

## Morlich House Care Home Service

11 Church Hill  
Edinburgh  
EH10 4BG

Telephone: 01314 473 239

**Type of inspection:**  
Unannounced

**Completed on:**  
3 December 2025

**Service provided by:**  
Church of Scotland Trading as  
Crossreach

**Service provider number:**  
SP2004005785

**Service no:**  
CS2003010916

## About the service

Morlich House is a care home for older people based in the Morningside area of Edinburgh. The service provider, The Church of Scotland Trading as Crossreach, has been registered with the Care Inspectorate to provide a service for a maximum of 23 people, since 01 April 2002.

At the time of inspection, 22 people were using the service.

The service provides accommodation over 2 floors, with a lift and stairs for accessibility.

## About the inspection

This was an unannounced inspection which took place between 26 November and 3 December 2025. The inspection was carried out by an 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:

- Spoke with 8 people using the service and 2 of their family
- Spoke with 7 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

## Key messages

- People were content with their care and support
- Relatives were happy their relative was being cared for well
- People's health and wellbeing was a focus for staff
- People's rooms were very personalised and homely, if they wished them to be
- Personal plans were easily accessible, detailed and person centred

## 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
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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

We observed warm and compassionate interactions between staff and people experiencing care. People were very relaxed around staff, who clearly knew them well.

Staff were very focused on the health and wellbeing of people. Responding quickly to any healthcare concerns, and gaining support from community healthcare professionals when needed.

One healthcare professional described the service as "a good place to be", as staff were responsive and the lack of some healthcare issues was a reflection of the standard of care they provided.

Staff had been open to developing their knowledge and had taken on board advice from external professionals regarding people's health and wellbeing. This meant that people's changing healthcare needs were managed well by the staff team.

One relative described communication about changes in healthcare needs, "staff and managers are good at keeping us up to date with any changes in (person's) health and wellbeing". Another relative described their relative's time within the care home, as being a very calm and compassionate experience. With their relative's comfort being very important to staff. This meant that people and their relatives were the focus of the staff team.

Medication was managed and audited well. We observed staff checking medication and were shown the process is used. Staff understood the medication procedures and why people were on each medication. This ensured that people were supported well with their medication.

Some people were able to manage their own medication. This level of independence was very important to them, and was supported by the staff if required. This meant that support was person centred, as it ensured that people were in as much control over their lives as they wished to be.

Meal times were relaxed and unhurried times during the day. People could choose to eat their meals within the dining room or to have their meals within their own bedrooms if they preferred.

People described the food as good and varied. Some people stated that there was a little repetition at times. People described being able to have alternatives to the meals on the menu if they wished. Allergies and specialist diets were managed well when required. This ensured that people were eating food that met their needs and preferences.

**How good is our setting?****5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The home is very welcoming and homely, with pleasant decoration. The large lounge was used well with people choosing to spend time relaxing while listening to music or joining in on group activities.

The dining room had been upgraded with new furniture and flooring, which gave the room a bright and clean feel. We observed a meal time within the dining room, which was quite noisy, potentially due to the acoustics of the room, as it has high ceiling and mainly hard surfaces. We discussed this with the manager, who agreed to consider ways to soften the noise levels. We'll follow this up at our next inspection.

People's rooms were as personalised as they wished them to be. People were able to use their own furniture if they wished. This meant that people's bedrooms were very homely. And had a great deal of their personal possessions within them. People and their relatives commented that this had made the move into the care home considerably easier, as they had familiar items around them. This helped to ensure that people felt at home.

Housekeeping staff were active during the day and the level of cleanliness and tidiness within the home was very high. These staff were clearly valued and had developed respectful and warm relationships with people living within the home.

The maintenance of the building has been managed well with oversight from the provider in terms of health and safety audit checks and monitoring. All appropriate checks, servicing and repairs had been completed quickly. This ensured that the care home was a safe and hazard free place to stay and work.

The home was decorated to a good standard, with some areas awaiting a refresh. The manager described a process of cyclical redecoration, which ensured that the home was generally in good decorative order. This ensured that the home was a pleasant environment.

The laundry appeared well organised and people commented on how well this function worked for them. One person commented "they get my washing back to me on the same day, beautifully folded". This supported people to look after their personal possessions.

## How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Personal plans had been improved since the last inspection. Information was easily accessible, clear and detailed.

These included up to date information on people's care needs, medical conditions and medication. As well as information on people's likes, dislikes, background and personal preferences. Some people's personal plans reflected the voice of the person, making these very person centred.

Staff recorded the care and support for each person daily, along with their interactions with people. This meant that staff had up to date relevant information to support people well.

Personal plan reviews were completed on a six monthly basis. Although the review process was limited in scope, the process was clearly person centred. This allowed people and their relatives to update their personal plan with any changes in their care needs or personal wishes.

## 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 support people to have the right care to meet their needs and aspirations. The provider should ensure that people's personal plans are reviewed at least every six months, reviews should involve people representatives where appropriate and should be well documented, resulting in the personal plan being updated where necessary.

This is to ensure that care and support is consistent with Health and Social Care Standard 2.17 "I am fully involved in developing and reviewing my personal plan, which is always available to me".

**This area for improvement was made on 13 December 2023.**

#### Action taken since then

The service had improved their personal planning reviewing processes, with regular six monthly reviews. Documentation had improved, using a more person centred approach to managing the process of reviewing the care and support. Personal plans were much improved, with clear and accessible information which was updated frequently as required.

### 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 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



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