Cramond Residence
Care Home Service

49 Cramond Road North
Edinburgh
EH4 6NQ

Telephone: 01313 361 064

Type of inspection:
Unannounced

Completed on:
29 September 2025

Service provided by:
Cramond Residence Limited

Service provider number:
SP2017012907

Service no:
CS2017355470

About the service

Cramond Residence is registered to provide a care service to a maximum of 74 older people with assessed physical and or mental health needs including a maximum of eight places for older adults aged 50 years and above with conditions aligned with old age. The provider is Cramond Residence Limited.

At the time of inspection, 68 people were living at Cramond Residence.

The care home is purpose built and located in the village of Cramond, approximately five miles from the City of Edinburgh.

Resident accommodation spans three floors, with all bedrooms featuring en-suite facilities. Ground floor rooms include private patio areas. Each floor offers lounge spaces; the ground floor additionally provides a cinema, wellbeing room, and café. A well-maintained garden offers accessible outdoor space.

About the inspection

This was an unannounced inspection which took place on 23 September 2025 between 09:30 and 17:00 and 24 September 2025 between 08:30 and 16:30. Our visit was then followed with time examining evidence remotely.

The inspection was carried out by three 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 people using the service and their family, friends and representatives
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- received feedback from electronic questionnaires.

Key messages

- People experienced warmth and respect from a staff team who knew them well.
- There was very good oversight of peoples' clinical health needs.
- A dedicated team of Lifestyle Coordinators, who complement the wider care team, provided a varied programme of daily engagement.
- There was a sufficient and appropriate mix of nursing and care staff, enabling responsive and person-centred support.
- A warm, welcoming, and well-maintained environment enhanced peoples' comfort and wellbeing.

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?	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 made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

During the visit, it was evident staff had developed positive and meaningful relationships with people living at Cramond Residence. Staff demonstrated an understanding of each person's needs, preferences, and communication styles, contributing to a supportive and person-centred environment.

Interactions between staff and people living at the home were respectful and warm. One person spoke of staff as 'attentive and caring'. Staff upheld principles of dignity in care, ensuring that individuals were treated with compassion and consideration throughout observed practices. Support was delivered at a pace which suited each individual, with no evidence of anyone being rushed or pressured. This approach promoted autonomy and comfort, allowing people to engage in daily routines in a manner aligned with their personal rhythms and choices.

The service demonstrated very good oversight of peoples' clinical health needs. Systems were in place to monitor and respond to changes in health status, ensuring people received appropriate and timely care.

Where required, staff worked collaboratively with multidisciplinary health professionals, including GPs and specialist services. This ensured people benefitted from coordinated support tailored to their individual needs.

Internal audits and governance processes were used effectively to identify and address any emerging issues. These were actioned promptly, contributing to improved outcomes and reduced risk.

Relatives spoke positively about the care provided with one comment being: "I am impressed by the attention to all and any aspects of their health that required attention - nothing is ignored".

Medication administration is via an electronic monitoring system (eMAR) which incorporates built-in safety protocols to reduce the risk of medication errors. Staff were able to competently demonstrate its use during the inspection.

Medications were stored securely in lockable cabinets located within individuals' bedrooms, in line with person-centred care principles and promoting autonomy and dignity.

We advised a review of 'as required' medication (PRN) protocol storage to ensure all relevant documentation was appropriately uploaded and accessible via eMAR. This would support safer administration and clearer oversight. Additionally, we recommended PRN protocols be expanded to include more detailed guidance as to how individuals may present when PRN medication was required. For example, known patterns of distress or discomfort. This enhancement would support staff in making informed decisions and ensure that PRN medication was administered in a person-centred and clinically appropriate.

Cramond Residence benefits from a dedicated team of Lifestyle Coordinators, who complemented the wider care team, to provide a varied programme of daily engagement. This included opportunities for meaningful interaction with the local community, supporting residents' social inclusion and wellbeing.

