

## Marian House Care Home Service

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The Grange  
Edinburgh  
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Telephone: 01316 684 743

**Type of inspection:**  
Unannounced

**Completed on:**  
22 May 2025

**Service provided by:**  
Viewpoint HA

**Service provider number:**  
SP2003002464

**Service no:**  
CS2006136953

## About the service

Marian House is a care home registered to provide care for up to 35 older people and was registered with the Care Inspectorate in April 2011. The provider of the service is Viewpoint Housing Association Ltd.

The home is situated in the Grange area of Edinburgh, close to bus services and local amenities. There is a small car park at the front of the home and an attractive enclosed garden to the rear which is accessible from the ground floor lounge.

Accommodation is provided over two floors with stairs and lift to the first floor. Each floor has a sitting room and dining room with a small kitchen area. All bedrooms are single with en-suite facilities and there are bathrooms and toilets on each floor.

Catering and laundry services are shared with the adjoining St. Raphael's Care Home.

There is a Craft Café available to people in the home. This is a facility run in partnership with Impact Arts and provides a place where people can express their creativity and socialise

## About the inspection

This inspection took place between 12 & 14 May and 21 May 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 eight people using the service and seven of their family. We spoke with ten staff and management, observed practice and daily life, reviewed documents and spoke with one visiting professional.

## Key messages

Marian House provides a comfortable and homely setting for people experiencing care.

Staff are well trained in areas relevant to the work they undertake. People and their families described staff positively, viewing them as a significant asset to the service.

Care was provided in a person-led manner, with a focus on promoting choice, independence and dignity.

There was very good provision of social and recreational activities. People enjoyed participating in a wide range of planned events.

## 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 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 had major strengths which supported positive outcomes for people. There were very few areas for development. Areas for development has no significant impact on the quality of support or positive outcomes for people experiencing care.

People experiencing care, and their families, consistently described staff in the home positively. We heard "the staff are hard working and always treat me with kindness and respect". A family member told us "staff know XXXX well, they communicate effectively, I always appreciate the way they provide care".

It was clear that staff knew supported people well and had developed trusting relationships with them. Relationship building was assisted by good consistency of staffing provision in the home. Staff used their skills and insight into people's need in order to deliver very good care.

There was a strong focus on partnership working, between staff, residents and their families. This partnership focus promoted well-being and feeling valued, helping people get the most from life at Marian House.

The fundamentals of care were very well provided. Staff made referrals for additional aids and equipment or requested assessment from health and community based professionals, anticipating when people's needs changed. These pro-active approaches helped people sustain very good health and well being outcomes.

Medication was administered efficiently, in line with the prescribers instruction. Documentation associated with all aspects of care delivery, was well maintained and helped evidence compliance with the likes of; people's repositioning needs, oral hygiene care, support around weight loss and ensuring adequate hydration. The quality of recordings reassured us that people were supported effectively to achieve positive health outcomes.

There was a good focus on social and recreational opportunities. Organised events were provided on a daily basis. Activities had a wide social, recreational and therapeutic focus, including the likes of seated exercise, musical events, religious services, seasonal celebrations and concerts.

We observed people enjoying visits from a visiting animal menagerie, noting how staff encouraged participation of all residents. People told us "that was a lovely event, it really made my day" and "I love it when the animals come to visit". A family member told us, "I see XXXX's face come alive when she sees the animals, it's wonderful".

We also considered how the service support people who spend time in their rooms. Staff regularly engaged them in conversation and reminiscence based activities. There were therapeutic visits to people who were room bound.

We suggested that the service progresses more activities staff focus on sensory stimulation for people in their rooms, delivering more Namaste Care focused activities. This would enhance well-being for people unable to take part in structured events.

People were provided with meals that met their various dietary requirements. Staff always showed plated food in order to visually assist people to choose from what was on offer. When people required 1:1 support to

eat, they benefited from staff staying with them throughout their mealtime, encouraging nutritional intake at a pace which suited their needs and abilities.

Some people told us there was scope for improving their dining experiences. Management acknowledged aspects of meal provision as an area for development. They have listened to and taken on-board feedback from residents and have engaged an external consultant in order to facilitate an enhanced dining experience. This consultancy included gathering views of people living at Marian House and was currently on-going. We shall consider changes arising from consultation at our next inspection.

## How good is our setting?

## 5 - Very Good

We made an evaluation of very good for this key question. The service environment 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.

Marian House was clean, free of malodour and well maintained. Decoration, furnishings and fittings throughout the home were all in good order.

People's bedrooms were well furnished and particularly spacious. Rooms were personalised, with pictures, photos and other furnishings. Public areas of the home were nicely decorated, with displays of art work produced by people experiencing care. These factors helped create a relaxed and welcoming service environment.

The home are currently undertaking a significant facilities upgrade, installing en-suite showers to people's bathroom facilities. This work is close to completion and enhances the quality of the accommodation at Marian House.

Equipment used to deliver care was clean, appropriately maintained and in good condition.

Facilities maintenance work around testing for Legionella and maintaining a safe environment was carried out in line with Health and Safety Executive and other best practice guidance.

Domestic staff undertook their duties diligently, documenting their work effectively. This focus on maintaining a clean environment helped ensure a safe and infection free care setting.

There was a beautiful garden area in the home. This space was planted with a diverse array of flowers, shrubbery and trees. There were a wide range of garden furnishings and sheltered areas. The garden was accessible to all residents and was a considerable asset to the Marian House environment.

Throughout our visit we saw people using the garden, either with support from staff or accessing it independently. People told us "I love the garden, just sitting outside and watching all the birds", "the garden is the jewel in the crown of Marian House", "Mum loves the garden, staff encourage her to come out whenever the weather is suitable".

People also enjoyed visiting the Craft Cafe, a shared facility which offered a bright and relaxing space from which people could meet friends and pursue their artistic and creative interests. We heard, "I like the Craft Cafe, the staff are excellent and encouraging. It's a great place to visit".

## 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
1.3 People's health and wellbeing benefits from their care and support	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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