

Methilhaven Care Home

Care Home Service

Methilhaven Care Home
Methilhaven Care Village
Kirkland Parade
Methil
KY8 3DL

Telephone: 01592 583326

Type of inspection:
Unannounced

Completed on:
10 October 2025

Service provided by:
Fife Council

Service provider number:
SP2004005267

Service no:
CS2003006837

About the service

Methilhaven Care Home is a well established service with well established links within the local community. Accommodation is provided in a two storey purpose-built building and as part of a care village. The service moved to their new premises in July 2023 and is provided by Fife Local Authority. It is registered to provide 24-hour care and support to a maximum of 36 older people within three units, including up to 12 people accessing a dedicated assessment unit. During our inspection there were 21 people using the service and the manager was available to support our visit.

Methilhaven Care Home aims to provide high standards of care reflecting the principles within the Health and Social Care Standards (HSCS). Maintaining people's identity and supporting independence is central to the care and support delivered. As part of the care village, people benefit from regular contact with the nursery as part of their intergenerational activity. There is also a well presented, secure outside space.

About the inspection

This was an unannounced inspection which took place on 9 and 10 October 2025 and between 10:00 - 19:00. The inspection was carried out by two inspectors 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 four people using the service and seven of their family
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People enjoyed very good care and support.
- Staff were knowledgeable, caring and respectful.
- Quality assurance systems were in place and contributed to maintaining standards.
- People benefit from high quality facilities.

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?	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 numerous examples of kind, compassionate and warm interactions. Staff clearly knew residents and their families well. We were told that communication was good and comments included, "I am kept up to date and called if there is ever anything to report". This meant any issues could be highlighted and acted on.

People were looked after in an individual and person-centred way. There was no sense that staff were completing tasks as part of a routine but rather that people's needs were met in a responsive manner. Staff worked hard to create a relaxed and homely environment where everyone was included.

Relatives described a warm and welcoming climate of care and staff who worked hard to ensure everyone's needs were met. Comments included, "staff are excellent". Meaningful activity was embedded into daily care and support. Residents and family told us how much they enjoyed planned activities and entertainment. The very well established intergenerational connection with nursery children continued to bring joy for all who took part. The community cafe was also an asset providing a very pleasant environment for residents and visitors alike.

Medication was well managed and as a result, people benefitted from prescribed treatments. There was good clinical oversight of people's health needs. Prompt referrals were made to other health professionals meaning that people had the most appropriate health care at the correct 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 the just the right level of support from staff where needed.

We found care plans and supporting documentation up to date, well written, relevant and complete. This meant record keeping could guide and support staff to meet people's needs and wishes. Relatives confirmed their involvement in reviews and reported very good communication which meant they felt confident about their loved ones experience of care and support.

The home was immaculate. with no evidence of intrusive noise or smells. We found that the service upheld very good standards of infection prevention and control. As a result, Methilhaven Care Home was a pleasant place to live.

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 very well looked after, with no evidence of intrusive noise or smells.

The proximity of the nursery and shared space provided an ideal environment for the intergenerational connection between residents and children to flourish. This was one example of where the design and location of the home could foster relationships and support people's connection to the wider community.

The accessible, secure garden was seen to maximise independence for those people keen to be outdoors and exercising as well as space for the younger visitors and pets to enjoy.

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 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. Although the home was busy with visitors, the communal spaces were well designed and found to reduce the impact on people who may otherwise have experienced stress and distress.

We found the home to be clean and generally very 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. In addition, there was ample storage for any essential equipment. The design of the home provided very good facilities for visiting professionals which in turn supported the health assessments and delivery of treatments essential to keeping people out of hospital.

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.

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

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