

Morningside Manor Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
15 July 2025

Service provided by:
Morningside Manor Limited

Service provider number:
SP2017012884

Service no:
CS2017354782

About the service

Morningside Manor is a purpose-built care home in Edinburgh, run by Lindemann Care, and supports up to 42 older residents.

Situated in Morningside near shops, cafés, a library, and cinema, it offers easy access to local amenities and transport, with a bus stop and park nearby.

The home spans three floors, each with dining and lounge areas, plus additional quiet spaces. All rooms have en-suite showers, assisted bathrooms and communal toilets are also available.

Residents enjoy two sheltered gardens, a roof terrace, a cinema room, a library, and the convenience of an in-house kitchen and laundry.

At the time of inspection, 41 residents were using the service.

About the inspection

An unannounced inspection was carried out between 7 and 9 July 2025. The home was visited on 7 and 9 July, with evidence reviewed remotely on 8 July. Feedback was provided to the manager on 15 July 2025.

One inspector from the Care Inspectorate led the inspection. As part of our preparation, we reviewed relevant information about the service, including previous inspection reports, registration details, submitted documents, and intelligence gathered since the last visit.

To inform our evaluation, we:

- Spoke with 11 residents and eight of their relatives.
- Received feedback via our online questionnaires from 14 relatives.
- Engaged with nine staff and managers directly, with an additional 15 responding to our questionnaire.
- Sampled care-related documentation.
- Observed staff interactions and daily routines within the home.

Key messages

- Staff demonstrated a strong sense of duty and genuine care towards residents.
- Residents consistently praised the quality of staff support.
- Activities were well-received, with residents enjoying both group and one-to-one opportunities.
- Care plans were highly personalised and of a very good standard.
- Residents were well-supported in their health and wellbeing, including opportunities for physical exercise.
- Management oversight was effective, underpinned by robust quality assurance systems.
- The inspection included an assessment of the service's self-evaluation. A well-developed improvement and development plan was in place, accurately reflecting our findings.
- Concerns were identified regarding the safe recruitment of staff, and improvements were needed in this area.

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 leadership?	5 - Very Good
How good is our staff team?	4 - Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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 made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

People received compassionate care and support, underpinned by warm, positive relationships between staff and residents. This nurturing environment helped individuals achieve their personal goals.

Staff demonstrated a strong understanding of residents' needs, supported by comprehensive and up-to-date care plans that reflected each person's health and wellbeing. Residents could feel confident that those caring for them were knowledgeable and consistent in their approach.

Where individuals were at risk of falling, personalised assessments helped guide staff on preventative measures. The manager had robust systems in place to analyse incidents (including falls), identifying patterns and trends to reduce future risk.

Clinical oversight of care and nursing needs was of a high standard. Staff responded appropriately and collaborated with external health professionals when needed. Relatives spoke positively about the care their loved ones received.

Medication and topical treatments were well-documented, with clear and effective oversight from nursing staff, senior team members, and management.

Residents enjoyed a varied monthly activity programme that included both in-house offerings and community-based outings. Many activities were designed to support physical movement, and several activities such as the weekly book club, were led by residents themselves, promoting independence and engagement.

Overall, feedback from residents and their families reflected high satisfaction with the quality of care. One relative shared:

"My sister kept falling at home and wasn't safe. Being here gives me confidence she is cared for well".

How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

Leadership within the service was supportive, responsive, and actively engaged. This visibility empowered staff to raise concerns, share ideas, and explore ways to build resilience. Staff felt recognised and valued by the management team, which fostered motivation, adaptability, and a focus on delivering high-quality care and support.

The management team maintained strong oversight of care, through a range of comprehensive quality assurance processes.

These included regular observations of staff practice, reflective discussions, satisfaction surveys, engagement with residents and relatives, and the implementation of a well-crafted improvement and development plan, that also served as a self-evaluation tool. As a result, people could feel confident that their care was effectively managed and responsive to their needs.

How good is our staff team?

4 - Good

3.1 - Staff have been recruited well

We evaluated this key area as good. Although the service demonstrated several strengths with a positive impact, improvements are necessary to ensure consistently high-quality experiences and outcomes for all residents.

As part of the inspection, we reviewed six staff recruitment files to assess compliance with safe recruitment procedures. We found that certain practices were not consistently followed, including obtaining references from previous employers, and completing other relevant pre-employment checks prior to their appointment. There was insufficient attention paid to understanding why safer recruitment was important, which may put people at risk.

