

Balfarg Care Centre Care Home Service

Kilmichael Road
Balfarg
Glenrothes
KY7 6NL

Telephone: 01592 620 258

Type of inspection:
Unannounced

Completed on:
14 November 2025

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300848

About the service

Balfarg Care Centre is situated in the north of Glenrothes and is registered to provide 24 hour nursing care for a maximum of 48 people. The service provider is HC-One Limited.

The property is a single storey building which surrounds a central, pleasantly landscaped secure garden. Every room has an ensuite toilet with three bedrooms having access to an ensuite shower room. The home benefits from a number of different seating and dining areas, a hairdressing salon and a small café.

There are adequate car parking facilities available to the front of the property. The home is situated close to local facilities and is served by local bus services. There were 47 people living there when we inspected.

About the inspection

This was an unannounced inspection which took place on 10 and 11 November 2025. 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 11 people using the service and six of their family and friends
- spoke with ten staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

People were looked after by a staff team who knew them well.

Clinical oversight was robust and well managed.

Some further development of the one-to-one programme was needed.

The environment was bright and pleasant.

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

We evaluated this key question as 'very good', where performance demonstrates major strengths that support positive outcomes for people.

People were supported by a staff team who knew them well and maintained warm, supportive relationships with them. One person said, 'Oh, I'm very well known here', another said, 'They look after me better than a wally dug'. People were supported to express themselves freely and were given the space and time to do so. Staff understood people's needs and wishes and showed good knowledge of the small details of people's lives that were important to them. The care people received in the service had a positive effect on their wellbeing. One family member reported, 'She has many more good days now that she's here'.

Mealtimes were well organised, creating a calm and pleasant environment for people. Staff provided support discreetly for those who needed it. This meant that people could enjoy their meals together, regardless of their level of need. Everyone was offered a visual choice of meal, including people who required their diet texture to be modified. Staff modified meals after the visual choice was made, which promoted dignity and encouraged people's appetite.

Clinical oversight of the service was robust, with daily update meetings and monthly governance of people's changing needs. Medication management was strong, with clear systems and processes that identified and addressed any errors or omissions. A dedicated team of permanent staff provided nursing care. This ensured a consistent approach to healthcare and meant issues and concerns were picked up and addressed quickly. Staff made prompt referrals to other medical professionals, and they updated care plans accordingly. Care staff had confidence that the nursing team would respond to any concerns they raised. Overall, the team worked very well together to ensure that people were well cared for. The manager provided hands-on support to the staff team, ensuring that standards of care were overseen daily. One staff member said, 'She is very visible, very proactive - she is always around'.

People could take part in a range of events and activities within the service. These encouraged movement and social interaction. The courtyard garden had recently received a lot of attention and was well used throughout the summer months. Staff encouraged relatives to bring plants and join in so that everyone felt involved and included in the regeneration. Not everyone wanted to, or was able to, join in with the group activities on offer. Further development of the one-to-one programme would ensure that people who spent all, or most, of their day in their bedroom were able to have a meaningful day. An area for improvement was made. See area for improvement 1.

Areas for improvement

1. To support people's health and wellbeing and improve the quality of their day, the provider should improve how they support all people, in particular those who stay in their bedrooms, to take part in meaningful activities and engagement.

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?**4 - Good**

We evaluated this key question as 'good', where there are a number of important strengths that, when taken together, outweigh areas for improvement.

People benefited from high-quality facilities that supported their outcomes. We found the accommodation welcoming and equipped and decorated to a good standard. The service benefited from bright spaces with plenty of natural light. Clear signage throughout the home helped orientate people.

The home was clean, tidy, and well looked after, with no evidence of intrusive noise or smells. Communal areas were clean, tidy, and free from clutter, which ensured that cleaning tasks could be carried out effectively. We found some general wear and tear, 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. An area for improvement is made. See area for improvement 1.

Staff maintained equipment well, carrying out servicing and safety checks at planned intervals. This helped ensure people were safe.

The home had a relaxed, welcoming atmosphere. People had a choice of where they wanted to spend their time. Some enjoyed spending time in the shared lounge and dining areas, while others preferred to be in their own rooms. Family and friends felt welcomed into the service, one said, 'All staff are very pleasant and friendly'. There was an open visiting approach and people could spend time in a variety of pleasant seating areas with their loved ones.

We found the overall environment maintained a good standard of upkeep, which helped ensure people could enjoy a pleasant setting. Staff carried out regular audits and checks relating to the environment and upkeep of equipment. Housekeeping and infection prevention and control were of a good standard. This meant people were kept safe and enjoyed a pleasant, homely environment.

Areas for improvement

1. 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 state that: 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.22).

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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