

# Northcare Suites Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
7 July 2025

**Service provided by:**  
Northcare (Scotland) Ltd

**Service provider number:**  
SP2003002314

**Service no:**  
CS2019372682

## About the service

Northcare Suites can support up to 76 older adults. The provider is Northcare (Scotland) Ltd. The home is located near shops and local bus routes.

The home offers accommodation and facilities over four floors. Three floors accommodate the residents in light and spacious ensuite bedrooms with showers. The fourth floor has the cinema, café, hairdressing salon and private dining areas. A cocktail bar is situated on the first floor. All of the residents had access to the fourth floor.

Each floor has a named unit that included two lounge areas, two dining rooms with a central connecting kitchen and two quiet lounges. Assisted bathrooms are also situated in each unit.

Residents could access an enclosed back garden from the bright lounges, dining areas and some ground floor rooms. It was well laid out with numerous points of interest and places to sit and come together with family or friends. On the upper floors people could access balconies to enjoy outdoor space and fresh air.

## About the inspection

This was an unannounced which took place on 30 June and 1 July 2025 between 9.30 and 17:00 hours. The inspection was carried out by two inspectors 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 13 people using the service and spoke and heard from 20 family members
- spoke with 14 staff and management
- observed practice and daily life
- reviewed documents
- spoke with 4 visiting/involved professionals.

## Key messages

- People's health and wellbeing was very well supported by staff and visiting professionals
- People were well supported by a stable staff team who they knew
- People enjoyed high quality facilities where they lived and could meet with family and friends in a choice of social spaces
- People enjoyed a wide range of activities meaningful to them from visiting professionals
- People were involved in how they were cared for and supported

## 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?	6 - Excellent

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.

People were supported by a consistent staff team that knew them well. They experienced warm, kind and compassionate care and support that promoted their health and wellbeing. Where some people needed additional support they were offered this reassurance in a supportive manner. Feedback from family members about their relatives included comments, 'extremely well looked after,' 'staff kind and caring,' with another saying 'great continuity of staff.' This meant people experienced consistent care and support that was right for them.

People had personal plans that were detailed and included their likes dislikes and preferences. Risk assessments were completed where required for people. Personal plans also contained legal information, which ensured people's rights were maintained. A family member commented that they were contacted when decisions were needed for their family member. In addition a range of health assessments were also completed for people to monitor and support wellbeing. During our inspection we observed staff encouraged and promoted people's independence. This meant people had a personal plan that was right for them.

Regular staff communication included a daily handover where information was shared that provided oversight of people's health and wellbeing. The manager and deputy had continued oversight of clinical information about people's wellbeing through a series of audits that were undertaken each month. These measures meant staff were aware of people's health and wellbeing needs to then care and support them.

Safe medication administration systems and processes were in place for people. Audits were completed by the nurses and managers. We identified some of the paper based systems relating to skin care treatments were not always transferred to people's personal plans. We discussed this with the manager, who rectified this during the inspection.

Clinical leads and registered nurses monitored and supported people's health and wellbeing. Nurses had the opportunity to undertake extended role training to support health screening for people. The home supported end-of-life care compassionately for people and their family.

Professionals we spoke with told us communication with the service was very good and referrals were appropriate. The home benefitted from an enhanced service with the local General Practitioner, who visited twice weekly. In addition other professionals, including a physiotherapist who visited twice weekly, supported people in the home to maintain their health. This meant people's needs were supported because staff and professionals worked together to keep people well.

The home supported an extensive range of meaningful activities each week for people. This included people who led the activities from the local community. Staff knew what people enjoyed and their preferences were recorded in their personal plans. Staff had time to be with people to promote their wellbeing throughout the day. Families and friends were welcomed and encouraged to visit their loved ones and made good use of the brasserie to meet with them socially.

We observed people enjoying an entertainer in the brasserie as well as some who attended the monthly church service in another communal space during the inspection.

People had the opportunity to provide feedback at their resident meetings about the type of activities they enjoyed. These approaches meant people were involved in things that were meaningful that promoted their wellbeing.

Everyone had access to the enclosed rear garden. In addition balconies on each floor provided access to outdoor space and seating for those who wished to use this. The outdoor garden gave people the opportunity to walk round the paved areas, with seating along the way. Points of interest included the Men's Shed, greenhouse, old post box, raised beds and sculptural cow. Seats and table sets allowed for people to come together and a children's play area for any family that visited. During the inspection we observed people with staff and family members enjoying being together in the garden.

