

Peacehaven Care Home Service

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Telephone: 01333 320 227

Type of inspection:
Unannounced

Completed on:
12 February 2026

Service provided by:
Rosturk House Limited

Service provider number:
SP2004004957

Service no:
CS2008171446

About the service

Peacehaven Care Home is situated in a quiet residential area of Lundin Links in the East Neuk of Fife. Peacehaven is owned by Rosturk House Ltd.

Accommodation is provided in a large Victorian building with a modern extension, providing care for up to 40 people. It has accommodation over three floors with a modern passenger lift in place. Peacehaven sits in attractive, landscaped gardens which are well used by the people living there. There was major redecoration in progress when we visited.

The registered manager is responsible for the day to day running of the home and was available to support the business of inspection. There were 33 people living in Peacehaven when we visited.

About the inspection

This was an unannounced inspection which took place on 10 & 11 February 2026. The inspection was carried out by 2 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 7 people using the service and 9 of their family
- carried out observations to gather experiences for those less able to share their views
- spoke with 10 staff and management
- observed practice and daily life
- reviewed documents

Key messages

- People enjoyed very good care and support.
- Staff were knowledgeable, caring and held in high regard.
- Very good staffing, teamwork and management and leadership, supported high standards.
- The home was well presented, clean and well maintained
- Relatives felt welcomed, supported 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 all aspects of the care provided and that these supported positive outcomes for people, therefore we evaluated this key question as very good.

People were supported by staff who 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 just know what my loved one, likes" other comments included "residents lead the care".

The home was warm, homely and welcoming. The environment was fresh and clean. We could be confident that the risk of infection was being reduced and people were kept safe. Relatives confirmed that the home was always clean and free from unpleasant smells. Their comments included "It's always warm and welcoming".

We found staff were clear about their responsibilities associated with their specific role, including food hygiene and Personal Protective Equipment (PPE). We found there was good housekeeping and infection prevention control measures, all of which meant people could be kept safe.

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. Comments from people included "The food is lovely, especially the cakes".

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. As a result we could be confident that people benefitted from prescribed treatments.

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.

Families described how their loved one's health and wellbeing had improved when they moved in. Comments included, "Staff keep me up to date on any issues or incidents and involve me in decisions".

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.

Support plans were 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 confirmed appropriate involvement relating to any legal powers held. We identified record keeping as an area for ongoing development in order to ensure consistent completion and a true reflection of the care and support being delivered. This would be a useful contribution to their existing service improvement plan and was discussed at feedback. **See Area for Improvement 1.**

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.

Areas for improvement

1. To maintain the health and wellbeing of people, the provider should, ensure that individuals' personal plans clearly reflect how their health, welfare and safety needs have been managed and met.

In order to do this, the provider should see that staff are continued to be supported to be competent in the use of the electronic planning system and that the management team use their quality and audit systems to monitor and improve practices.

This is to ensure care and support is consistent with Health and Social Care Standards which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

How good is our setting?

4 - Good

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

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. 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 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.

The provider had carried out a formal assessment of the environment in terms of supporting people living with cognitive impairment. This would be a useful contribution to their existing service improvement plan and was discussed at feedback.

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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