

Nazareth House Care Home Service

13 Hillhead
Bonnyrigg
EH19 2JF

Telephone: 01316 637 191

Type of inspection:
Unannounced

Completed on:
24 November 2025

Service provided by:
Nazareth Care Charitable Trust

Service provider number:
SP2013012086

Service no:
CS2013317815

About the service

Nazareth House is a care home registered to provide a care service to 37 older people. The home does not provide nursing care. It is situated in a quiet area of Bonnyrigg in Midlothian and is set in substantial grounds.

There are nine bedrooms on the ground floor, three of which have ensuite facilities and 27 bedrooms on the first floor, 11 of which have ensuite facilities. The dining room and two lounge areas are situated on the ground floor. The home also benefits from a music therapy room and a chapel. There are two lifts to enable residents to move easily between floors. There is also a quiet room on the first floor for people to use. At the point of inspection there were 34 people living in the home.

The provider of the service is Nazareth Care Charitable Trust. Nazareth House, Bonnyrigg is one of two care services in Scotland operated by the provider. The provider also operates care home services in England and Wales.

About the inspection

This was an unannounced follow up inspection which took place on 24 November 2025. The inspection was carried out by one inspector from the Care Inspectorate.

The focus of this inspection was to assess what action had been taken to meet the requirement and area for improvement made at the inspection completed on 16 July 2025.
Inspection report.

Key messages

- Management had more robust audits in place to identify risks and create action plans to drive improvement.
- Improved oversight and leadership to drive the necessary continuous improvement.
- More training regarding Infection prevention and control for all staff members, providing staff with the right skills and knowledge to deliver high standards of care.

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?	3 - Adequate
How good is our setting?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

3 - Adequate

We evaluated this key question as adequate. While the strengths can be identified, key areas must continue to improve.

Good hand hygiene remains a cornerstone of infection prevention and control within the care home, safeguarding those residing in the home, staff, and visitors. The manager has demonstrated clear evidence of robust policies, appropriate facilities, comprehensive staff training, systematic monitoring, and active engagement to uphold consistently high standards.

Since the last inspection, the management team has strengthened its oversight, introducing new hand hygiene audits to ensure compliance and continuous improvement. These measures not only reduce the risk of infection but also provide assurance of adherence to Care Inspectorate expectations as well as enhancing the outcomes for those receiving care and support in the home.

How good is our setting?

3 - Adequate

We evaluated this key question as adequate. While the strengths can be identified, key areas must continue to improve.

Management had established clear infection prevention and control (IPC) policies, supported by comprehensive staff training, robust monitoring systems, and appropriate resources to safeguard both residents and staff. Since the previous inspection, significant improvements had been implemented, including the introduction of enhanced cleaning and hygiene protocols across communal areas, resident rooms, kitchens, and bathrooms. In addition, environmental upgrades had been carried out, with the lounge floor replaced and three bathroom floors renewed. These measures have strengthened the overall quality of the environment and contributed positively to outcomes for those residing in the home.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 18 November 2025, the provider must support people to ensure a safe and hygienic environment for individuals experiencing care, the provider must implement enhanced environmental cleanliness measures in line with current infection prevention and control guidance. This must include:

- Reviewing and updating cleaning protocols to reflect the latest standards, with targeted attention to high-touch surfaces and communal areas.
- Establishing and maintaining a robust cleaning schedule with clear roles and responsibilities, regular monitoring, and documented evidence of completion.
- Delivering continuous training and supervision for domestic and care staff on effective cleaning practices, including correct usage of cleaning products and equipment.
- Conducting regular environmental audits to assess standards of cleanliness, with prompt and responsive action taken when improvements are identified.
- Oversight must be in place from the management team

This is to comply with Regulation 4(1)(a) and (d)(welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SS1 2011/210)

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

"My environment is secure and safe." (HSCS 5.17)

"I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment."(HSCS 5.22)

This requirement was made on 16 July 2025.

Action taken on previous requirement

Management had established clear infection prevention and control (IPC) policies, supported by comprehensive staff training, robust monitoring systems, and appropriate resources to safeguard both residents and staff, therefore this requirement has been met.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure people receive hand hygiene practices that align with public health recommendations and the Health and Social Care Standards, reducing infection risk the provider should ensure :

- Hand hygiene practices among people receiving care are consistent, particularly for those with cognitive or physical challenges.
- Establish scheduled hand hygiene support led by staff, prioritising mealtimes and toileting routines.
- Place clear, user-friendly signage near hygiene stations to encourage good technique and independence.
- Increase availability of hand sanitiser in communal areas and ensure residents are encouraged and assisted in using it appropriately.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

"My environment is secure and safe." (HSCS 5.17)

"I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)

This area for improvement was made on 16 July 2025.

Action taken since then

Since the last inspection, the management team had strengthened its oversight, introducing new hand hygiene audits to ensure compliance and continuous improvement. These measures not only reduced the risk of infection but also provide assurance of adherence to Care Inspectorate expectations and IPC requirements.

This area for improvement has been met.

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?	3 - Adequate
1.3 People's health and wellbeing benefits from their care and support	3 - Adequate

How good is our setting?	3 - Adequate
4.1 People experience high quality facilities	3 - Adequate

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