

Benarty View Care Home Care Home Service

Four Seasons Health Care
Benarty View Nursing Home
17 Rowan Lea
Kelty
KY4 0FY

Telephone: 01383440240

Type of inspection:
Unannounced

Completed on:
2 April 2026

Service provided by:
Benarty View Care Limited

Service provider number:
SP2024000314

Service no:
CS2025000191

About the service

Benarty View Care Home is a purpose-built two storey nursing home situated in the village of Kelty, near the city of Dunfermline. The home offers 24-hour care for a maximum of 40 older people. The registered provider is Benarty View Care Limited, a part of Care Concern/Alor.

The home has a choice of lounge and dining areas, and a passenger lift allows access to both floors. There are 10 bedrooms downstairs and 30 upstairs. All have en suite toilet and wash-basin facilities. There is an attractive large, enclosed garden to the rear of the home which can be accessed directly from the upstairs floor. There is also a smaller garden to the front of the property. There were 39 people living in Benarty View at the time of our inspection.

About the inspection

This was an unannounced inspection which took place on 30 and 31 March 2026. Two inspectors from the Care Inspectorate carried out the inspection. A team manager was also present for part of the inspection as part of the Care Inspectorate's quality assurance processes.

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 four people using the service and seven of their family members
- spoke with 18 staff and management
- received feedback from one visiting professional
- observed practice and daily life
- reviewed documents.

Key messages

- People experienced warm and compassionate care and support.
- The environment was homely and welcoming.
- There was a consistent staff team who worked well together.
- Families expressed confidence in the quality of care being provided.
- There was strong leadership that supported very good outcomes for people.

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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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 evaluated this key question as very good, as we found significant strengths in aspects of the care provided and how these supported positive outcomes for people.

During the inspection we observed a warm and friendly atmosphere in the home. People were cared for by staff who knew them well, which helped ensure support was delivered in a way tailored to the individual. One person told us, "Carers are good, the staff are good to us." Relatives also spoke about feeling supported by staff in the service. Comments included, "I feel comfortable they are being very well looked after; it's piece of mind for me" and another said, "We feel they care."

Staff utilised recognised assessment tools to inform plans to improve and maintain people's health. We found the service works in partnership with other health professionals, such as GPs, podiatry, speech and language therapy, and mental health professionals. Feedback from one visiting professional was that staff are "friendly and welcoming, follow care plans, and seek advice when necessary." Staff managed medication well and relevant guidance was available for 'as required' medication. This meant we could be assured people's health and wellbeing needs were being met.

Care was provided by a consistent staff team, which also allowed any decline in health to be picked up quickly. Several relatives commented on this with one telling us they knew their loved one would "get the best of care." Where applicable, staff involved people and families in end-of-life care, in a dignified way and ensuring needs and wishes were respected.

Mealtimes were a social occasion, with choice being offered and individual modifications and preferences catered to. People were not rushed and where support was required, staff provided this in a lovely manner and did so discreetly. A number of family members commented on the quality of the food and how this contributed to the overall health and wellbeing of their loved one.

The lounge/dining areas contained drinks dispensers, which people could access at any time. This meant that some people could be independent in meeting their hydration needs with staff providing support for those who required it.

The service benefited from a dedicated activities coordinator who planned a varied timetable. Care staff were also involved in activities which were a social experience. The service acknowledged key seasonal events and celebrations throughout the year. During the time of inspection, Easter decorations were on display and spring activities planned. This meant people remained orientated to the time of year and connected with the wider world. A minibus allowed trips outwith the home and connection to the local community, an area the service placed great importance on. One person told us, "The activities are good."

Overall, we found that the service met people's health needs with care being enhanced by the positive relationships people had with staff. Feedback from relatives supported this with comments including, "Bottom line is it's very good. One of the best nursing homes in the area" and "We can't thank them enough. [They] love it here. Honestly can't fault them."

How good is our leadership?**5 - Very Good**

We evaluated this key question as very good, as we found significant strengths in leadership and how these supported positive outcomes for people.

The management team demonstrated strong oversight of the service including people's needs, areas that were working well, and identified areas for improvement. There were clear systems for monitoring standards of care, including clinical care.

We found evidence of a culture of learning across the team in relation to any complaints or areas of concern. Quality assurance processes were robust and clearly identified the person responsible for taking actions forward. Staff were also involved in quality assurance processes, which encouraged responsibility and accountability.