Daily access to on-site physiotherapists supported residents in maintaining mobility and physical health through individual and group exercise sessions.

The home were exploring opportunities to develop tailored activities and engagement for people living with dementia aligning with best practice in dementia care.

A Resident Council group met regularly, offering a safe and supportive forum for residents to express their views. This promoted active involvement in decision-making and contributed to the continuous improvement of the service.

A team of kitchen staff provided nutritious, well-presented meals. Whilst some people preferred a meal in their rooms, others enjoyed eating in the lounge or dining room. Although the dining space was limited when mobility equipment was in use, lunchtime remained a relaxed and enjoyable experience, with appropriate support provided to those who needed it.

We reminded management to encourage good hand hygiene practices and to routinely support residents in cleansing their hands before meals.

How good is our leadership? 5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in their quality assurance processes.

Management demonstrated strong oversight of the home's monitoring systems. Regular audits and meetings effectively identified areas for improvement, which were subsequently addressed. This ongoing evaluation process reflected a responsive and proactive approach to driving continuous improvement.

The home demonstrated effective internal recording and management of accidents and incidents. However, it was noted that not all notifiable events were being reported to the Care Inspectorate in accordance with regulatory requirements. We discussed this with managers and shared the Care Inspectorate's Guidance on Notification Reporting. We expect all future notifiable events to be reported promptly and in line with the guidance provided.

How good is our staff team? 5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in their staffing.

People could be confident staff were recruited in line with safer recruitment practices with any necessary checks completed prior to any new staff member starting in post.

A comprehensive three-day induction, followed by ongoing mentoring, ensured new staff felt supported and were encouraged to adopt best practices from the outset.

The home demonstrated a proactive approach to professional development by sourcing external training to enrich the internal training provided to all staff. One of these being around Namaste care which is a therapeutic approach designed to support people living with advanced dementia.

Staff undertook the 'Promoting Excellence - Dementia Skilled Practice' workbooks as part of their ongoing professional development, enhancing their knowledge and confidence in delivering person-centred dementia care.

There was a sufficient and appropriate mix of nursing and care staff, enabling responsive and person-centred support. Staff worked collaboratively across roles, demonstrating effective communication and teamwork. The presence of additional personnel within the home contributed to a vigilant and observant environment, ensuring residents' needs were promptly recognised and addressed. This cohesive approach supported safe, consistent care and enhanced residents' wellbeing.

Staff worked in dedicated teams with consistent shift patterns, which fostered strong teamwork. However, teams were rotated across different floors on a scheduled basis. While this approach allowed staff to build relationships with all residents throughout the home, some people expressed concerns about the disruption it caused. One resident commented, "I'd prefer staff not to be moved between floors so much." This feedback was shared with the management team for their consideration.

How good is our setting? 5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in their environment to meet peoples' needs.

Cramond Residence was a warm, welcoming, and well-maintained environment which enhanced peoples' comfort and wellbeing.

A calm and peaceful atmosphere was evident throughout, which encouraged people to feel relaxed and at ease. The layout included a variety of designed communal spaces which promoted social interaction and personal enjoyment. These included multiple lounges, a library, a café, a tranquil garden room, a cinema, and a wellbeing room. Each space contributed to a homely setting supporting both independence and meaningful engagement.

A dedicated maintenance team worked effectively across all areas of the service. Their proactive approach ensured the day-to-day, weekly, and annual maintenance tasks were consistently managed. This contributed to the safety, comfort, and overall quality of the environment.

During the inspection, we reviewed maintenance records and certification documents, all of which were found to be in good order. This included evidence of regular LOLER (equipment) checks, legionella and water safety monitoring, vehicle maintenance, Portable Appliance Testing (PAT), and gas safety inspections. These robust systems demonstrate a strong commitment to compliance and risk management, supporting a safe and well-maintained setting for people living, working and visiting the home.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
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