

Castlegreen Care Home Service

Castlegreen Care Home
160 Greendykes Road
Edinburgh
EH16 4ES

Telephone: 0131 6578 320

Type of inspection:
Unannounced

Completed on:
10 July 2025

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Service no:
CS2023000141

About the service

Castlegreen is a purpose built care home, located to the south-east of Edinburgh city centre. The service has been registered with the Care Inspectorate since May 2023 to provide care for up to 60 older people. The service provider is the City of Edinburgh council. There are local amenities nearby and the home is close to local transport links. Parking is available within the grounds of the home.

The service has six units with 10 bedrooms, each with an en-suite shower room. At the time of the inspection, one unit was closed for refurbishment. Each unit has a dining room, a lounge, bathrooms and additional sitting areas. A lift is available to access facilities on upper and lower floors. The home has an enclosed courtyard in addition to surrounding garden areas.

At the time of the inspection there were 49 people experiencing care in Castlegreen.

About the inspection

This was a full inspection which took place from 30 June 2025 to 8 July 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 and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 10 people using the service and five of their family members
- spoke with 17 members of staff and management
- observed practice and daily life
- reviewed documents
- considered feedback from visiting professionals.

Key messages

- People's health and wellbeing needs were being met.
- People experienced warm and gentle care from staff who knew them well.
- People's wellbeing benefitted from regular activity.
- People experienced enhanced wellbeing outcomes due to improvements to outdoor areas.
- The home was clean and welcoming.
- People experiencing care and their relatives reported having a very positive care experience.

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 care provided and how these supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

People experienced very good health and wellbeing outcomes as a result of their care. Staff interactions with people experiencing care were warm, gentle and encouraging. Staff treated people with dignity and respect and were focussed on achieving the best possible outcomes for the people they were caring for. Care was delivered at a pace suitable for each person. Staff spent time speaking to people and knew people's history and interests. This meant that trusting relationships were formed between people and the staff who cared for them.

People experiencing care put ideas forward for improvements by participating in surveys and meetings. For example, people had been involved in creating menus and a brochure for the home. This demonstrated that people's input was valued and respected. Signs and documents displayed in the home took account of people for whom English was not their first language. Relatives we spoke with felt that along with their loved ones, they too were treated with compassion, dignity and respect. One family member told us:

"(staff are) just lovely - (they) always give me time, asking how I am and how my visit with (my relative) went".

People were able to leave the home to spend time with people who were important to them. Family members were free to visit their loved ones at a time of their choosing and we saw a high number of people receiving visitors during the inspection. Outdoor seated areas had been developed to facilitate visits. Staff understood the importance of people maintaining contact with friends and relatives. This approach promoted positive wellbeing for people.

The provision of activities in the home was very good. We observed skilled activity staff carrying out events that people enjoyed. Relationships between people experiencing care were developed as a result of well provided activities. Activity schedules evidenced a wide range of activities provided in the home, including regular physical activity and visits from entertainers and community groups. People's wellbeing was enhanced by the provision of regular and varied activities.

People's health benefitted from very good engagement with other health services. Other health professionals we spoke with told us staff were quick to act on health related issues and were responsive to any advice given. This approach helped people keep well and ensured their health needs were being met.

Medication systems were very good. Systems for the administration of medication were in place and processes were regularly audited with clear plans in place when issues were identified. Areas for storing medication were clean and tidy. This good practice helped reduce errors and kept people well as a result.

A range of charts were in place to ensure people's health and wellbeing was continuously monitored. Communication systems including regular handovers and clinical meetings focussed on people's wellbeing. These resulted in actions being taken to support people's wellbeing. Relatives we spoke with told us they were kept up to date regarding their loved ones. This evidenced that staff were aware of the current needs of the people they cared for. One relative commented:

"I can't fault the staff - they're amazing. If you raise anything... they address things immediately. I have no concerns and me and (my relative) are perfectly happy".

People's requirements for eating and drinking were being met. People had ready access to snacks and fluids. The dining experience was well planned with systems in place to ensure those who required assistance had a positive experience. Kitchen staff were knowledgeable about people's nutritional needs. People's health and wellbeing benefitted from the provision of high quality food.

Risk assessments in place demonstrated an enabling approach from staff to promote people's independence. Reviews of people's care and support were regular and involved people who were important to those experiencing care. Detailed personal plans guided staff on how to deliver care that met people's needs. People's wellbeing was supported by a range of quality assurance processes which ensured people continued to receive a high quality service. Staff also reflected positively on their experience in the home. One staff member commented:

"(leaders) have an open door and you can go in at any time to speak to them. I've got very good support from the management team. As a leadership team I think they are phenomenal. Management is about leading and that's what they're doing".

Relatives we spoke with were comforted by the fact their loved ones had a positive experience in the home. One family member told us:

"I can sleep at night as I know (my relative is) safe and being well cared for".

How good is our setting?

5 - Very Good

We found significant strengths in the facilities people had access to and how these supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

We considered the environment to be enabling for people experiencing care. The building was warm, comfortable and airy. People could make use of indoor communal areas and support was given to people to access these if required. This resulted in relationships being formed which led to a better quality of life for people.

Outdoor areas had been developed since the last inspection of the service. Internal courtyards and balconies had been renovated and outdoor seated areas were available for people to enjoy the fresh air. People spoke positively of the impact of these developments. One relative told us:

"We have visits in the garden which is lovely. They say to (my relative) 'this is your home, and you can have whatever you want'. They want (my relative) to feel comfortable and relaxed".

Dining rooms had also been improved since the last inspection of the service. Dementia friendly clocks and calendars were displayed to help people's orientation. This had been requested by someone experiencing care and actioned by the service. This provided further evidence that people could be involved in the development of the service.

Care equipment was subject to regular maintenance checks to ensure items continued to be safe for people to use. The building was clean, tidy and peaceful with no intrusive noises or smells. Schedules were in place to ensure good standards of cleanliness were upheld. Very good cleaning practices ensured a pleasant

living environment for people and improved their wellbeing outcomes.

A series of environmental checks and audits were in place to ensure the upkeep of the building. People had well-equipped bedrooms with call alarms placed right next to their bed to be easily accessed. People were free to bring in their own belongings and furniture and bedrooms looked very different depending on how people liked them. This helped people settle in and consider the service to be their home. One person experiencing care commented:

"(staff) deserve a medal... I would recommend here to anybody".

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.