(See Area for Improvement One.)

3.2 - Staff have the right knowledge, competence and development to care for and support people

We evaluated this key area as very good. Only a small number of improvements were identified, and these had minimal impact on residents' experiences and outcomes.

Staff demonstrated a strong understanding of residents' individual support needs and were committed to providing high-quality care in a warm, homely environment. This was reflected in consistently high levels of customer satisfaction.

Staff reported feeling well supported in their roles and expressed confidence in approaching management with any concerns. As one carer shared:

"I feel supported by management and they are very approachable should I need to discuss anything".

Relatives echoed this sentiment, with one commenting:

"It's really nice and comforting to see the managers on the floor, involved in delivering care and not sitting in their office all day".

An annual support programme gave staff valuable opportunities to discuss work-related matters, set objectives, reflect on their practice, and focus on professional development.

Training was delivered both online and in person, covering key areas including enhanced dementia care. Staff competency profiles were completed to a high standard, ensuring staff possessed the knowledge, skills, and awareness to meet residents' needs. This gave residents and their families confidence in the care being provided.

Regular meetings were held across all staff departments, including daily huddles that focused on residents' needs. These meetings supported effective communication and enabled ongoing management oversight of

care delivery. We recommended holding daily huddles in a private space rather than in a communal space to help maintain confidentiality.

Areas for improvement

1. The provider should ensure staff safer recruitment procedures are adhered to consistently, seeking two references of previous employment and appropriate checks, under the protection of vulnerable groups prior to their appointment.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that – I am confident that people who support and care for me have been appropriately and safely recruited. (HSCS 4.24).

How good is our setting?

5 - Very Good

We evaluated this key area as very good, reflecting the overall quality and consistency of the environment provided to residents. While a small number of improvements were identified, they had minimal impact on the day-to-day experiences and outcomes for people living in the home.

Residents benefitted from a warm, comfortable, and welcoming setting that was thoughtfully maintained. The environment featured ample fresh air, natural light, and well-designed spaces that supported both personal comfort and individual choice. Shared areas were relaxed, tidy, and free from intrusive noise or unpleasant smells, contributing to a homely and respectful atmosphere. Bedrooms were individually decorated, containing personal belongings and appropriate furnishings that reflected residents' tastes and histories.

The design of the home promoted accessibility, allowing residents to move freely throughout different areas of the building and grounds. Outdoor spaces, including well-kept gardens and inviting seating areas, were safe and easily accessible. These spaces were actively used for social and recreational purposes, weather permitting. Events such as the recent summer picnic, attended by residents, their families, and friends, added to the sense of community and enjoyment.

Maintenance and safety were supported by clear procedures for regular monitoring of the premises and equipment.

As part of the service's ongoing improvement and development plan, new furniture items had recently been introduced, with additional upgrades to bedroom areas planned. These enhancements are aimed at further improving resident comfort and will be reviewed during our next inspection.

During the visit, we advised the manager on the need to secure specific staff-access areas, to support safety and strengthen infection prevention and control practices. We highlighted the sluice rooms as priority areas, referring to guidance provided in the NHS Care Home Infection Prevention and Control Manual.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

As part of the inspection, we sampled 10 personal plans and found them to be comprehensive and thoughtfully constructed. Each plan provided staff with clear and practical guidance on how to meet the individual's care and support needs. The documentation offered a well-rounded view of the person, including life history, preferences, wishes, and values, ensuring care was meaningful, respectful, and tailored to each resident.

Residents benefited from personal plans that were not only informative but also aspirational, supporting their ability to live well. These plans were regularly used to guide daily care, promote independence, and reinforce the dignity of those living in the home. Where relevant, families and significant others played an active role in shaping the plans, which further contributed to their quality and relevance.

The success of this approach was supported by strong leadership, a skilled and knowledgeable staff team, and embedded systems for quality assurance and continuous improvement. These systems ensured that person-centred planning was consistently prioritised and maintained.

Six-monthly reviews were routinely held and were found to be meaningful and well-documented. These reviews provided a clear summary of care provided, highlighted any changes in need, and captured discussions and agreed actions between staff, residents, and their families.

We were particularly impressed by the electronic care planning system in place. Its structured layout and intuitive interface allowed staff to access critical information quickly and update residents' support records in real time. This supported continuity of care and ensured staff were well-informed, fostering confidence that residents' needs were being understood and met consistently.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	4 - Good
3.1 Staff have been recruited well	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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