

# Ferrylee Care Home Service

33 North Junction Street  
Edinburgh  
EH6 6HR

Telephone: 01315 547 179

**Type of inspection:**  
Announced

**Completed on:**  
28 October 2025

**Service provided by:**  
City of Edinburgh Council

**Service provider number:**  
SP2003002576

**Service no:**  
CS2003010936

## About the service

Ferrylee is registered as a care home service to provide a maximum of 43 places for older people of which a maximum of 16 of the places will be short stay places. The care home is in Edinburgh and the provider is the City of Edinburgh Council.

The care home has four units over two floors. Each unit contains single bedrooms, shared toilet and bathing facilities, and communal dining, pantry and lounge areas. There is a lift and stairlift between the ground and first floor. In addition there is a large shared space on the ground floor and an enclosed garden.

There were 27 people living in the care home at the time of this inspection. The short stay rooms were not in use. The provider was considering submitting a variation to the conditions of certificate to reflect this.

## About the inspection

This was an unannounced inspection which took place on Tuesday 22 October between 10:30 and 19:30 and on Wednesday 23 October between 9:30 and 15:00. 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:

- observed daily life at the care home
- observed how care staff supported people
- spoke with four people using the service and reviewed 10 feedback questionnaires
- spoke with two family members, and reviewed 11 feedback questionnaires
- spoke with 11 staff and the management team and reviewed 20 feedback questionnaires
- spoke with two visiting professionals and reviewed 6 feedback questionnaires
- considered the cleanliness and quality of the physical environment
- reviewed documents in connection with people's care and support
- reviewed documents in connection with staffing, maintenance and management of the care home.

**Key messages**

- People living at Ferrylee were cared for by staff who knew them extremely well.
- Interactions between staff and people living at the care home were respectful and kind.
- The staff team worked very well together to ensure people's wellbeing needs were met.
- Staff made good use of visiting professionals to support people's health.
- Information about activities and developments within the care home were shared openly with staff, people living in the care home and their family.
- The environment was well maintained, clean and homely.

**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?	5 - Very Good
How well is our care and support planned?	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 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.

It was clear that all staff knew people living at Ferrylee Care Home for Older People extremely well. This included information about their families, previous occupations and interests. They were attentive to people's support needs, gave choices and encouraged people to be active and independent. We observed kind and warm interactions between staff and people. People experienced respectful interactions with staff and could be confident that staff were genuinely interested in their wellbeing.

Information about how people wished to be supported was recorded in their support plan and one page care summary. This included sensitively written information about people's wishes for their future care, capacity and who could support their decision making. As a result people were supported in the way that suited them best. People were encouraged to maintain the skills they had, for instance when walking or eating a meal. This was supported by comments from visiting family members and professionals.

One family member told us "(my relative) is thriving and happier than I have seen them in years."

Both day and night time staff shared their observations of changes to people's wellbeing and support needs. They did this during information handovers between shifts and during ad hoc conversations. This informed the management team's overview of and response to people's changing health and care needs. People benefitted from the strong relationships with visiting professionals. The local GP visited weekly, and they and other visiting professionals responded positively to requests for support about people's health.

All visiting professionals agreed or strongly agreed that staff communicated well with them regarding people's care.

There was very good communication between staff and family members so that they were kept up to date of their relative's wellbeing. Family members told us that they could speak with staff and the management team easily whilst visiting their relative.

A relative told us: "I am always made to feel welcome when I visit."

Staff were appropriately trained and competent in administering medication. All medication was administered, recorded and stored safely. This meant that people could be confident that they were receiving the correct medication at the right time, and in a way that suited them. There was clear guidance for the use of as required medication. Where this had been used, we found that the effectiveness of the medication and its benefits could be better recorded. This information helps to inform future medication and wellbeing reviews. The management team agreed to consider this.

Mealtimes were calm and well organised. Staff supported those who required assistance in a dignified fashion. In addition to the varied menu on offer, people could choose an alternative option if they wished. People enjoyed their meals. As a result people's nutritional needs were catered for well.

People enjoyed warm individual interactions with staff. They also took part in a range of organised group or individual activities. These included gentle exercises, music, and outings. People took part in these activities

with enthusiasm or reacted positively to what was happening around them. Some people were assisted to keep and use their personal finances. Systems to support this were transparent and safe.

People told us: "The girls make sure you're happy. " and " They're so helpful, they won't let you sit for long but will help. I like the girls, they're so kind."

The management team had a good overview of people's care and support needs, and any changes that needed attention. They were proactive in seeking support from visiting professionals and worked closely with them to promote people's comfort.

All family members agreed or strongly agreed that they were happy with the care and support that their relative/friend received.

### 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.

The staff team worked very well together to support people with their day to day care needs. We observed comfortable team work, with staff members asking each other and offering assistance, or working in pairs to support people well. Communications between staff were respectful of each other and the people they were supporting.

