

The Manor Care Centre Care Home Service

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Type of inspection:
Unannounced

Completed on:
25 August 2025

Service provided by:
Nevisbridge Limited

Service provider number:
SP2010010914

Service no:
CS2010249582

About the service

The Manor Care Centre is registered to provide a care home service to a maximum of 43 people.

The care home is made up of two separate purpose-built single storey buildings - Hermitage and Larkfield. Larkfield provides a service for up to 27 people with sensory and physical impairment, and Hermitage provides a service for up to 16 people with a learning disability and/or physical impairment.

The accommodation is made up of single en suite bedrooms, some have their own private lounge area, and most rooms are fitted with ceiling tracking hoists. The Larkfield building includes a communal café area and cinema room. There are communal dining and sitting rooms throughout both Hermitage and Larkfield buildings. The service has a sensory garden and outside areas laid to lawn with seating.

The service is provided by Nevisbridge Limited which also provides a support service, Grigor House, situated within the grounds of The Manor Care Centre. Nevisbridge Limited is part of the Meallmore group, which operates other care homes throughout Scotland.

About the inspection

This was an unannounced inspection which took place between 20 and 25 August 2025. 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 18 people using the service and 10 of their relatives or representatives
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Staff were kind and caring.
- The environment was homely and welcoming.
- The staff team was stable and consistent.
- Communal areas had been developed further since the last inspection.
- Healthcare documentation and screening tools were being used effectively.

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

We saw kind and caring interactions between staff and the people they supported. People told us staff were responsive to them. Staff clearly knew people well and were attentive to their needs, this meant people received comfort and reassurance effectively. One person told us:

"The staff are great."

The activities planned within the service were well organised and adapted to meet people's individual needs, this helped to promote and maintain healthy and active lifestyles. People told us they enjoyed the activities available to them.

Medication processes within the home were robust and well managed. Where PRN ('as required') medication was prescribed, a clear protocol was in place for staff to follow. Medication was stored safely and securely, and staff felt confident in medication administration. This meant people's health benefitted from receiving appropriate medication administered by trained staff.

Mealtimes were well organised and where people needed 1:1 support this was provided in an attentive and kind manner. Food looked appetising, and a 'short menu' was available with alternative meal options to the main courses on the daily menu. We encouraged the service to ensure meal preferences were always discussed at reviews to support effective menu planning.

Healthcare assessments, such as those for monitoring people's weight and skin condition, were completed regularly to ensure care was responsive to any changes in people's health. Visiting professionals spoke highly of the service and their communication, this meant that people had prompt access to professional support when needed. A visiting professional told us:

"We have nothing but positive things to say about The Manor at this time. We have been really impressed by their proactive but also realistic approach."

How good is our setting?

5 - Very Good

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

There was a warm and homely atmosphere throughout each of the buildings. There was a choice of communal areas for people to choose where to spend their time, these were bright and spacious. The layout of communal areas had been planned with consideration to ensure they were accessible to everyone. Furniture and fittings were well-maintained and in good condition, and décor was thoughtful.

People had been supported to personalise their bedrooms with photographs, personal belongings, and furniture of their choice, some rooms benefitted from an additional private lounge area. Ceiling tracking hoists were installed in some rooms, this meant people who required the use of a hoist did not require

additional equipment to be taken into their room regularly. All rooms had en suite facilities which were cleaned to a high standard. People told us they were happy with their bedrooms.

We received feedback from people that the Wi-Fi connectivity in the home could be variable at times, the service assured us that Wi-Fi equipment is in the process to being upgraded to ensure this is addressed. The sensory room in Hermitage building had recently been completed and included a range of sensory items available for people to enjoy. All buildings had access to safe and well-maintained outside spaces which included a polytunnel and a variety of outdoor furniture.

We found day-to-day maintenance and safety checks were carried out routinely. There were arrangements in place for the safety checks, servicing and maintenance of equipment in the service. Overall, the home was well-maintained with regular re-decoration and attention to any repairs actioned appropriately.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support people's health and wellbeing, staff should make sure they are supporting people with their daily oral care, as identified in their personal plans.

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

'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23).

This area for improvement was made on 3 July 2024.

Action taken since then

Oral care charts were being used appropriately in the service and included the information needed for staff to effectively support people with their oral care. The majority of staff had undertaken Scotland's National oral health promotion training, 'Caring for Smiles'. We encouraged the service to ensure that checks of oral care were continued through their quality assurance processes.

This area for improvement has been met.

Previous area for improvement 2

To ensure good outcomes for people, the manager should use the quality assurance process to ensure care reviews include individual outcomes, meaningful contributions from people, and a suitable level of detail.

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

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

This area for improvement was made on 3 July 2024.

Action taken since then

The service was completing six monthly reviews of people's care and support in good time. Reviews contained important information and evidenced that people's outcomes had been considered throughout the process. The quality of reviews was consistent throughout the service, and people told us they felt included in their reviews.

The provider had been trialling new review documentation which was more thorough than the previous documentation used. We encouraged the service to ensure that outcomes are clearly included in reviews.

This area for improvement has been met.

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?	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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