

The Manor Care Home Service

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Type of inspection:
Unannounced

Completed on:
19 February 2025

Service provided by:
Caring Homes (Edinburgh) Limited

Service provider number:
SP2021000056

Service no:
CS2021000091

About the service

The service is a care home providing care and support for up to 74 older people, located in Edinburgh, near to public transport and shops. There were 70 people experiencing care with the service during the inspection. En suite bedrooms are on the ground floor and first floor. There are a number of lounges, dining rooms and quiet rooms on the ground floor and first floor. There is also a bar on the first floor. The second floor has a hair salon, cinema, dining room and a café area with balcony. The service has an enclosed garden to the rear of the property. The service is owned and managed by Caring Homes (Edinburgh) Ltd and has been registered since June 2021.

About the inspection

This was an unannounced inspection which took place on 11 and 12 February 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, information submitted by the service, intelligence gathered and complaints received.

We evaluated how well people's health and wellbeing was supported as well as the quality of staffing.

To inform our evaluation we:

- spoke with 17 people experiencing care and received eight care questionnaires
- spoke with seven relatives and received 21 care questionnaires
- spoke with 14 staff and two managers and received 26 staff questionnaires
- spoke with three professionals working with the service and received two professional questionnaires
- observed daily life at the service
- observed how well care staff supported people
- considered the cleanliness and quality of the physical environment
- reviewed documents and electronic records.

Key messages

- People were very satisfied with the quality of the care and support received.
- Staff interacted warmly and respectfully with people and were able to assist people who were anxious in a caring and calming way.
- Mealtimes were well staffed and snacks were available for people.
- The environment was clean, tidy and homely.
- People experienced a consistent staff team who knew them well, although a few people were not able to get out of bed as early as they wanted to.
- There were quality checks by management regarding observing staff competence, although face-to-face supervision needed to happen more regularly.

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 staff team?	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 the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. Staff would assist people who were anxious in a caring and calming way. When assisting people to move, staff interacted supportively and with encouragement. This meant people could build trusting relationships at the service.

People were enjoying themselves in the various activities such as games, music, arts and crafts. There were gentle exercises in the morning to assist people's flexibility and mobility. To improve further it would be useful to have visiting entertainers and outings on a weekly basis. The staff interactions were kind and patient; they actively encouraged people to engage in meaningful activities. Staff were spending one-to-one time with people to chat or undertake an activity, this is especially important for people who spend a lot of time in their rooms, have advanced dementia or receive few visitors. These opportunities to take part in meaningful activities supported people to be involved and valued.

People experiencing care and support told us:

"I just feel everyone is so good,"

"Staff are very nice; I have no complaints,"

"Staff are good, they treat me very well and feel they know me as a person,"

"Staff have been very helpful...the staff like my bad jokes."

Relatives' comments included:

"Everything I asked for seems to get done very quickly,"

"My relative has a far better quality of life living in The Manor than they had living by themselves at home."

Visiting professionals said:

"They take time to listen to feedback and implement any changes necessary,"

"There is a nice calm atmosphere and it appears to be staffed with competent people."

Mealtimes were well staffed and people were not kept waiting for their meals or being rushed. Support with eating and drinking was undertaken in a dignified way. The service provided a variety of snacks which were easily accessible to people.

Medication administration was organised with regular audits being undertaken. However, the service needed to consistently record the opening dates of creams to avoid the possibility of out of date medication being used. The service was recording care undertaken and monitoring people's health issues. The service was making referrals to health professionals in a timely manner and following advice given. This supported the service to effectively respond to signs of deterioration in people's health.

People's rooms and communal areas were clean and tidy, though retained a welcoming and homely setting. People's rooms were comfortable with personal decoration. Staff were seen to wear, use and dispose of personal protective equipment such as gloves and aprons in line with guidance. The furnishings and equipment were in good condition. There were arrangements for the maintenance of the building and the

equipment to ensure people are safe. This ensured an environment that has been adapted, equipped and furnished to meet people's needs and wishes.

How good is our staff team?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the staff support and staffing arrangements.

Staff recruitment processes were thorough. Staffing arrangements worked well with no agency staff being used. A few people were not able to get out of bed as early as they wanted to. People experienced a consistent staff team who knew them well. We observed that staff worked in a positive and calm manner. This ensured people benefited from a warm atmosphere because there were good working relationships.

Relatives told us:

"My mum is happy and settled in the care home, which is a huge relief. The staff have been incredibly kind and thoughtful and patient in caring for her,"

"Each time I visit I feel I'm in a calm environment. Staff throughout the organisation are friendly and supportive. They treat the residents with care and as individuals, recognising each has different needs. There's a positive and welcoming environment,"

"Wonderful team of staff who genuinely care about the people they are looking after and are so kind and patient with the elderly people in their care."

Staff meetings were held regularly to assist with effective communication, though face-to-face supervision needed to happen more regularly. There were quality checks by management regarding observing staff competence. This ensures people experienced good quality care and support based on relevant guidance and best practice.

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

The service must ensure that people experience safe and effective medicine administration and management, in a manner that protects the health and wellbeing of service users.

In order to achieve this the service should ensure that:

- a) medication is administered as instructed by the prescriber
- b) pain assessment charts and body maps for the use of patches should be in place
- c) regular auditing of medication takes place, including actions taken when medication errors occur
- d) medications which are creams and liquids should have the date opened recorded on the packaging so they are not used after expiry date.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 14 August 2023.

Action taken since then

Medication administration was organised with regular audits being undertaken. Pain assessment charts were being used and when appropriate, this included a map of the part(s) of the body where medicated adhesive patches for pain relief were to be administered. Topical medication (to be applied on a person's skin) had clear documentation of when, why and where the medication should be administered. However, the service needed to consistently record the opening dates of creams to avoid the possibility of out of date medication being applied.

Part a, b and c have been met. Although part d has not been met, there was good administration of topical medication, therefore this previous area for improvement has been met.

Previous area for improvement 2

To support people's health and wellbeing and that people feel respected and listened to, the service should improve their response time to call bells from people experiencing care.

The service should ensure that:

- a) Their response time to call bells from people experiencing care is improved.
- b) Their call bell system is audited regularly to see when and where responses need improving and actions put in place to improve responses.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that:

'I am confident that people respond promptly, including when I ask for help' (HSCS 3.17).

This area for improvement was made on 4 May 2022.

Action taken since then

People were being responded to promptly when using their call bell in their room. The call bell system was being audited monthly to check on response times of care staff.

This previous area for improvement has been met.

Previous area for improvement 3

To ensure people can access medication without delay, the provider should explore with pharmacy services effective systems to ensure a responsive supply of any prescribed medication in the appropriate format.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 23 September 2024.

Action taken since then

Medication administration was organised with regular audits being undertaken. The electronic system would alert staff regarding low stock and need for re-ordering. The care home had met with their pharmacy and if they did not have a specific medication, the care home would approach another local pharmacy so that people do not experience a delay to receiving medication.

This previous area for improvement has been met.

Previous area for improvement 4

To protect people at risk in the service, the provider should ensure that staff have the knowledge and skills to effectively report adult support and protection concerns in line with the service's safe guarding policy. This should include, but is not limited to, ensuring that notifications are submitted to the Care Inspectorate in accordance with the guidance on notification reporting.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This area for improvement was made on 23 September 2024.

Action taken since then

Adult protection training had a very high completion rate. The adult support and protection policy was thorough and referenced Scottish legislation and local social work contact details were readily available for staff. The adult protection notifications submitted to the Care Inspectorate were of good quality and the service had responded appropriately to any adult protection concerns.

This previous area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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