

Thorburn Manor Nursing Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
19 March 2025

Service provided by:
Thorburn Manor Limited

Service provider number:
SP2012011915

Service no:
CS2012311063

About the service

Thorburn Manor provides care for up to 34 people and is owned by Lindemann Healthcare. Care is provided by a team of nurses and carers led by the Registered manager. The home is an extended former Victorian school situated within the conservation village of Colinton to the south west of Edinburgh. It is close to all local services in the village and bus routes to and from the city centre. There are very pleasant landscaped gardens surrounding the home which can be easily accessed by residents. Off street parking is available to the front of the home. The accommodation is on ground and first floor levels and includes 34 rooms, all with ensuite facilities. The first floor is accessed by lift and stairs. It has a sitting room with an integral dining area.

About the inspection

This was an unannounced inspection of the service which took place on 10 and 11 March 2025. 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 people using the service as well as feedback from relatives.

We also spoke with management and staff, observed practice and daily life as well as reviewed a wide range of documents.

Key messages

- Staff were knowledgeable about people's care needs and preferences, this resulted in people feeling confident in their care.
- Effective leadership ensured the right care and support was in place to meet the desired outcomes.
- There were good working relationships between management and staff.
- Support plans were person centred and reflected people's individual needs, intended outcomes and associated risks.
- People benefitted from staffing levels that supported their care needs.
- People living in the nursing home and their families were very happy with the care and support delivered.

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 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 made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

Quality Indicator: 1.3 People's health benefits from their care and support

People experienced care and support with compassion because there was warm, encouraging positive relationships between staff and people living in the home. Staff were very knowledgeable about those in their care and how to meet their needs. This meant that people could be confident that staff supporting them were well informed and worked consistently to help them achieve the outcomes that they had identified.

People were not rushed and encouraged to make decisions and choices to how they would like to spend their day. An activity coordinator provided a range of events and activities for people including events out with the home. The home captured what people enjoyed doing as well as what they had no interest in. Activities included group activities as well as one-to-ones. Everyone was asked if they wanted to take part in the activities on offer. Staff demonstrated they understood and applied the principles of meaningful contact and how to support people with this. The manager and activity coordinator had oversight of the activities people were doing to ensure everyone had an opportunity to be involved.

People living in the home benefitted from being supported by a skilled, knowledgeable nursing and care team. The healthcare needs of people living in the home were very well managed. Staff were knowledgeable about the range of health care professionals they could call on for advice and support when needed

Medication administration was effective and followed the prescriber's guidance. Nursing staff were present in the home on a daily basis. A robust medication audit was in place and all staff administering medication received appropriate training. Observations of practice were carried out to ensure that staff were competent and skilled. People could be confident that the staff who supported them to take their medication safely had the correct knowledge and training. There was good clinical oversight of people's care and nursing needs. They benefitted from regular healthcare assessments and observations. Referrals to external healthcare practitioners were made as required, such as dieticians and podiatry.

Staff demonstrated a good knowledge of people's needs, through detailed agreed personal plans and support guidance which was current and reflected people's health and wellbeing needs. This meant people could be confident staff supporting them were well informed and worked consistently to help them achieve the outcomes they had identified.

Kitchen staff and care staff were very aware of the importance of healthy nutrition and were very good at supporting people with their intake as well as promoting independence well. Residents' meals were unrushed and choices were available. Staff encouraged and enabled people to eat their meals independently with the right level of support where needed. Support was offered in a respectful and dignified manner. People's wellbeing benefitted from an approach that enabled a healthy attitude to food and drink.

Management had a good overview of each person's nutritional needs and strategies were in place where anyone was at risk of malnutrition.

Feedback from those residing in Thorburn Manor and their families was very good. One relative stated "this is an excellent care home, I see excellent care and compassion. Residents are treated with dignity and respect. I cannot fault them." Another said "I feel the staff at this home do an excellent job."

Through observations of staff during the inspection it was evident staff were an asset to the service, contributing significantly to its effectiveness.

How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

Quality Indicator: 2.2 Quality assurance and improvement is led well

There is a relatively new manager in place since the last inspection though she is very well known to the company in her previous deputy manager role. It was evident the manager was already impacting on the quality of care in place within the home and had a very good approach with her staff, those receiving care and their families. Very good feedback was shared during the inspection from both relatives and staff.

There was a good overview from the management team and effective systems in place to continuously improve and a commitment to provide good quality care. Good working relationships were in place with the manager and her deputy which can only strengthen outcomes for those residing in the home.

The management team were very visible in the home and were good role models for staff. There was a very good team approach and morale was high within the team. Audits are in place covering all aspects of the service and evidence supporting compliance to guidance and policies within the home.

Training and staff development were taking place to ensure staff had the right knowledge and skills to carry out their roles.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how those supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality Indicator: 3.3 Staffing levels are right and staff work well together.

The staff team were well established and worked well together. There was respectful communication within the team which created a warm atmosphere because of good working relationships. People supported received care from consistent staff who knew them well and who had built up caring relationships with them. The staff appeared motivated and very good feedback was received from those they supported.

It was evident that all staff had access to relevant training to meet the ongoing care and support needs of people. A training matrix was monitored by the manager to ensure staff training was up-to-date and reflected best practice.

Staff expressed the management team were knowledgeable and supportive of their work. They demonstrated an understanding of the nature and challenges associated with supporting individuals they care for. Additionally, they described managers as open and approachable, fostering a supportive and collaborative work environment.

Staff arrangements were informed by assessments of people's needs. These were updated using the provider's dependency tool. During our inspection, staffing levels appeared to provide staff with adequate time to provide enough time to offer compassionate care and support.

Staff were all registered with relevant professional bodies and had an understanding of their responsibilities.

People benefitted from safe recruitment and induction which reflected positive outcomes for people experiencing care.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

Quality Indicator: 5.1 Assessment and personal planning reflects people's outcomes and wishes

All support plans sampled provided staff with clear direction about how to deliver each person's care and support. The sample of care documentation provided a good overview of the person's life history, what was important to them, their choices, wishes and preferences. This ensures the care and support delivered to people were person centred and meaningful to them.

People benefitted from personal plans which were regularly reviewed, evaluated, and updated, involving relevant professionals and took account of good practice and their own individual preferences and wishes.

People were helped to live well right to the end of their life by making it clear to others what was important to them and their wishes for the future. This included receiving care in a place of their choice should they become unwell.

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 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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