

Wilby House Care Home Service

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Kirkcaldy
KY1 3DD

Telephone: 01592 652 172

Type of inspection:
Unannounced

Completed on:
25 November 2025

Service provided by:
Marchmont Residential Homes a
partnership

Service provider number:
SP2017012993

Service no:
CS2018369997

About the service

Wilby House is a residential care home provided by 'Marchmont Residential Homes a partnership'. The home is registered to provide permanent and respite care to a maximum of 46 older people.

The home is situated in a central residential area of Kirkcaldy. The accommodation is offered within a Victorian stone villa with a more recent extension and comprises of 45 bedrooms, all of which have en-suite toilet facilities. There is an ample range of communal rooms for dining and relaxation.

There were 44 people living in Wilby House when we visited. The manager was available to support the business of inspection.

About the inspection

This was an unannounced inspection which took place on 25 November 2025 and between 10:00 - 18:00. The inspection was carried out by one inspector from the Care Inspectorate with support from our Inspection Volunteer Scheme.

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 10 people using the service and nine of their family
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

Key messages

- People were supported with warmth and kindness.
- Staff clearly knew people well and were held in high regard.
- People were generally happy with the service they experienced.
- Management demonstrated effective leadership and communication.
- The home was clean and well maintained.
- Relatives felt welcomed and involved.

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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People were supported by staff that clearly knew them well. We observed kind and respectful interactions between staff and people living there. This was confirmed by relatives who consistently said that staff were, "friendly" and "knew their loved one very well".

The home was warm, homely and welcoming. We saw frequently touched surfaces being cleaned throughout the day and the environment was fresh and clean. We could be confident that the risk of infection was being reduced and people were kept safe. Laundry was described as, "great". Relatives confirmed that the home was always clean and free from unpleasant smells.

Mealtimes were a social occasion with fresh home cooked meals being provided. We saw people being offered choice with their meals and alternatives sought if necessary. For people who required support this was done in a discreet manner. We felt confident that people's dietary needs were being met. We were told the food was good and that special family occasions were celebrated. Staff interactions with people were respectful and patient. It was good to see mealtimes contributed to people's social and psychological wellbeing.

Medication was very well managed, with clear systems in place to ensure that people received the correct medication as prescribed. We observed safe storage and administration. Staff clearly knew how to support people and any special arrangements were clearly set out within records.

People had access to different professionals, relating to their health needs. Staff had good links with local health professionals and liaised with them promptly when health concerns were identified. This meant people's overall health and wellbeing could be supported. One visiting professional described Wilby as being a pleasure to attend. Staff communicated effectively and were well informed/prepared for their visits. They said that people benefitted from high quality care. Families described how their loved one's health and wellbeing had improved when they moved in. Comments included, "They have health issues but are healthier" and "they never looked better".

Support plans were generally detailed and held up to date relevant information, including how people liked staff to support them. This helped to maintain an individual's independence and identity. We saw that they were reviewed regularly and that people and families were involved in this process. This meant staff had access to the correct information to support individualised care and could deliver care that met people's assessed needs and wishes. Relatives told us they felt involved and that communication was very good. Comments included, "it's a weight off my shoulders, especially at night time" and "they are very well looked after". They also confirmed appropriate involvement relating to any legal powers held.

We found the provision of activities and ensuring a meaningful day for each individual was integral to how care and support was planned and delivered. Planned activities were facilitated and there was a recognition of the value in one-to-one time spent with people who may not easily engage with others. Relatives held the activities coordinator in high regard, describing them as, "fantastic" and, the reassurance they gained when they shared photographs of events they may not have seen themselves.

The management team carried out a range of audits and checks, including medication, direct observations of staff practice and incidents. These were carried out regularly with findings informing areas such as, falls risk assessments and maintaining skin integrity. This meant a reduction in the risk of future harm to people. Relatives described staffing and management as, "very good" commenting about the reassurance they felt from the level of experience and continuity within the team. No one had any concerns regarding the quality of care and support but confirmed they would not hesitate to raise any issues should they arise.

How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The environment was homely and welcoming, safe and secure. There was a choice of communal areas for people to spend their time in. This included smaller quieter areas which we saw several people enjoying. The larger communal lounge was bright and spacious with a well-used dining area connected to it. The home was well looked after with clean, tidy and well-maintained furnishings. The overall environment was of a good standard of upkeep which helped to ensure people were safe and enjoyed a pleasant home environment. Comments included, "it's got a lovely atmosphere" and "(they) love (their) room and spending time in the lounge with others". People also described Wilby House as, "part of the local community" and that its location meant people had maintained some connections with community-based activities.

Staff were clear about their responsibilities associated with their specific role, including food hygiene and Personal Protective Equipment (PPE). We found safe management of laundry, including bedding. They described their training and easy access to equipment as, "supporting them to do a good job".

We found the home was adapted to ensure facilities and layout were suitable for people. We were told that during the better weather, people enjoyed spending time sitting out on the patio.

In relation to the environment and upkeep of care equipment, we found proper arrangements for safety checks, servicing and maintenance. There was a clear system to report daily issues and records verified remedial action was requested and/or carried out, promptly. This was important as the age of parts of the home meant maintaining the integrity of surfaces and support effective cleaning, was a constant process.

The home was clean, fresh and tidy, with no evidence of intrusive noise or smells. There was good housekeeping and infection prevention control measures, all of which meant people could be kept safe. Comments from residents and relatives included, "it's always clean, including (their) room and ensuite".

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

To support a culture of responsive and continuous improvement which meets people's health and wellbeing needs, the provider should ensure that quality assurance systems are fully established and people's views, suggestions and choices are gathered on a regular basis and that this information is used to improve their outcomes and experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am supported to give regular feedback on how I experience' (HSCS 4.8).

This area for improvement was made on 18 July 2024.

Action taken since then

Management had a service improvement plan which provided evidence of action taken to address areas for improvement. Although heavily weighted towards the environment and facilities, we found people's views, suggestions and choices had been gathered and that this information was used to improve their outcomes and experiences.

This area for improvement was met.

Previous area for improvement 2

In order to promote activity and independence for people living in the service, including people with dementia and other cognitive impairments, the service provider should have appropriate signage and facilities. The use of The King's Fund Environmental Assessment Tool and involving people/their representatives in designing the environment, is recommended to help ensure that best practice and people's needs and wishes are taken into account.

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

This area for improvement was made on 18 July 2024.

Action taken since then

We found the home had appropriate signage to guide people and that this was further enhanced by very good staffing. Staff were available to supervise and assist people. Relatives described how their loved one's mobility had improved after moving in. They described how the facilities and staffing had supported their loved one's recovery and confidence. The age and design of the home appealed to those we spoke to because it did not feel, "clinical" instead it felt "homely".

This area for improvement was met.

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
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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