Staff and relatives we spoke to described an open-door policy, which was evident during the inspection. This meant people felt able to discuss any issues or concerns with management and were confident they would be listened to. Staff described feeling supported, with one staff member telling us, "I think management are excellent. They always have time for you and time for the residents." A relative told us, "Management are a true benefit, they listen, make improvement and have brought stability."

Management were in the process of changing some of their quality assurance processes to new documentation. This will allow them to further streamline their processes and avoid duplication.

The management team clearly demonstrated a desire to continually improve and enhance care. There were ongoing opportunities for people and relatives to be involved in service developments. It was evident from discussions with management, reviewing documents, and speaking with people and relatives that the needs, wishes, and outcomes for people were the primary drivers for change.

How good is our staff team?**5 - Very Good**

We found significant strengths in relation to the staff team and staffing arrangements and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

The service benefitted from a stable staff team, providing continuity and care being provided by staff who knew people and their needs well. Care went beyond being task-focused and allowed meaningful interactions.

People experienced care and support from people who had been recruited through a safe and consistent process with the appropriate checks in place. Management had good oversight of core training which had a high completion rate. We could, therefore, be confident staff had the necessary training and skills to support good outcomes for people.

We reviewed dependency measures which were used effectively to deploy staff and ensure the correct skill mix of staff were on shift to support people's needs. This was also evident during the inspection and from speaking with staff.

Relatives told us there were staff available to discuss any matters with and spoke highly of the staff team. We received a number of positive comments about staff from relatives including, "Nothing is too much

bother - We feel they care," "Benarty has the right staff and management are selecting well," and "Staff make us feel welcome, they're all approachable, doesn't matter what you raise."

Observations during our inspection demonstrated good working relationships and a motivated staff team. All roles, including those not providing direct care, were valued and recognised as playing an important role in the delivery of high quality care. Staff felt communication across the team was very good, supported by team meetings and daily 'flash meetings'. Comments from staff included, "I love it, feel grounded here" and "I love working here. I wouldn't want to work anywhere else."

The staff team played a key role in the warm and welcoming atmosphere we observed and experienced in the home.

How good is our setting?

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.

The home had a relaxed, welcoming atmosphere. Staff provided care flexibly between the living areas, which allowed people to have their meal and spend their time wherever they chose. Some people enjoyed company in lounge areas, whilst others preferred to be in their own rooms. There was open visiting and pleasant areas for families to spend time outwith their loved one's bedroom if they wished.

The garden areas provided a space for people to enjoy in better weather and were also utilised for activities and events. The home also has a hairdressing salon which was in use during the inspection.

The home was clean, tidy, and well looked after, with plenty of natural light and space. There was no evidence of intrusive noise or smells. Spaces were free from clutter, making it easier for people to move around independently. People were encouraged to personalise their rooms to make their own space feel homely. Both the domestic and care teams contributed to the high environmental standards which were observed.

Families and residents spoke positively about the cleanliness and welcoming atmosphere. One relative told us, "The rooms are spotless."

Toilets, bathrooms, and shower facilities were clean, tidy, and free from clutter, which ensured that cleaning tasks could be carried out effectively. Equipment was maintained well, with safety checks being carried out at planned intervals. This helped to ensure people were safe and enjoyed a pleasant home environment.

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. All of which meant people could be kept safe.

All staff recognised the importance of the home being part of the local community. Activity staff had worked hard to develop links and relationships with local groups. This supported people to spend time away from the home and develop new friendships and connections.

Overall, we were confident in the environment supporting good outcomes for people.

How well is our care and support planned?**4 - Good**

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

Care plans should be dynamic and reflect people's assessed needs, their wishes, and management of risk. Plans we reviewed were detailed and regularly reviewed to reflect people's current care and support needs. It was evident that residents, relatives, and relevant professionals were involved in reviewing and formulating care plans. This supports care that is directed by people receiving care and those closest to them.

Support plans we reviewed clearly referenced actions required by staff to reduce risk factors such as falls, choking, and distress. Plans referenced recognised assessment tools and guidance. Professionals provided input where people had specific care needs.

We found staff were in the process of changing over to new documentation and that this had led to some inconsistencies in how information was presented and available for staff to follow. Management had a very good view of areas for improvement from their own audits. It was clear that establishing the new paperwork would require time and had implications for staff training. The single page guide presented essential information and ensured that this was easily accessible and clear for staff to follow.

Overall, we found care records could guide staff to deliver care and support.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.