

# Leonard Cheshire Disability - Alemoor Crescent Care Home Service

17 Alemoor Crescent  
Edinburgh  
EH7 6UJ

Telephone: 01315 542 220

**Type of inspection:**  
Unannounced

**Completed on:**  
11 March 2025

**Service provided by:**  
Leonard Cheshire Disability

**Service provider number:**  
SP2003001547

**Service no:**  
CS2003015503

## About the service

Leonard Cheshire - Alemoor Crescent is a care home registered with the Care Inspectorate to provide a care service to a maximum of six adults living with physical and sensory impairments and/or learning disabilities.

The home is on the ground floor of the property and is accessible for people with mobility support needs. Communal areas include a kitchen, dining room, living room, and accessible garden. The home is in a residential area close to local shops and public transport.

At the time of inspection six people were experiencing care.

## About the inspection

This was an unannounced inspection which took place between 15 and 17 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
- intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with four people using the service and two of their relatives
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

## Key messages

- People experienced compassionate, dignified and respectful care.
- People's support plans were very detailed and were regularly reviewed
- People experienced responsive care through effective collaboration with a range of health and social care professionals.
- People were being supported to access their local and wider community.
- The environment had been improved and was clean, welcoming and comfortable.
- Staff had the training, skills and knowledge to support people well.
- There was strong leadership which promoted a positive staff culture and person centred care.

## 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?	5 - Very Good
How good is our setting?	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. The service evidenced major strengths in supporting positive outcomes for people. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes. The service worked within a culture of continuous improvement to strive for excellence.

People received dignified and respectful care and support. Staff had built positive relationships with people and knew their needs well, including their likes, dislikes and preferences. We observed warm, compassionate and engaging interactions between people and their staff. Feedback from people supported was positive and they confirmed that they were at ease with their staff and were offered choices in their daily lives. Comments included 'I would always say that Alemoor is where I would want to live - I get on really well with all the staff - they are all caring and lovely. I really like the food - there are some good cooks here! 'They are all very good and I feel very at home here and have made some good friends. I enjoy going out to the shops and we have been on a few trips in the bus and we are planning holidays.' This meant that people were valued for their individuality and treated with dignity and respect.

Family members consulted told us that they trusted the service to care for their loved ones really well and considered that there was very good communication to keep them regularly informed as well as formal review meetings. Comments included: The care for (name of person supported) is really very good and I have no concerns and know she is very well looked after and always clean and hair nice and well presented. Communication is very good and we have a review meeting organised. I know if I ever have any issues that I can raise these and they will be dealt with.' and 'Everything is going well for (name of person) considering and it puts my mind at rest that she is very well looked after there.' This meant that people could have confidence that their care provider regularly involved those important to them and maintained effective communication with them.

Feedback from involved professionals was equally positive and we heard how responsive the service were in getting the right supports for people when their needs changed. Comments included: 'I have been impressed by the service and the manager and staff team are 'on it' when it comes to the changing needs of residents. Staff all seem very caring and compassionate and residents well looked after - they have a proactive approach and there is really good communication.' This meant that people experienced warmth, kindness and compassion in how they were supported and cared for and that their staff were responsive and alert when people's needs changed.

People were supported to enjoy a range of activities both within the home and in the community. The service were working hard to improve community connections and ensure people experienced a varied and interesting lifestyle individually and in small groups and had made good use of the organisation's minibus. There were some goals/expressed interests that were still to be actioned but we saw that keyworkers had planned these with residents. Staff enjoyed sharing these experiences with people and were enthusiastic about planning for new experiences and opportunities for people. There was a real drive to improve people's quality of life. This meant that people got the most out of life because staff had an enabling attitude and believed in their potential.

People's health and wellbeing needs were regularly assessed, reviewed and planned for and people's plans were being audited and updated. We advised the manager to check that dates were added to all documents when changes or updates were made as there were a few documents that needed this information added.

Staff were clear on their responsibilities to support people to stay safe and well, whilst promoting independence as much as possible. Where staff had concerns, these were reported quickly and appropriate action taken, including medical assistance where necessary. Family members told us they were confident that the service was responsive and attentive to any health or wellbeing concerns. We observed medication administration systems and procedures and found these to be robust. This meant that people experienced treatment or interventions that were safe and effective.

### How good is our staff team?

**5 - Very Good**

We made an evaluation of very good for this key question. The service had major strengths in supporting positive outcomes for people. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes. The service worked within a culture of continuous improvement to strive for excellence.

The organisation had robust safe recruitment processes in place and staff told us that they had enjoyed very good support from management and colleagues during their induction. This supported staff to become familiar with their roles and have dedicated time to get to know people's individual needs and circumstances.

The management team had not been in post long but people supported and their relatives remarked that they had made real progress in a relatively short space of time and expressed confidence in their management and staffing. Involved professionals also confirmed that there was effective communication and a well led staff team who worked to support positive outcomes for people. There had been a recruitment drive and this had led to people experiencing more stability and consistency in their staffing arrangements. There had been a few staff meetings held and this along with individual supervision sessions promoted effective internal communications. All staff consulted spoke very positively about their work and the support and direction they received from the management team. Staff were committed to working in a person centred way. Additional commissioned hours of support were being sought to further improve the quality of people's experiences. This meant that people supported could have confidence that their staff team worked well together and leaders were advocating well on their behalf when their assessed needs changed.

Staff commented: 'This is a great place to work - really well managed and the staff all work well together.' and 'If it wasn't for the encouragement of the manager I wouldn't have achieved the qualifications. They supported me through it and gave me the confidence to develop new skills.' 'Feeling really well supported in new role and colleagues and management are really supportive.' 'Staff team is now very consistent and staff take ownership. The focus is on supporting people with their individual needs and making sure they have a good quality of life.' This meant that people could have confidence that their service was well led and their staff were supported to develop their skills and work in a way that focussed on the needs and preferences of people they supported.

There was a drive to support staff with their ongoing learning and development so that they could continue to develop their knowledge and skills to support people effectively. Formal managerial observations of staff competence had been started to assess staff in different practice areas. This ensured people experienced high quality care and support based on relevant guidance and best practice.

### How good is our setting?

**5 - Very Good**

We made an evaluation of very good for this key question. The service evidenced major strengths in supporting positive outcomes for people. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes. The service worked within a culture of continuous improvement to strive for excellence.

There had been a lot of improvements made to the setting and this had enhanced people's quality of life. The manager had taken action to address equipment storage and there was now dedicated space for this and corridors and other areas had been cleared. People's equipment was regularly checked for safety and integrity and building maintenance and cleaning was well organised. The provider maintained effective links with a range of professionals to have people's needs assessed and had organised for new mobility equipment for people when this was in need of replacement. People's rooms were personalised and the lounge area had been rearranged to provide increased space for people's mobility needs. New flooring had been laid in the hallways and communal areas had been redecorated. This allowed for ease of cleaning and had refreshed people's living environment. There was an environmental improvement plan in place to further renovate areas of the building such as the laundry so people could have improved facilities to promote people's independence. This meant that people experienced an environment that was clean and tidy and could rely on the service to maintain their equipment well and promote their safety and wellbeing.

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.2 People get the most out of life	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?	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

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