

Camilla House Care Home Care Home Service

19 Grange Terrace
Edinburgh
EH9 2LF

Telephone: 01316 621 114

Type of inspection:
Unannounced

Completed on:
18 November 2025

Service provided by:
Sanctuary Care Limited

Service provider number:
SP2019013443

Service no:
CS2019378608

About the service

Camilla House Care Home is registered to provide a care service for up to 38 older people. At the time of inspection 36 people were living in the home.

The home is situated in the south-east side of Edinburgh within the Grange area and is accessible by public transport. Camilla House is a large detached Victorian villa with an adjoining extension.

The service provides well-maintained accommodation with some bedrooms having en-suite facilities. There are accessible amenities on each floor and a pleasant, enclosed garden area for people to access.

The service provider is Sanctuary Care Limited.

About the inspection

This was an unannounced inspection which took place on 11 November 2025. Our visit was then followed by time examining evidence remotely. The inspection was carried out by one inspector from the Care Inspectorate. We gave feedback to the manager on 18 November 2025.

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 seven people using the service, five relatives, eight staff and management.
- considered feedback of completed and returned questionnaires from nine supported people, nine relatives and 17 staff.
- observed practice and daily life
- reviewed documents
- received feedback from two health professionals.

Key messages

- People experiencing care benefitted from kind and compassionate interactions with staff.
- A varied weekly programme of activities fostered social interaction and enhanced wellbeing.
- Care and support plans reflected an understanding of the person's needs, preferences, and routines.
- Wound care was effectively monitored, and staff remained vigilant to any changes in people's presentation.
- Staffing arrangements were appropriate and effectively supported the needs of people using the service.

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

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 inspection, it was evident people experiencing care benefitted from kind and compassionate interactions with staff. Staff demonstrated an understanding of people's needs and preferences and offered support in a manner which was both warm and attentive. Interactions were unhurried, allowing people to receive care at a pace which suited them, promoting comfort and reassurance.

These practices reflected a strong commitment to person-centred care and contributed positively to the overall wellbeing and experience of those supported.

People told us they were happy with one person saying: 'I am able to move about freely within the home and garden. I am happy and well looked after.'

Two dedicated activity coordinators implemented a varied weekly programme designed to foster social interaction and enhance wellbeing. This included: theme days and cultural days to spark interest and encourage participation; live music sessions and visiting pets offered both entertainment and sensory stimulation.

Some people enjoyed attending various community events which built new and nurtured existing relationships and brought a sense of belonging. Where people chose to spend time in their rooms, one to one interaction with staff and activity coordinators ensured personal engagement and emotional needs were acknowledged.

A relative described how social interaction and wellbeing for their loved one was: 'first class, there are always activities to stimulate throughout the day, and staff are fantastic at this.'

Care and support plans provided clear guidance on how to support people well. They reflected an understanding of the person's needs, preferences, and routines. Each plan began with an introduction which captured the essence of the person's life, personality, and values. This fostered a connection for building rapport and laying the foundation for respectful and empathetic support.

Medication processes were delivered in line with best practice guidance and supported by staff who demonstrated strong knowledge and competence in their roles. Wound care was effectively monitored, and staff remained vigilant to any changes in peoples' presentation.

A visiting health professional highlighted the service's 'effective leadership and excellent communication with staff who provide a caring and compassionate approach.'

The home was found to be well maintained, with effective Infection Prevention and Control (IPC) measures in place. During the visit, we noted some areas where malodour was present. Management acknowledged this and assured us refurbishment plans were underway to address these concerns.

Ongoing internal audits consistently highlighted developmental opportunities, evidencing a sustained culture of continuous improvement throughout the home.

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 supporting positive outcomes for people.

The recruitment process for new staff was conducted in accordance with safer recruitment guidance. Ongoing monitoring ensured any required renewals of recruitment checks were completed in a timely manner.

Staff spoke of feeling heard and valued within the home. This was clearly demonstrated through regular team meetings, one-to-one supervision sessions, and the use of 'My Performance' workbooks. These platforms provided structured opportunities for constructive feedback, reflection, and personal development. As a result, staff felt empowered and contributed meaningfully to service improvement.

There was very good compliance with the completion of mandatory training.

In addition to core modules, supplementary sessions and observations of competency all significantly enhanced staff knowledge and supported ongoing professional development.

At the time of inspection, there were sufficient support and ancillary staff on duty to meet the assessed needs of people using the service. Staff rotas were planned in advance, with consideration given to the specific skills and competencies of team members. Based on our observations and discussions, we were satisfied current staffing arrangements were appropriate and effectively supported the needs of people using the service.

Staff were observed to work well together and collaborated throughout the service. Morale was positive and staff told us they felt supported in their role. This cohesive team approach contributed to effective service delivery and a shared sense of purpose.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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