried out at planned intervals. This helped to ensure people were safe and enjoyed a pleasant home environment.

The home had been open for 8 years and general wear and tear had become evident, particularly on high-contact surfaces such as, handrails. While the current condition did not present immediate safety concerns, the provider should ensure surfaces are restored. This would contribute to a safe and hygienic environment for residents, staff and visitors. (See Area for improvement 1)

Areas for improvement

1. In order to maintain effective infection control and a safe and hygienic environment for residents, staff and visitors, the provider should ensure frequently touched areas are intact and do not compromise the effectiveness of cleaning.

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

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

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| 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? | 5 - Very Good |
| 4.1 People experience high quality facilities | 5 - Very Good |

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