

St. Anne's Care Home Care Home Service

Windsor Gardens
Musselburgh
EH21 7LP

Telephone: 01316 655 591

Type of inspection:
Unannounced

Completed on:
3 July 2025

Service provided by:
Sisters Of Charity Of St Paul The
Apostle

Service provider number:
SP2003002635

Service no:
CS2003011184

About the service

St Anne's Care home is a service registered to provide care for up to 37 older people. The service provider is The Sisters of Charity of St. Paul the Apostle.

The home is situated within a quiet residential area of Musselburgh, East Lothian. The residents' accommodation is all located on the ground floor of a three-story building.

The accommodation comprises 37 bedrooms, some of which have en-suite facilities. The service has a large lounge area, smaller lounge and separate dining area. A chapel is available on site should residents wish to use this.

At the time of inspection there were 36 people experiencing care within St Anne's.

About the inspection

This was a full inspection which took place on 30 June and 1 July 2025. The inspection was carried out by one 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 and got feedback from fourteen people using the service and and their relatives.
- spoke with and got feedback from fourteen staff and management
- observed practice and daily life
- reviewed documents
- spoke with seven visiting professionals

Key messages

We saw very positive interactions between people and staff.

People were encouraged to stay active and engaged through meaningful activities.

The service had a strong management team.

The service used feedback from staff and people to improve the service, creating a culture of continuous improvement.

The service was clean, spacious and offered a variety of spaces for people to choose from.

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 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, therefore we evaluated this key question as very good.

We saw multiple very positive interactions between staff and people. Staff clearly knew people well, treated them with respect and were compassionate. People benefited from consistent staffing to enable relationships to build. Staff knew people well enough to adjust their approach according to individual needs. A visiting professional shared "I always feel empathy, kindness and a sense of family when I arrive at St Anne's." Casual conversation took place frequently between staff and people experiencing care. This meant people were able to engage in meaningful conversation with staff that they knew and trusted.

Support plans sampled gave structured information and benefited from a condensed section at the front giving basic information. This meant new or agency staff were able to understand people's basic needs and abilities quickly. Anticipatory care plans were comprehensive and showed staff were confident to have difficult conversations with people, ensuring their wishes could be met if their health was to change. Family were included in care reviews, felt involved in decisions and well informed about their loved one's care. This enabled people to express their wishes about current and future care needs, promoting person-centred care.

The use of health screening tools enabled the service to effectively monitor for changes in people's weight and skin integrity. Staff were trained in sepsis awareness and had been given training to carry out routine observations by the care home support team. A visiting professional shared "Concerns are responded to immediately to avoid these escalating." This allowed the service to monitor for changes in people's health and recognise early signs of deterioration, promoting better outcomes for people.

The activities within the service were varied, allowing for differences in preferences and abilities. Movement based activities allowed people to remain active and the garden area was used when weather allowed this. One relative shared "I think activities are very good and that's one of the reasons we chose here. It's a calm atmosphere when it needs to be though, depending on how people are feeling." A visiting professional said "The residents are always socialising with each other or attending activities which is lovely to see." This meant people were encouraged to stay active and engaged through meaningful activities.

During lunchtime observations, show plates were used to help people to choose their meal. Tables were set with decorations on each table. There was music playing in the dining room and staff engaged in frequent conversation with people throughout their meal. Staff were observant and when people were struggling to eat independently or had lost interest, they were given encouragement or support to eat. Food was cooked on site, was stored appropriately and people shared that they enjoyed the food. This provided people with good nutrition, enhanced wellbeing and provided opportunities for social interaction.

A relative said "There's nothing I can fault about St Anne's."

How good is our leadership?

5 - Very Good

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

Strong audit procedures were in place. Meeting minutes and supervision records indicated that audit results were shared with staff to support service improvement. Accident and incident reporting procedures were comprehensive. Data was presented in graphs and charts, highlighting trends. This enabled the service to identify potential risks and take proactive measures to minimise future incidents. A visiting professional shared "Concerns are responded to immediately to avoid these escalating." This demonstrated that the leadership team were proactive in looking for ways to improve the service and therefore, the care delivered.

