

Leonard Cheshire Disability - Newhaven Road Care Home Service

161-163 Newhaven Road
Edinburgh
EH6 4QA

Telephone: 0131 555 9370

Type of inspection:
Unannounced

Completed on:
20 June 2025

Service provided by:
Leonard Cheshire Disability

Service provider number:
SP2003001547

Service no:
CS2003010989

About the service

Newhaven Road is a care home registered with the Care Inspectorate to provide a care service to a maximum of seven adults with physical and sensory impairment. The home is owned and managed by Leonard Cheshire Disability.

There are six bedrooms in the main house and one in the lodge adjacent to the main home. The accommodation is spacious and accessible for people with physical disabilities. The home is set in large grounds with well maintained gardens.

The service is close to a range of local amenities with regular public transport links nearby.

About the inspection

This was an unannounced inspection which took place on 16 and 17 June 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 seven people using the service
- spoke with and received electronic feedback from six family members
- spoke with and received electronic feedback from 11 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from visiting professionals.

Key messages

- The home had a warm, welcoming atmosphere and was nicely decorated and maintained.
- People had experienced significant changes to the staff and management teams in the last year.
- People enjoyed busy lifestyles, pursuing their interests and hobbies and trying new things.
- The service needed to improve the quality of record keeping.
- People's care plans had been reviewed but follow-up actions had not always been completed.

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?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

There was a warm, welcoming atmosphere in the service. Staff were friendly, helpful and attentive to people's care and support needs. We observed positive interactions between people and their staff although noted that, at times, interactions could be quite task orientated and lacked a depth of companionship. We discussed this with the service, who were committed to supporting the staff team to develop their approach.

People were encouraged to have a varied lifestyle and try new things according to their preferences, wishes and aspirations. We observed people taking part in different activities, with staff, friends and family within the service and in the community. This meant that people's care and support benefitted from a staff team who had an enabling attitude.

The service had experienced significant change to the staff and management teams since the last inspection. People and their families told us it had been a difficult time with a lot of uncertainty and change, however they felt that the teams had stabilised recently and 'things [were] starting to get better'. Due to the changes, some areas of service provision were not as good as they had been and improvements were needed to the quality of record keeping, communication with families and ensuring all follow-up agreed actions were progressed (**see area for improvement one**). The management team were committed to making the improvements.

Areas for improvement

1. To support people's health and wellbeing, the service should improve the quality of record keeping, communication with families and ensure agreed actions are followed-up.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24)

How good is our staff team?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

The staff and management teams had undergone significant change since the last inspection, however the team had begun to stabilise with the majority of vacancies recruited to. Staff told us they enjoyed working in the service and received good support from the management team. People and families told us they had found the changes difficult but agreed they felt there was now a good team in place who were starting to

develop well. This meant that people were starting to feel more settled with an increasingly familiar staff team.

Staff told us they received ample training opportunities to support their learning and development. Staff who were new to the service received shadowing opportunities as well as a robust induction programme. Staff supervisions had been completed recently however some staff were overdue, including some new staff. The service had planned to hold the outstanding supervisions and had planned ahead to ensure future supervisions were not overdue. Staff received regular feedback on their practice from the management team, which supported consistent good practice in areas such as moving and handling and medication. This meant that people could have confidence that their staff were trained and competent.

How good is our setting?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

People's personal spaces were unique to them and reflected their personalities. The property was generally clean, tidy and welcoming. Each area of the home was bright, airy and a comfortable temperature. Communal areas were nicely decorated and welcoming. Whilst this was positive, we did also observe some aspects that needed further cleaning, including the communal bathroom and people's wheelchairs, which we discussed with the management team. The manager had already started making improvements to the cleaning schedule to create a more robust procedure for staff to follow. This meant that people could rely on the service to notice and take action when improvements were needed to the environment to ensure people were comfortable and safe.

How well is our care and support planned?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

People's care plans were detailed and up to date. Care plans we sampled were of good quality, contained clear detail including people's likes/dislikes and communication preferences. There was a good sense of the person in the care plans, not just tasks to be undertaken. Where people needed support with postural positioning or food and fluid intake, for example, there was clear, detailed guidance for staff to follow to ensure a consistent, safe approach. This meant that people's care plans were right for them because they set out how their needs would be met, as well as their wishes and choices.

People and their families told us the care plan review process was good. People were involved in developing their care and support, in consultation with families. The service were good at updating care plans with relevant information as soon as things changed but, people and families told us that agreed actions were not always followed-up. We discussed this with the service, who were committed to making improvements.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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