

Craighall House Care Home Service

Mansfield Care Administration
99 Craighall Road
Edinburgh
EH6 4RD

Telephone: 01315516266

Type of inspection:
Unannounced

Completed on:
12 November 2025

Service provided by:
Fairview Care Limited

Service provider number:
SP2023000006

Service no:
CS2023000011

About the service

Craighall House is a care home for older people situated close to Ferry Road, in the Trinity area of north Edinburgh.

The service is registered to provide residential care for up to 12 people.

The home is a single storey facility and consists of twelve single occupancy rooms, all with bedroom/ sitting areas and en-suite facilities. In addition, there is a shared lounge, dining room, bathing facilities, kitchen and laundry room.

The home has a small parking area at the front and is surrounded by enclosed level access gardens.

About the inspection

This was a full inspection which took place between 5-11 November 2025. The inspection was carried out by two 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 eight people using the service and four of their family representatives. We also spoke with staff and management, observed practice and daily life, reviewed documents and spoke with a visiting professional.

Key messages

Craighall House offered a warm and friendly home environment for people experiencing care.

Management and staff were described as being knowledgeable and approachable by people and their families.

The Home works collaboratively with people and their families.

People emphasised the quality of their support and satisfaction with the care home facilities.

Staff are very good at implementing guidance from involved professionals.

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 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 evaluated the provider's overall performance in this key question as very good. This meant positive findings significantly outweighed any areas for improvement.

We observed a range of interactions between people who experienced care (referred to hereafter as "people") and staff providing support, including a mealtime experience. It was evident that staff were able to implement core values around the delivery of dignified care and promoting personalisation and choice.

This emphasis on respectful care was verified during our conversations with people and their family members. We heard, "they are polite and respectful to me, I like staff, they know me well". A family member spoke about feeling reassured by staff knowledge of their loved ones care needs and their involvement in decision making and directing their support, "I am always included in any discussion around care planning. They know XXX well, this is very comforting for me and my family".

The service was very good at working in partnership with involved professionals from health and social care agencies. We found positive example of this in relation to good outcomes associated with physiotherapy and exercises aimed at enabling a person to regain independent mobility.

Pro-active referral for external involvement helped people access equipment and support required to attain essential health and well-being outcomes around the likes of; mobility, nutritional intake and changing cognition.

At mealtimes there was a strong focus on the provision of home cooked meals. People commented favourably on the quality of cooking in the home and we recognised that this focus on nutritious food enabled people to enjoy positive nutritional outcomes.

Some people and families said they would like more one-to-one support and more trips outside the home. We discussed this with the service management, highlighting the provision of these types of support as an area for development. We heard the service have recruited a new activities co-ordinator and were confident this would have a positive impact on these aspirations.

We considered medication administration practice, noting that this was done to a very good standard. This meant medication was given according to the prescribers instruction. Good practice was supported by effective medication audits.

The use of as required medication for stress/distress was supported by up-to-date administration protocols. These protocols outlined other approaches to alleviating stress/distress without resort to mood altering medication. We felt confident the service implemented these strategies effectively, noting minimal use of as required medications in this aspect of care.

How good is our setting?

5 - Very Good

We evaluated the service's performance in this key question as very good. This meant positive findings significantly outweighed any areas for development.

Craighall House offered a warm, friendly home environment to people living there. We heard from a family member, "this is a lovely place, it's very welcoming, a proper home for XXX". Another person said, "I like the small size of the home, it makes it much more personalised. Everyone knows everyone else".

The home is well decorated and carpeted, with a range of appropriate furnishings and wall art. People's rooms were a good size and equipped with sizeable en-suite facilities, as well as area where they could house a small fridge and make tea/coffee. It was clear people's rooms were personalised, with their own photos, ornaments and soft furnishings.

We discussed the provision of more quiet/sensory spaces in the home at feedback. Whilst recognising the challenges associated with this, it would enhance the overall quality of the setting if the service could introduce a focus on quiet/sensory spaces at Craighall House.

There is level access walled garden at Craighall House, stretching around most of the home. The garden is enclosed and offered a safe and welcoming space for residents and their visitors. The gardens had an array of canopies and furnishings. There were opportunities for people to engage in gardening activities, with a series of raised bed planters, and other areas with potential to grow.

Facilities were well maintained, with appropriate checks and maintenance undertaken throughout all aspects of maintaining a safe service environment.

This focus on good facilities management helped ensure Craighall House offered a safe setting for people experiencing care.

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.