The hairdressers on the fourth floor was set up like a salon. A reception area welcomed people to the room. The wash area seat and brightly lit room set the scene for a nice hairdressing experience for people. We observed people having hair appointments who were engaged in meaningful encounters with the hairdresser who sat with them in the salon.

The home had two dining rooms on each floor. A fine dining room was situated on the fourth floor. Each dining room had trained hospitality staff. They provided support at mealtimes and offered people homemade cakes and snacks with warm and cold drinks throughout the day. Mealtimes were a special time when people came together. Menus and show plates supported people's choices, with alternatives available. Background music was appropriate and there was no sense of rush over the meal for people.

The staff and hospitality team worked in a co-ordinated way to support people. The chef and kitchen team were aware of specialised diets or where people had a particular preference. They were involved in supporting activity events and when people and families booked the fine dining room they prepared the meals for them. As a result of this people had positive mealtime experiences that benefitted their health and wellbeing.

## How good is our setting?

## 6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

On arrival at the home there was a spacious, welcoming manned reception area. This led to people's accommodation which was set over three floors with access via the lift or stairs. The fourth floor had the hairdressing salon, cinema, brasserie and fine dining room. The home had completed an assessment in the building design that supported and promoted the independence of people who lived with dementia.

The home was clean and tidy with no intrusive noises or unpleasant odours. The daily housekeeping team worked over all floors and communal spaces. The laundry operated over seven days. Staff had access to personal protective equipment (PPE) and used this appropriately. The maintenance team supported any repairs as well as completing regular safety checks. The equipment in the home was serviced regularly and the manager had access to additional equipment if people needed this. Staff received training and ongoing competency assessments to safely use equipment to support people with moving and handling. These measures helped keep people safe and reduced the risk of the spread of infection.

Residents meetings were held monthly and people had the opportunity to feedback on the environment and how it was for them.

Recent changes had been made to the cutlery that was provided after feedback from people that it was 'too heavy'. This showed that people were included in wider decisions about the way their service was provided and their suggestions were introduced.

People's bedrooms had an ensuite that included shower facilities. Some had extra width beds, which were larger than the standard single beds promoting rest and sleep. The rooms were light and airy and some had access to the gardens, a small patio, or balcony areas. People's rooms contained personal belongings that made each room individual and precious to them. If they wished they could have small items of furniture from home. This meant people had their own private personal space to live as they wished.

The corridors and communal spaces were thoughtfully decorated with photographs of local scenes, old movies, that people recognised. One quiet lounge was set up with washing items of days gone by. Each floor where people lived, had two small quiet lounges, two larger ones as well as dining rooms. These areas for people, gave them a destination point and encouraged meaningful conversations of things that were known to them from their past. They also provided space for people to choose quiet rooms or be with other people. This meant people were able to access all parts of the building as the environment had been designed to support this.

We frequently observed families and people during the inspection using the beautifully decorated brasserie on the fourth floor. It had a large open café style feel, with table and chairs set out. Everyone was made to feel welcome. The hospitality team provided drinks and homemade bakes that made it feel special by providing a feel of being out in a café, in town, with your family or friends. People also used the space to just chat or play dominoes and to be together. A cocktail bar, with a twenties theme was situated on the first floor for people, with events being held here regularly. These designed and organised spaces promoted people's choices and opportunities to support their wellbeing. They provided spaces to come together as a group or be with loved ones and continue connections to family life.

The cinema provided another luxury destination for people and their families to use. They could book this space for private film events. The projector, dedicated room for the films and ambience of the lighting made it a positive activity experience for people. Matinees were planned each week with people making the choice of films. A popcorn machine provided the snacks. The wider community were also involved, local nursery children visited to watch short films with people in the care home regularly during term time.

The fine dining room on the fourth floor provided first class facilities to host special occasions for people and their families. The room was set for silver service, had a cocktail trolley mini bar and the menu was prepared by the kitchen team to suit the occasion. People could book the room for use at any time. One family member told us that their relative 'had a truly wonderful celebration in the private dining room.' This meant people or their families could organise family events just as they may have when they lived at home.

The home provided a range of high end facilities that promoted people's wellbeing and continued connections with families, friends and the wider community.

## 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?	6 - Excellent
4.1 People experience high quality facilities	6 - Excellent

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