Practice observations took place regularly, allowing the leadership team to identify any training requirements for staff and also to recognise strengths. Staff with strengths in certain areas had taken on the "champion" role", giving them responsibility for checking compliance with that area and supporting others. Having a "going the extra mile award" showed that the service recognised people's hard work. Staff shared that they felt the leadership team was strong, with one person saying "the support I get from them is 100%." Another member of staff said "Truly supported in all aspects of the job." Supporting staff to feel valued and supported at work helped with retention of staff, promoting continuity of care.

Staff shared that they felt able to contribute positively to change. One member of staff said "When I came here, (they were) enthusiastic about me bringing me ideas from my previous work to make improvements". Staff and residents were encouraged to participate in making decisions about the service. A member of staff shared "We are asked our opinion about changes and are consulted about things going on." Recent changes to the appearance of the setting was in consultation with people experiencing care. A relative shared "My Mum is always at the centre of any changes that would benefit her wellbeing." This promoted a culture of continuous improvement, using feedback from staff and people to enhance the quality of care provided.

Recent changes in the staffing structure resulted in the manger being supported by two deputy managers. A visiting professional shared "The manager is very approachable and she has restructured the home so there is more management cover which is excellent." When asked for feedback about the leadership team, a relative shared "The leadership team have always been wonderful! Approachable, making time for meetings, questions etc. and most importantly for me, compassionate." A strong leadership team provided the staff with the support and guidance needed to deliver a high standard of care.

How good is our setting?

5 - Very Good

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

During inspection we found all areas were clean, tidy and free from hazards. Cleaning records were fully completed and regular cleaning and infection control audits were carried out by the infection control lead within the service. In the kitchen, different food types were stored in allocated fridges and freezers and separate food preparation areas meant food was prepared safely. Temperatures were checked daily and food was labelled appropriately when opened. One relative shared "The place is always clean and smelling fresh." Feedback from a visiting professional included "The home is always immaculate when I visit." This meant people lived in a clean environment, which contributed to the protection of their health and wellbeing.

Bedrooms were bright, spacious and some had en-suite facilities. For those without en-suite, communal bathrooms and toilets were located throughout the home. Signage on bathroom and toilet doors made these easy to find. Bedrooms were personalised according to individual preferences, with personal belongings such as family photographs on display. Bedroom doors were personalised, helping people to identify their own room. One person shared "It's a lovely place. I like my room." This meant people had a private space which was comfortable and individualised.

Clear signage around the home acted as an aid for people to find their way to the communal lounge, enabling people to independently find this space. Corridors were spacious and free from clutter and hazards, minimising the risk to people walking or manoeuvring wheelchairs. One relative shared "It's a really homely place, mainly because it's not too big. Residents can wander the corridors and never get lost." A large communal lounge offered a space for activities and larger groups. An additional lounge area meant people could meet separately from group activities or with family members. Small seating areas were scattered around the building, with many facing the garden space. One person shared "I love just sitting here watching the birds going up and down. We've got the table and the chairs and staff bring cups of tea. There's something about looking at this garden that draws you in." This allowed people to choose an environment according to their preference.

Several outdoor spaces were available with two secure courtyard areas. The gardens were well maintained by the gardener and featured a variety of plants and flowers for people to enjoy. Parasols and seating areas allowed people to choose areas to sit, with shade available if needed. One relative shared "Well kept gardens enhance the setting." This meant people could move safely between indoor and outdoor spaces.

Equipment was well maintained and stored safely. Safety checks had been carried out around the service as needed and any identified areas for improvement were acted on. The service had clear and well-organised systems for monitoring any maintenance due and logging any new concerns. This promoted safety for people experiencing care.

During inspection, the service was in the process of updating the dining room. People were consulted about colour schemes, flooring and soft furnishings prior to renovations taking place. This highlighted that people were actively involved in decisions about their living environment, promoting choice.

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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