

Craighall House Care Home Service

Mansfield Care Administration
99 Craighall Road
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EH6 4RD

Telephone: 01315516266

Type of inspection:
Announced (short notice)

Completed on:
13 May 2026

Service provided by:
Fairview Care Limited

Service provider number:
SP2023000006

Service no:
CS2023000011

About the service

Craighall House is a care home for older people situated close to Ferry Road, in the Trinity area of north Edinburgh. The area is well served by local amenities and good public transport links.

The service is registered to provide residential care for up to 12 people. At the time of inspection there were ten people resident at Craighall House.

The home is a single storey facility and consists of twelve single occupancy rooms, all with bedroom/sitting areas and en-suite facilities. In addition, there is a shared lounge, dining room, bathing facilities, kitchen and laundry room.

The home has a small parking area at the front and is surrounded by enclosed level access gardens.

About the inspection

This was a short notice announced inspection which took place in the home, between 9:30-17:45 on 12 May 2026 and 09:30-12:45 on 13 May 2026. 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.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations and no new evaluations (grades) have been awarded.

Research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing; setting; and planned care and support.

During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing, and rights. We knew this because we:

- spent time in the home and met five people living at Craighall House
- spoke with five staff and members of the management team
- observed practice and daily life
- sampled documents.

Key messages

Legal assurances

The service operated legally and in line with their conditions of registration. There was appropriate insurance and policies in place to support good outcomes for people. This meant people could have confidence in the service and be assured they were protected from harm.

Wellbeing

People experienced high quality care, provided by a diligent staff team. We found a range of very good outcomes for people with complex support needs. People consistently told us they had confidence in the quality of care delivery. We heard, "staff are very good. They are attentive and work at a pace which suits me and my needs. I never feel rushed". Another person said "I feel listened to and respected here. I also know management and find them approachable".

Leaders used their knowledge and insight into people's needs to provide responsive care. When people's presentation changed they were pro-active at making referrals for medical intervention or the likes of additional aids and equipment. Medication was administered effectively and in accordance with the prescribers instruction. This meant people and their families could feel confident the home provided a high standard of support.

People's well-being benefitted from a range of activities which promoted meaningful connection. These activities were offered twice daily, seven days per week. There was a strong focus on exercise and movement during planned events. This aligned with the Care Inspectorate's Care About Physical Activity (CAPA) a strategy aimed at promoting movement and balance.

We heard positive feedback about the dining experience and the quality of food. We observed people enjoying their mealtime, noting the convivial nature of lunchtime in the dining room. People told us the food was good, "I like the meals, they are varied and there is a lot of home baked foods. Some people required altered textured foods or had specific dietary needs. These were well catered for. This promoted very good nutritional outcomes for people.

Leadership

The home was effectively managed. There were a range of approaches which supported people to share their views on the quality of their support and service development.

Leaders were prominent and accessible to people experiencing care. They could share their opinions directly. Further opportunities presented through the likes of a resident forum and service evaluations. The service has developed self-evaluation as an approach to quality assurance and people experiencing care had the opportunity to contribute to this.

An extensive system of care related audits and quality assurance based observations of staff practice helped ensure that management had oversight of care delivery. We did find a gap in the servicing of some pieces of equipment. This was due to contractor oversight. We suggested to leaders that quality monitoring systems should be developed to prevent any future recurrence.

Staffing

Staff were a significant asset to the home. During our review of staffing levels, we consistently found the service to be operating above the assessed minimum requirements. Analysis of staff rotas showed a high level of consistency in staffing provision, which supported the delivery of effective and reliable care.

Staff demonstrated a strong understanding of the people they supported, using their knowledge and insight to build person led, caring relationships. This contributed positively to the overall quality of care experienced by residents.

Staff were well trained in areas relevant to the work they undertook. Analysis of training records evidenced a high level of compliance with the mandatory training schedule. This meant people could be assured that staff were suitably skilled and familiar with up-to-date best practice.

When we spoke with staff we heard they feel respected and work well as a team. They were supported by regular supervision and staff team meetings.

Setting

Craighall House offered a comfortable and homely setting. People benefited from a well appointed and freshly decorated environment. Communal areas were clean, inviting, and comfortably equipped, contributing to a warm and welcoming atmosphere.

People's room had en-suite bathrooms with shower facilities. There were opportunities for people to personalise their rooms to their taste.

People could move freely around the home, accessing communal facilities. The home benefitted from a lovely enclosed garden space. This was well maintained, with level access and a range of garden furnishings. The garden area had mature trees, attractive borders and established raised bed planters. If people wished, there were opportunities for them to engage in gardening activities.

The environment was clean and well maintained. The home was free of any malodour and we saw cleaning schedules which evidenced that cleaning was undertaken in line with best practice guidance. This helped ensure the home offered a safe and infection free setting.

Planned Care and Support

Personal plans were comprehensive, detailed and regularly reviewed. This helped ensure information used to guide care delivery was person centred, up-to-date and relevant. Personal plans outlined people's needs, wishes, routines and preferences.

People had the opportunity to evaluate their care and support via service review. Reviews were undertaken at six monthly intervals or as and when people's needs changed. Reviews were comprehensive and indicated the outcomes arising from the support provided.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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