

# Cameron Park Nursing Home Care Home Service

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Edinburgh  
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**Type of inspection:**  
Unannounced

**Completed on:**  
20 October 2025

**Service provided by:**  
Sheila and Campbell Normand, a  
partnership trading as Cameron Park  
Nursing Home

**Service provider number:**  
SP2003002445

**Service no:**  
CS2003010619

## About the service

Cameron Park Nursing Home is a care home in Edinburgh, providing care and support for up to 24 older people. The service is provided by a partnership trading as Cameron Park Nursing Home.

The care home has 24 bedrooms on the ground floor, 12 of which have en-suite facilities. There is a large sitting room, dining area, conservatory and communal bathrooms. There are two patio gardens and a small car park at the entrance.

There were 22 people living in the care home at the time of this inspection.

## About the inspection

This was an unannounced inspection which took place on Tuesday 14 October between 11:00 and 20:00 and on Wednesday 14 October between 09:30 and 16:00. 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:

- observed daily life at the care home
- observed how well care staff supported people
- spoke with two people using the service and received one feedback questionnaire
- spoke with six family members, and received six feedback questionnaires
- spoke with eight staff and the management team and received three feedback questionnaires
- considered five feedback questionnaires from visiting professionals
- considered the cleanliness and quality of the physical environment
- reviewed documents and electronic records.

## Key messages

People living at Cameron Park Nursing Home were cared for by staff who knew them extremely well.

Interactions between staff and people living at the care home were warm and kind.

People had very good opportunities to engage in a range of activities to suit their interests.

The environment was homely and it was clear that people and their families were at ease.

Staff made good use of visiting professionals to support people's health.

The management team were proactive in resolving any concerns.

## 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 staff team?	5 - Very Good
How good is our setting?	4 - 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 evaluated the performance of the service under this key question as very good. We found significant strengths in aspects of the care provided and how these supported positive outcomes.

The atmosphere within the care home was calm. We observed friendly open communication between people and staff. It was clear from the interactions we observed that staff knew people very well and had good knowledge of their likes and dislikes. This included how they wished to be supported and what approach suited them best. This was well reflected in the care plans and one page information sheets, which were available to staff. Because staff knew people well, they noticed changes to people's health and wellbeing quickly and sought advice and guidance at the right time. Where people's conditions were new to the staff team, they made efforts to understand the condition and the impact it had on the individual.

A relative told us: "It's a very nice place. Very charming people. They are always so kind."

There was an open culture of communication and learning within the staff team and this was reflected in comments given by visiting professionals. This meant that people benefitted from the support of other professionals to ensure any ongoing health needs were monitored and addressed. This included very good detail to preventative health care, for instance dentistry and podiatry. People were well dressed and clean. Recent concerns about people's clothing was being addressed with a positive effect.

There was a particular attention to ensuring that people would receive the care and support they wished during end of life care. People living at the care home and their family were involved in discussing and planning end of life care. This meant that people's wishes were followed.

People's nutritional needs were well attended to with a variety of well-presented meals on offer. We saw that people enjoyed their food and that they were offered plenty of hot and cold drinks throughout the day. Staff assisted some people to eat in a gentle and respectful manner. Individual choices and tastes were accommodated well. We saw that people enjoyed their meals.

We saw that people enjoyed taking part in a range of group as well as personalised activities most days of the week. This allowed people where possible, to remain physically and mentally active. There was a lot of laughter between people and staff and peoples' achievements were celebrated.

A family member commented that: "The home has a friendly kind of atmosphere."

There was excellent communication with family members to keep them informed of any changes to people's wellbeing. Family members were also well informed of developments within the care home. The leadership team were proactive in exploring any concerns that came to their attention with the aim of resolving them quickly.

One relative told us: "They keep me fully informed of my (relative's) care. They have called me daily to let me know how my (relative) is."

The care home had recently changed its pharmacy provider. Although we understood this may have had some initial teething problems, staff were gaining confidence in the new system and this was being

embedded well. There were good systems in place for storing, administering and recording medication. This meant that people were receiving the right medication at the correct time.

