

Haugh House Care Home Service

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Stockbridge
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Telephone: 01313152238

Type of inspection:
Unannounced

Completed on:
1 June 2026

Service provided by:
Fairview Care Limited

Service provider number:
SP2023000006

Service no:
CS2023000010

About the service

Haugh House is a care home in Stockbridge, Edinburgh, registered to provide care for up to 15 older people. It is operated by Fairview Care Limited. At the time of inspection, 12 people were living in the service.

People are supported by a manager, team leader and care staff, with additional input from community nursing services when required. The home provides accommodation across two floors with lift and stair access. Private bedrooms include a sitting area, kitchenette and en-suite facilities. Communal areas include a lounge, dining room and access to a patio garden overlooking the Water of Leith.

About the inspection

This was an unannounced inspection that took place on 27 May 2026 between 09:30 and 16:00 and 28 May 2026 between 10:00 and 11:00.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, details of registration and complaints, and information submitted by the service throughout the inspection year.

The inspection was carried out by one inspector from the Care Inspectorate.

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.

This inspection is called a core assurance inspection. 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; 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 and spoke with three people using the service, two relatives, three staff and the manager.
- Reviewed survey responses from three people using the service and one staff member.
- Observed practice and daily life.
- Sampled relevant documents.

Key messages

Legal assurances

We found the service was operating legally and in line with their conditions of registration, with appropriate insurance in place and a range of policies and procedures that promoted good outcomes for people. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing

People told us they felt happy, safe and well cared for. One person said, "I'm happy here," and another told us they enjoyed the activities and social interaction. We observed kind, respectful interactions between staff and people, with staff demonstrating a good understanding of individual needs.

There were effective systems in place to support safety. There had been no protection concerns since the previous inspection, and staff were confident in recognising and responding to any concerns. Infection prevention and control practices were embedded, with appropriate use of Personal Protective Equipment and a clean, hygienic environment.

Medication systems were well managed, with accurate recording, safe storage and regular audits. This ensured that people received their medicines safely and consistently, leading to positive health outcomes and reduced risk of medication errors.

While a range of activities was available, a small number of people said they sometimes felt bored. The service already involves people in reviewing activities, and there is an opportunity to further personalise these so that everyone consistently experiences meaningful engagement.

Leadership

The service was well led by an experienced and visible manager who demonstrated strong oversight of the service and a clear commitment to quality improvement. Systems were in place to monitor performance, including regular audits, supervision and review processes.

There was evidence of a learning culture, with information from audits, incidents and feedback used to support improvements. An improvement plan was in place and regularly reviewed. People could be assured that there were systems in place to monitor standards of support within the service.

Staff told us they felt supported and valued and described the manager as approachable and responsive. Communication within the team was effective, with regular meetings and good information sharing.

Leadership arrangements ensured that there was clear accountability and oversight, which contributed to positive outcomes for people.

Staffing

People were supported by a consistent and caring staff team who knew them well. We observed staff responding promptly to people's needs and providing care in a respectful and person-centred way.

Established staff had completed their required training for their roles, and this was up to date. Newly recruited staff members were in the process of completing their full training programme, which the manager had already planned and was actively monitoring. This ensured that all staff had the necessary knowledge and skills to provide safe and effective care, giving reassurance that people using the service were supported by a competent and knowledgeable workforce.

Recruitment processes were in line with Safer Recruitment guidelines. This means that appropriate checks were carried out before staff began working, helping to ensure that people were supported by suitable, vetted and trustworthy individuals, which promotes their safety and wellbeing.

Staff told us they had enough time to support people and felt well supported by management. Some staff said they would prefer to receive rotas further in advance to support a better work-life balance. This was shared with the manager during the inspection, who confirmed they would consider this as part of ongoing improvements.

Setting

The environment was clean, comfortable and welcoming, with no malodours. Bedrooms were personalised and well maintained, supporting people's dignity and independence. Communal areas were spacious and well used, and the garden provided a pleasant outdoor space.

Maintenance and safety systems were well established and effective. Safety checks, including fire, gas and equipment testing, were up to date. We identified that the Personal Emergency Evacuation Plans (PEEPs), list required updating to reflect current occupancy, which the manager addressed during the inspection. This helped ensure that people's safety needs were accurately recorded and met, supporting them to feel safe and confident that appropriate arrangements were in place in the event of an emergency.

Planned care and support

Care plans we reviewed were detailed, person-centred and regularly updated. They clearly described people's needs, preferences and outcomes, and included input from families where appropriate.

Risk assessments were thorough and supported safe care. Daily records showed consistent monitoring of people's wellbeing, including nutrition, hydration and health needs.

We observed that care delivered reflected what was written in care plans, with staff demonstrating a good understanding of each person. People were supported in a way that respected their choices, independence and dignity.

This ensured people experienced consistent, individualised care that met their needs.

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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