

# Cluny Lodge Nursing Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
6 December 2024

**Service provided by:**  
Elder Homes Limited

**Service provider number:**  
SP2003002448

**Service no:**  
CS2003010623

## About the service

Cluny Lodge Nursing Home is a care home registered to provide 24 hour care for up to 72 older people. The provider of the service is Elder Homes Limited, an independent care service provider.

The home is located in a residential area on the south side of Edinburgh. It is close to the community in Morningside where there are local shops, services and bus routes.

The home has accessible gardens for residents. There is a small car park at the rear of the building and some on-street parking.

Accommodation is set over two floors, Balmoral on the upper floor and Argyll on the ground, with stairs and lifts to the upper floor. There are a number of lounges and dining areas that residents can choose to sit in.

## About the inspection

This was an unannounced inspection which took place on 28 and 29 November 2024.

In preparing for this inspection we reviewed a wide range of information. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, the setting, and planned care/support.

We confirmed that the service continued to provide an excellent level of care and support. We know this because on this inspection we:

- Spoke with 12 people using the service, and four of their friends and family members.
- Spoke with staff and management.
- Observed practice and daily life.

We also reviewed a wide range of documents, including, but not limited to:

- Environmental and maintenance records.
- Audits of IPC, Dental Hygiene, Facilities, Medication Administration.
- Service Development and Self Evaluation plans.
- Personal Plans.

We also considered responses from our pre-inspection questionnaire. There were responses from 17 people using the service, 32 from relatives, 30 staff and four from external professionals.

## Key messages

### Legal Assurances

The service operated legally and in compliance with their conditions of registration. They had appropriate insurance in place.

The provider had a wide range of essential policies and procedures which promoted positive outcomes for people. People could be confident in the organisation providing their care and support.

### Wellbeing Assurances

The provider had a detailed adult support and protection policy in place. All staff had undertaken training relevant to safeguarding and were fully aware of their roles and responsibilities around maintaining essential safety and well being outcomes for people they supported.

People experiencing care told us that their home was a safe and comfortable place to reside. Family members and friends advised that they found Cluny Lodge to be a clean and well maintained environment, adding that management and staff were always responsive to any issues raised.

Infection Prevention and Control practice was undertaken to a high standard. The home was seen to be clean, free of any malodour, well decorated and furnished to a high standard.

There was a rolling programme of maintenance around facilities, including routine servicing of equipment and regular audits which helped ensure that all aspects of the service environment were maintained to a high standard.

Domestic staff undertook cleaning duties diligently and there was a good stock of personal protective equipment available at all times. When we highlighted some areas for improvement around domestic practice and cleaning trolleys, management responded swiftly to address them.

We looked at some key aspects of wellbeing, noting that there were effective systems in place around administration medication. These were complemented by regular management audits, which helped ensure that medication was administered as per prescribers guidance.

Staff involved in medication had undertaken training commensurate with their roles and responsibilities.

There was a strong focus on holistic approaches to wellbeing at Cluny Lodge. People were provided with a wide range of activities and staff were very good at encouraging involvement in planned events which encouraged exercise, artistic and creative expression as well as nurturing friendship and social interactions.

We were very impressed by the focus on engaging people who were unable to participate fully in group activities and organised events. There was a focus on sensory stimulation, utilising music, scents and sympathetic lighting. We recognised the value of this work and the excellent outcomes associated with them.

We heard some wonderful feedback about end of life care provision at Cluny Lodge. This focussed on effective communication, staff empathy and sensitivity around caring for people, with a focus on dignity and respectful support.

Our observations of staff practice were wide ranging, covering the likes of support around nutritional intake and non intimate aspects of care, including social interactions. It was evident that staff were diligent and professional in the way they engaged with people. There was appropriate warmth and kindness throughout these interactions.

## **Leadership Assurances**

The management team worked effectively across the home. There were a range of systems and process in situ which helped ensure oversight of all aspects of the service, including care and support and the care environment.

People who experienced care, and their family representatives, told us that they knew who the managers were and that they were approachable and responsive to any suggestion or query.

Staff told us there was a strong management presence in the home, adding that they found them accessible and supportive.

Leadership approaches were encouraged across all grades of staff who worked at Cluny Lodge. This helped create a strong and responsive staff team.

There was an excellent emphasis on engaging stakeholders across the service in quality assurance and service evaluation and improvement plans. People who experienced care, and their relatives, were offered a range of opportunities, including meetings and direct consultation to participate in service development consultation. These approaches also extended to the wider staff team and this helped create a robust and dynamic network of contributions.

## **Staffing Assurances**

The service operated an effective recruitment processes in place, in line with best practice guidance outlined in 'Safer Recruitment, Through Better Recruitment'. This meant that staff who worked at Cluny Lodge were appropriately vetted before they commenced employment.

There was a comprehensive training programme available to all staff. This covered wide ranging aspects of care and support provision. This helped ensure that staff had relevant skills required to deliver high quality care.

There was a well developed and robust induction for new staff commencing employment. In addition, there was careful consideration given to staffing skills mix and mentoring. This helped ensure there was a supportive learning environment for new workers.

Staff told us they felt well supported to access essential learning and that they were encouraged and supported to develop existing and new skills. This focus on professional development helped ensure excellent levels of staff retention. This contributed to staff consistency and underpinned positive relationship building with people who live at Cluny Lodge.

The service had an appropriate system of dependency assessment which informed staffing levels in the home. This was directly based on assessment of people's needs. These dependency scores were reviewed monthly. We checked and noted staffing levels were consistently operating at a higher level than the base line levels required to provide essential care.

## **Setting Assurances**

The home was well furnished and well maintained throughout, fittings and furnishings were seen to be in good order and people's rooms were comfortable, personalised and homely.

Extensive investment was made around improving communal areas of the home, including the entrance area and reception. This helped create an inviting and welcoming introduction to the home environment.

Environmental standards were maintained through regular audits of the facilities.

Arrangements for the ongoing maintenance of the premises were well managed, and records were in place to confirm health and safety standards were met. People could be confident of having a safe and comfortable living environment.

### **Planned Care/Support Assurances**

There were detailed personal plans in place which identified people's key outcomes, their daily routines and preferences. These documents were wide ranging and covered all aspects of support and every day living. This meant that staff had access to the information required to provide personalised care and support.

People, and their family representatives, told us that they were closely involved in developing personal plans. We noted some excellent attention to detail in the way key aspects of people's physical, emotional and psychological wellbeing were recorded.

Staff knew people well and had a good understanding of individual's skills and abilities. We observed very good practice where people were offered choice and support at the level they needed. People benefitted from staff who were knowledgeable, attentive to their needs and helped them achieve positive outcomes.

## **Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

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