

Murrayside Care Home Service

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Type of inspection:
Unannounced

Completed on:
15 May 2025

Service provided by:
Care UK Community Partnerships Ltd

Service provider number:
SP2016012818

Service no:
CS2018365368

About the service

Murrayside is a care home for older adults based in the Corstorphine area of Edinburgh.

The provider, Care UK Community Partnerships Ltd, has been registered to provide 63 places at Murrayside since 31 October 2018.

At the time of inspection 62 people were staying in the care home.

About the inspection

This was an unannounced inspection which took place between 30 April and 12 May 2025. The inspection was carried out by an 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 five of their family
- Spoke with 17 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People were happy with their care and support
- Activities and social opportunities were varied
- Communication was generally good, but could be improved further
- Staff described their team and managers as support

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

We observed warm and encouraging interactions between people and staff. Staff appeared to support people with respect and compassion. These positive relationships clearly had an impact on people's wellbeing. One person commented "they are very kind and full of fun".

People's wellbeing was supported with a variety of social, physical and cognitive activities and opportunities throughout the week. This meant that people could choose to take part in day trips, walks, crafts and enjoy musical entertainers. We observed people enjoying a variety of social events, which were organised well, and were in keeping with people's preferences.

Staff understood their role in supporting people with their health and wellbeing. In general, staff were aware of people's health conditions and how these impacted them, responding quickly to negative changes. Falls, wounds and mobility were risk assessed and processes audited by managers. For people who were unable to verbalise pain or discomfort due to their cognitive ability, staff were required to be aware of any changes in their physical and emotional presentation. Staff were able to use technology to ascertain people's pain if they were unable to express this. This supported staff to respond well to concerns.

The service had developed a very positive relationship with external community healthcare providers and specialist teams, including podiatry services, the local GP practice and tissue viability nursing services. Gaining advice and guidance on specialist healthcare. Feedback from external professionals was very positive with one commenting "everything seems to work well, they take things seriously". This meant that people were receiving the right healthcare from the right people at the right time.

Medication was being managed well, using an electronic recording system. We discussed with the manager how topical medications could be managed better. We'll follow this up at our next inspection.

People were generally happy with the food and drinks on offer, with some people commenting that combinations of food were not to their taste. While others enjoyed the food and described having the option for alternatives if they did not want what was on the menu.

Food allergies and specialist diets were catered for well, as the chef was aware of people's changing nutritional and eating needs. Snacks, cakes and fresh fruit were available throughout the day and people had open access to hot and cold drinks when they wanted them.

How good is our staff team?

5 - Very Good

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

People described that staffing levels were good and that they rarely waited long for their request for support to be answered. Staffing arrangements were managed well, with staffing levels appearing to be well thought through and appropriate for the needs of the people living in the care home. When these needs changed, the staff levels were changed to accommodate any additional care and support required. This meant that the right numbers of staff with the right skills were supporting people.

People using the service and staff benefitted from a warm atmosphere because there were good working relationships.

There was generally very good communication between staff, with opportunities available for discussion about their work and how best to improve outcomes for people, via team meetings and handovers.

Staff knew what their colleagues were doing on shift and were flexible and supportive of each other.

We discussed with the manager an isolated incident that could have been avoided if communication had been better. Along with concerns that some senior staff did not have access to email accounts, which had the potential to hamper better communication. They agreed to consider how communication issues can be avoided going forward. We'll follow this up at our next inspection.

Staff described managers as approachable, supportive and kind. Communication was very good and managers were clearly visible to offer guidance and support to staff throughout the day. This meant that staff could access advice and support regularly.

Staff who were not involved in providing direct care and support to people understood their contribution to the overall quality of the service, and knew they played an important role in building a staff team. Staff took pride in their roles and ensured positive outcomes for people.

How good is our setting?

5 - Very Good

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

The purpose-built building was welcoming and pleasantly decorated. At the time of inspection some decorating was taking place, which was being managed well to ensure minimal impact on people.

People's rooms were personalized, as much as the person wished, with some more homely than others. Rooms were kept tidy, and people's possessions were respected by staff.

Communal areas on each of the three floors had a range of seating, that supported people to socialise. Kitchen/diners were set to support small groups to eat together or for people to eat alone if they wished. The café area on the second floor allowed for people and their relatives to help themselves to food and drinks in a welcoming and bright space. Kitchen/diner areas required some small improvements as some worktops were water damaged. We discussed this with the manager who agreed to have this replaced.

Outside spaces, included a well-tended garden wrapping around the building, with a range of areas to sit, planters and mature planting. Both the first and second floors had large balconies that enabled people to access fresh air and enjoy the views.

We observed activities happening outside during fine weather and people using the greenhouse as an informal meeting place. People were enjoying each other's company and the opportunity to enjoy the outside spaces.

Repairs and maintenance of the building and outside spaces was managed very well. Processes ensured that any repairs required were logged and actioned quickly. Ensuring that the safety and comfort of people living in the care home, was a top priority.

The home was very clean and tidy. Relatives we spoke to commented how the home was always immaculate, and they had no concerns about hygiene issues. Housekeeping staff we spoke to, described the processes used to keep the home clean, checklists used and how these were regularly audited by managers. This ensured that the home was a clean and pleasant environment.

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
1.3 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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