

Glenburnie Care Home

Care Home Service

Lower Scoonie
Leven
KY8 4SX

Telephone: 01333 422 243

Type of inspection:
Unannounced

Completed on:
6 January 2026

Service provided by:
Glenburnie Care Ltd

Service provider number:
SP2004006919

Service no:
CS2003039139

About the service

Glenburnie Care Ltd is a small family-owned care home and registered to provide 24 hour residential care and support for up to 23 older people.

The home is all on the ground floor, providing single occupancy rooms with ensuite facilities. There is an accessible and secure garden area. Located in a residential area of Leven, Glenburnie has adequate onsite parking and there is easy access to public transport, the town centre and local social resources.

At the time of our inspection there were 21 people living there.

About the inspection

This was an unannounced inspection which took place on 6 December 2026 and between 11:00 - 18:00 hours. The inspection was carried out by one inspector 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 two people using the service, one family member, ten people had completed questionnaires
- spoke with seven staff and management, 15 staff had completed questionnaires
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional, five people had completed questionnaires.

Key messages

- People enjoyed very good care and support.
- Staff were knowledgeable, caring and respectful.
- Management had very good oversight of all aspects of the service.
- People benefitted from a well maintained, homely environment.

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 significant strengths outweighed any areas for improvement. This meant we could be confident people received care and support that could consistently support their physical and emotional wellbeing.

During our inspection there were 21 people living in Glenburnie. The care and support they experienced reflected a model of comfort and respect where the focus was clearly on ensuring people were well looked after and maintained their family connections as much as possible.

The care home was welcoming and homely. Staff clearly knew people well and we observed consistent kind and humorous interactions between staff and people living there. We were confident that people were being treated with dignity and respect. Staff were held in high regard. Comments from relatives included, "I found the staff to be kind and caring and helpful. Always available if I have questions" and "I feel the staff genuinely care for the well being of their residents and interact well with residents and their families. Perhaps they could do more regular 'patrols' to check if residents need help in their rooms - but I appreciate that it is only possible to do so much within the staff resources available".

Electronic care plans sampled were detailed and person centred, reflecting people's needs and how they liked their care and support delivered. There were various risk assessments in place to monitor key aspects of someone's care such as, weight or food and fluid intake. These were also enhanced by paper records including a quick guide to important information needed when communicating with anyone with an interest in the people living in Glenburnie. As a result, records could support staff deliver care that meet people's needs and wishes.

Records reflected people's current needs and reviews were consistently up to date. We saw evidence of timely referrals being made to other agencies in relation to people's health needs. Relatives confirmed they were involved in reviews and reported, "Staff are always friendly and have time to answer any queries".

This inspection also benefitted from feedback from visiting professionals who highlighted the high standards in communication and care. Their comments included, "Working with the staff at Glenburnie Care home, I have always found their approach to be patient-care first".

There were detailed records on people's dietary requirements and preferences. We were confident that people's nutritional needs were being met. We observed the dining experience and we saw people enjoyed the social aspect as well as their meal. People were offered choice at every opportunity and staff support was provided, as necessary. The chef had good knowledge of any special diets as well as people's likes and dislikes. Staff routinely checked to make sure people had enjoyed their meals. We found very good monitoring to ensure health and wellbeing could continue to benefit.

We observed safe administration of medication and felt confident that people were receiving the right medication at the right time. We found good record keeping and that people experienced very good symptom control.

Care records included protocols for as required medication. Ongoing practice development was needed to ensure the effectiveness of as required medication is recorded. This was discussed with management at feedback.

Management had very good oversight of all aspects of medication management. As a result, we could be confident people received their medication as intended and any risks could be quickly identified.

There was very good evidence of people being assisted to remain in touch with families, friends and their local community. One family described how comfortable they felt visiting. Wellbeing was an obvious goal for every aspect of care and support. A weekly timetable was displayed, informing people and families of the planned daily group activities.

The home was clean, fresh and homely. There were high standards of cleaning and infection and prevention control in place. Staff received training and guidance updates regularly, with management conducting regular spot checks relating to practice. As a result, we could be confident that the risk of infection was being reduced.

We observed people being supported by staff who knew them well and treated them with respect. People told us they were happy living there. All the families we spoke to reported high satisfaction with the care that was being provided.

How good is our setting?

5 - Very Good

We evaluated this key question as very good, where people benefitted from high quality facilities.

People expressed satisfaction with the facilities and described the service as warm and homely. Families reported feeling welcomed and comfortable during their visits.

People had personalised their bedrooms, with evidence of people enjoying spending time in them. We found evidence of ongoing redecoration and the provider's focus on maintaining high standards. Housekeeping staff worked hard to ensure all areas were clean.

People had access to outdoor space and enjoyed spending time in the gardens during the better weather.

The overall environment was of a very good standard of upkeep which helped to ensure people were safe and enjoyed a pleasant home environment. We found day to day maintenance and local safety checks were carried out. 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. 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.

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 people's health and wellbeing and ensure 'as required' medication is benefitting people, the service should ensure that 'as required' medication protocols are in place and that when these medications are administered that the effectiveness of them is assessed.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 3 November 2023.

Action taken since then

We found good record keeping and that people experienced very good care and support, including symptom control.

Care records included protocols for as required medication. Ongoing practice development was needed to ensure the effectiveness of as required medication is recorded.

Staff demonstrated very good knowledge about the people in their care and worked well as a team. This supported effective communication between the service and community healthcare team and responsive clinical care.

Management had very good oversight of all aspects of the service including medication management. As a result, we could be confident people received their medication as intended and any risks could be quickly identified.

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
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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