A relative told us: "I am confident that my (relative) is at last receiving the care and support which has been previously lacking in their previous setting and as a result is happier and healthier for it."

### How good is our staff team?

### 5 - Very Good

We evaluated the performance of the service under this key question as very good. We found significant strengths regarding the staffing of the service and how this supported positive outcomes.

People living at Cameron Park Nursing Home experienced very low staff turnover, and no use of agency staff. This meant that people, their family, and staff had the opportunity to know each other well. Staff numbers were reflective of people's ongoing and changing care and support needs, ensuring that they could provide support in a calm and welcoming way.

All staff spoke extremely positively about their respective roles in supporting people. Staff were well organised so that people were assisted to get up/have their meals/use the toilet at a pace that suited their needs and wishes. We saw that staff responded to people's requests for assistance without delay. Staff shared information about people's wellbeing informally, during handover between staff groups, and in written form, or electronically. This was efficient and effective and meant that they had up to date guidance on the people's care and support needs. Staff showed a genuine interest in people's wellbeing. Overall we saw that people were well cared for.

One relative told us: "Everyone is so helpful. I am so impressed by the staff." and "Great staff team that go the extra mile."

There was a clear annual learning and development plan which ensured that staff mandatory training was up to date. The management team had good oversight of staff training needs and achievements. Staff were given opportunities for additional learning so that they could meet the care needs of people with particular health or support needs. They were encouraged to document reflective learning to support their professional registration. Some staff had taken on the role of champion in an area of care that interested them. This gave them additional knowledge, skills and responsibility. This enhanced the overall quality of the staff team and ensured that staff had the right skills and knowledge to support people. Plans were in place to allocate staff designated learning and development time to support their professional development.

One visiting professional told us: "Staff are always very helpful with time and support throughout my visits. Answering any questions I have and taking on advice."

The staff team contributed well to developments within the care home by attending team meetings. They were involved in work place audits and the care home's ongoing improvement plan. This meant that they felt valued and included.

## How good is our setting?

## 4 - Good

We evaluated the performance of the service under this key question as good. We found several strengths regarding the setting that impacted positively on outcomes for people and clearly outweighed areas for improvement.

People and their visitors could choose to spend time in the well furnished lounge, dining area, or conservatory. Two well designed enclosed gardens were easily accessible and we were told that these were well used during warmer weather. The open layout of the lounge and dining area meant that there were frequent interactions between people and staff. Family members commented positively on the care home's homeliness.

House keeping staff worked systematically to ensure bedrooms and communal areas were kept clean daily, and deep cleans were done on rotation. As a result bedrooms were clean and fresh. People were encouraged to personalise their rooms with pictures, ornaments and articles that were important to them. The home was clean throughout, windows were open and there were no mal odours. This provided a pleasant environment to live, work in, and visit.

One visiting professional told us: "The home is always very clean and homely."

Contracts and systems were in place for ongoing checks including water temperature, gas boiler, call bell system, people's mobility equipment. These were all up to date providing a safe environment for people and staff. Many maintenance issues could be attended to in house which meant that repairs were remedied quickly. There was enough equipment available to assist people with their mobility. People's furnishings and equipment were in good working order. This attention to repairs and safety checks meant that people benefitted from equipment and facilities that were in good working order.

Of the 24 bedrooms, 12 had ensuite facilities. People used communal toilets and bathrooms. Although one of the baths was awaiting a repair we were reassured this did not impact people being able to have a bath when they wished or needed this.

Dementia friendly signage and coding was in place to support people's orientation. However, this was overshadowed by the many attractive pictures and displays. This could make orientation more difficult for people who are living with dementia. Plans were in place to review some of the décor using assessment tools provided by dementia care experts.

One relative told us: "Overall a great place to reside."

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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 staff team?	5 - Very 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?	4 - Good
4.1 People experience high quality facilities	4 - Good



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