

Fraser Elite Ellon Support Service

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Type of inspection:
Unannounced

Completed on:
16 December 2025

Service provided by:
Fraser Elite Ltd

Service provider number:
SP2020013519

Service no:
CS2023000428

About the service

Fraser Elite Ellon is a care at home service providing support to adults living in their own homes. The service provides support to people living within the vicinity of the town of Ellon, Aberdeenshire. At the time of inspection, 15 people were receiving care and/or companionship visits.

About the inspection

This was an inspection which took place between 10 December 2025 and 16 December 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for this inspection we reviewed information about this service. This included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- Spoke with three people using the service and a family member, seven relatives also contacted us by email
- Spoke with three staff and management and six staff contact us by email.
- Observed practice and daily life
- Reviewed documents.

Key messages

- People were very happy with the quality of the care and support service they received.
- People said that they knew the staff who supported them and they were confident that they knew what they were doing.
- Staff were respectful of being in people's homes.
- Managers were accessible to staff and to people who use the service.
- There was a culture of inclusion - people were encouraged to have their say.
- The service was very well led and organised.

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 staff team?	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 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 consistently reported that they were very happy with the service. People and families, described the care and support as "nothing short of excellent" and said they "honestly couldn't have asked for more." They valued having a small, consistent core group of staff providing their care. Although some minor concerns were raised about communication, the management team promptly addressed these issues.

A major strength of the service was the flexibility and dedication from the staff team which meant that people received the care and support they needed. There was a core team of staff, which people and relatives found reassuring. A relative said "this is reassuring as Mum is naturally wary of having strangers in the house". Staff were able to have meaningful conversations with people and were very respectful and careful when in their homes. People felt they were always treated with dignity and respect. This contributed to people knowing the staff team and forming positive, trusting relationships.

Staff, people and their families had access to people's electronic care and support plans and risk assessments. This ensured staff understood each person's care needs, wishes, and preferences. As a result, the risk of inconsistent support was reduced should individuals be supported by staff outside their core team who might otherwise have been unfamiliar with recent changes.

The length and time of visits were agreed with the person, their family, the service and where appropriate care management. People told us that the visits by staff were never rushed, and staff said that they always had enough time to deliver the care and support that people needed. People said it was lovely that the staff had time for them. This enriched the lives of people experiencing care. A relative said 'the staff have done a fantastic job in assisting my relative to be more independent'. Staff were friendly, professional, and courteous. There were good links with other professionals and providers who were involved in people's care and support. Advice and guidance were being put into place to ensure people received the care that was right for them. The staffs' awareness of their role and their responsiveness meant that people's care and support adapted to their changing needs.

There was effective communication between people, their families and staff to support medication management. Support plans clearly outlined the individual assistance each person required with their medication. This approach ensured people consistently received the correct level of support while retaining as much control as possible and practical.

There was an effective system to track all important events. Accidents, incidents, complaints and safeguarding concerns were addressed promptly and appropriately. People, families and staff felt comfortable to raise any issues with the service and felt confident their feedback would be acted upon when required.

How good is our staff team?

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.

A key strength was the small, consistent staff team which meant that people knew who was coming into their homes. We received very positive feedback about the staff. People said the 'care workers have been nothing but supportive and caring.' This meant that people's experience of care was positive.

There was a growing culture and ethos within the organisation to empower and develop staff. Staff had access to the services, policies and procedures. We discussed the need to further enhance the procedures for assisting people with their shopping or handling people's money. This will ensure consistency within the staff team and safeguard people's belongings. The leadership team were ensuring that all staff were accountable for their actions or lack of action that may have an impact on people's health and wellbeing.

The training program consisted of a mix of eLearning and some practical training, dictated by the care and support needs of people. Staff said they felt well supported in their role. The training records, and one to one supervision reflected the developmental training and support provided to staff. The leadership team continued to formally monitor and confirm that all staff maintained their skills, knowledge and understanding.

There were effective informal and formal communication processes in place. Staff were given regular opportunities to discuss their work, practice and how best to improve outcomes for people.

Staffing decisions were made using professional discretion and judgment, supported by the electronic management rostering system. Staff were matched with people based on their needs and preferences, as well as the staff members' skills, knowledge, and experience. This approach ensured people had the best opportunity to receive high-quality care and support from staff with whom they had established trusting relationships.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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