

Fraser Elite Support Service

Brambly Hedge
Milton of Culloden
Inverness
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Type of inspection:
Unannounced

Completed on:
18 March 2026

Service provided by:
Fraser Elite Ltd

Service provider number:
SP2020013519

Service no:
CS2020379919

About the service

Fraser Elite is registered to provide a care at home service for people living within their own homes. It is based just outside of Inverness and provides support in and around the Inverness-shire area. People, their families or representatives engage the service directly and agree the support required. Care and support are provided on a private funded basis.

The provider of the service is Fraser Elite Ltd.

About the inspection

This was an unannounced inspection which took place from 10 to 13 March 2026. 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 seven people using the service and five of their family, and reviewed 51 survey responses,
- spoke with 11 staff and management, and reviewed 22 survey responses,
- observed practice and daily life,
- reviewed documents,
- spoke with visiting professionals.

Key messages

- People were cared for with kindness, compassion, and dignity.
- Staff developed meaningful relationships with people, based on knowing their needs and wishes well.
- A key strength of the service was strong leadership based on core values which respected people's human rights, and a commitment to delivering high quality care and support.
- Managers used quality assurance systems and processes to evaluate people's experiences and drive improvements within the service.
- Staff were knowledgeable, skilled, and competent, based on comprehensive training and regular supervision.
- People benefited from close partnership working with other professional agencies.
- Families and people engaged in regularly reviewing their care and support.

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 well is our care and support planned?	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, where significant strengths supported positive outcomes for people.

People told us about the positive difference that their care and support made to their lives. Staff developed trusting relationships based on respecting people's needs and wishes. People benefited from a suitable length of time for their support to be provided, which meant their care was not rushed. One family member told us "Fraser are very proactive in the support of my relative's needs and always go above and beyond in the service they provide" and another confirmed "All staff are kind and caring, they provide person-centred care for my relative while encouraging independence, choice and maintaining my relative's dignity". This meant people felt valued and at the heart of their care and support.

People appreciated how professional and supportive staff were in how they were treated and spoken with. One person told us, "It's all about me and my carers tell me it is my time, and I am absolutely chuffed with them" and another confirmed "It's amazing how they manage to consistently employ really good quality staff and the quality is second to none." We saw how strong leadership, based on core values which promoted compassion, empathy and kindness, led to a committed workforce. Staff wellbeing was supported, which meant that they could provide care focused on delivering the best quality service for people. One staff member told us, "I feel well supported in my role and can turn to the management with any issues, allowing me to provide person-centred care for our clients" and another confirmed "Fraser really has at the heart their clients and their carers."

People were supported to have as much control as possible over their medication and benefited from a robust medication management system. This meant people were safe. Staff clearly understood their role in recognising changing health needs. One professional told us, "I have seen how well my client was being cared for" and another corroborated "I feel that we work well together as an integrated team putting the interests of the client first." This meant people were receiving the right healthcare at the right time from the right people.

People were enabled to make informed health and lifestyle choices that contributed to positive physical and mental health. One example was where support was provided at a different time to ensure a person was able to attend a regular social activity. Another example was how staff provided personal care in a way which enabled the person to feel pampered and special. This meant people's wishes were respected and they looked forward to receiving their care and support.

Although incidents were managed well, the service could improve by ensuring relevant notifications are made to the Care Inspectorate. We discussed this with the provider, as well as supporting the service with an awareness-raising session.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good, where significant strengths supported positive outcomes for people.

People benefited from support planning that reflected their outcomes and wishes. Families engaged in developing personal plans and valued the online access to the daily notes of support that staff provided. This meant families felt reassured and were confident that their relative was receiving support that was right for them. Strong leadership and staff competence contributed to planning which was regularly reviewed as people's needs changed. One person told us, "The carers are excellent and do anything I ask for and need" and another confirmed "Fraser Elite are always responsive, helpful, informative and inclusive."

We heard how people were supported to live well to the end of life. One family member told us, "Their wonderful kindness, compassion and love meant my relative could be at home until they died" and another confirmed "The care my relative received was exemplary. It was adjusted as their needs changed and the last few days were made possible thanks to the most loving and professional care they received." This meant people and their families engaged in decisions about their current and future care and support needs.

Staff not directly involved in providing support were acknowledged as a valuable part of the team. One family member told us "The office are super-efficient and helpful, I feel like they really know my relative" and this was corroborated by a professional who told us "I feel that the Fraser staff know the clients well and try to adapt their services and be flexible as much as they are able".

If people could not fully express their wishes or preferences, the relevant legal documentation was in place to support their decisions. This meant their rights were protected and upheld. We discussed with the provider how adding specific details to some people's plans would ensure consistency in how staff supported their preferences and regular routines. The service was in the process of installing a different online system which would enable more detail to be added. This would further improve the person-centred information that makes a difference to how people's support is planned.

We heard of a few examples of changes to a person's regular staff team and people not always knowing who was arriving to support them. The service could improve by ensuring continuity of care with a stable staff team as much as possible and informing people of any changes to their support time. This would reassure people about who was arriving to support them and keep them informed about any delays.

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 well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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