Staff responded to requests for assistance promptly. Throughout the day we saw that staff supported people calmly. They had time to chat with people in a friendly and caring way so that people were at ease in their company. The management team assessed the necessary staffing levels on an ongoing basis, as well as using their professional judgement to ensure appropriate staffing levels during the day and night. Rotas were compiled to ensure the appropriate staff skills mix. This meant that staffing arrangements matched people's support needs well.

One relative told us: " (my relative) is very well looked after in Ferrylee and the staff are amazing."

Although the care home relied heavily on staff who were employed by agencies, this had a minimum negative impact on the care and support that people experienced. This was in part because agency staff specifically asked to work at Ferrylee. In addition the management team asked for specific agency staff by name when they were satisfied with their practice. All staff were included in information handover sessions between shifts and staff team meetings. This contributed to a high level of continuity of care for people. All staff commented that they felt valued in their role and told us that they enjoyed working at Ferrylee. The recruitment of more permanent staff was ongoing.

A visiting professional described staff as: " very supportive, kind and cooperative."

Staff had good training opportunities. This ensured that they had undertaken all mandatory training. They also had opportunities to build on their core skills by attending additional learning events. This meant that they could follow their interests or learn more about the conditions that particular people experienced. This meant that all staff gained the necessary knowledge and skills to support people.

A relative told us: "All staff are very approachable and good at their job."

A visiting professional told us: "The staff at Ferrylee are extremely good. I have complete confidence in every aspect of their care. They have a deep understanding of their residents and consistently demonstrate excellence."

Staff benefitted from receiving feedback on their practice during competency checks. They were encouraged to take a reflective learning approach when undertaking learning or supervision. The staff team were complimented for their professionalism and high standards of care. Staff were clear about the actions they would take if they were concerned about a colleague's conduct or people's care and support. They expressed that they were confident that any concerns they raised would be addressed by the management team. This gives confidence in the service's ability to protect people's safety and wellbeing.

All staff, including those in non caring roles, worked well together to contribute to people's positive outcomes.

## How good is our setting?

## 5 - Very Good

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

People and their families appreciated the homely feel of Ferrylee. The layout of the building encouraged small group living so that people had the opportunity to get to know each other, and the staff supporting them. All communal spaces were well maintained and presentable, with appropriate signage, décor and furnishings. There were plenty of seating areas to choose from and space to walk around. This promoted people's mobility. There were enough working toilets and communal bathrooms to meet people's needs. The home had an enclosed accessible garden and we were told that this had been well used during the warmer weather.

A relative told us: "The setting is calm and peaceful, not too big, the home is very good. The sections are well set up considering the age."

There was a selection of attractive areas where people could receive their family or visitors, depending on the occasion. This supported people to maintain the relationships that were important to them.

One relative told us: "Ferrylee is a very welcome and friendly care home." The care home was also described as: "peaceful and relaxing."

We found that the domestic team were systematic in their duties which meant that the home was clean and fresh throughout. They took pride in their role and had a good understanding of the impact that cleanliness had on infection prevention and control. The care home was free from intrusive smells and noises. There was a straight forward system in place to ensure that repairs were recorded and undertaken. This meant that people could be confident that day to day equipment and furnishings were in good working order.

Most people had personalised their bedroom with pictures and ornaments. This meant that they had familiar items around them to help them feel at ease. People's personal equipment, such as beds, hoists and slings were checked regularly to ensure they were safe for people to use.

The management team had very good oversight of the care home's facilities by undertaking monthly environmental checks. This ensured the high standard of cleanliness and presentation was maintained.

A visiting professional added: "It's a pleasant place to visit, with a positive energy that reflects the care and attention given to maintaining high standards throughout the home."

## How well is our care and support planned?

5 - Very Good

We evaluated the performance of the service under this key question as very good. We found significant strengths in the way in which care and support planning supported positive outcomes.

People's support plans gave staff very good guidance on who the person was, including their life history, family and friendships, and interests. We saw that staff knew people well and this informed how they supported people. Support plans covered all aspects of day to day life, including how people wished to be supported during the end of their life.

The impact of people's mental and physical conditions was respectfully described. This supported staff to understand how people might behave. Health care needs were supported by appropriate assessment tools, such as skin, nutrition and falls assessment tools. These and associated risk assessments were reviewed monthly. This meant that changes to people's health and wellbeing was identified at an early stage and additional support from visiting professionals or changes to care were put in place at the right time.

Support plans included clear descriptions of how people's care needs would be noticed, for instance continence or distressed behaviour. There was also a strong focus on establishing how each person wished to be supported and what would or would not be of assistance to them. Staff described this well and we saw them using this knowledge in practice. We found that support plans were strength based, with the aim of maintaining skills, abilities and independence. This was supported by a culture of promoting independence and choice.

The management team undertook quality assurance of support plans to promote a high standard. We found that risk assessments were less person specific and strength based than other support documents. The service manager agreed to consider this as part of their quality assurance activity.

People and their relatives were involved in six month reviews so that people's wellbeing was discussed and shared. Family members told us that they felt well informed and involved in their relative's care and wellbeing.

A relative told us: "They always try to ensure we know who our relative is."

## 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
3.3 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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 iarrrtas.

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 ਵਿਚ 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.