

Royston Court Care Home Service

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Unannounced

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City of Edinburgh Council

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About the service

Royston Court care home is registered to provide care and accommodation for up to 60 older people. The home is owned and managed by the City of Edinburgh Council and is located in the north of Edinburgh. The home was registered with the Care Inspectorate on 14 February 2017.

The home is purpose-built and divided into four units. Each unit has a sitting room, dining room and assisted bathrooms. All bedrooms have en-suite shower and toilet facilities. A library, hairdresser and recreation room are located on the 1st floor, which can be easily accessed by a lift and stairs. There are gardens to the rear of the building and enclosed patio gardens accessible from the two ground floor units. Parking is located to the front of the home.

At the time of the inspection, there were 56 people experiencing care in Royston Court.

About the inspection

This was a full inspection which took place from 7 January 2026 to 12 January 2026. 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 seven people using the service and seven of their family members
- considered questionnaire feedback from 9 people using the service and 3 of their relatives
- spoke with 14 members of staff and management
- considered questionnaire feedback from 20 staff members and 9 visiting professionals
- observed practice and daily life
- reviewed documents.

Key messages

- People's health and wellbeing needs were being met.
- People experienced warm and gentle care from staff who knew them well.
- People's wellbeing benefitted from having a range of communal areas available to them.
- People experienced enhanced wellbeing outcomes due to regular and varied activity.
- The home was clean and welcoming.
- People experiencing care and their relatives reported having a very positive care experience.

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

People experienced very good health and wellbeing outcomes as a result of their care and support. Staff interactions with people experiencing care were warm, encouraging and focussed on promoting people's independence. Care was delivered at a pace appropriate to each person experiencing care. People were comfortable because they were being supported by staff who knew them well.

Rotas were consistent which meant that people were being cared for regularly by the same members of staff. Staff knew people's history and interests which helped create conversation. This meant that trusting relationships were formed between people and the staff who cared for them. One person commented:

"people are kind and understanding towards me - I've had no complaints yet".

People experiencing care put ideas forward for improvements by participating in surveys. This demonstrated that people's input was valued and respected. Relatives we spoke with felt that along with their loved ones, they too were treated with compassion, dignity and respect. One family member told us:

"I don't think they realise how big an impact they have on the lives of relatives. I'm sleeping at night. I know (my relative) is safe and well looked after. I couldn't fault them".

People experiencing care were treated as individuals. When people identified a preference, staff did their best to adhere to this. We saw examples of this including using preferred names, being able to dine with loved ones and being able to secure bedrooms. Staff made good use of risk assessments to ensure that people's choices would be respected. This meant that people's rights were promoted and upheld.

People were able to leave the home to spend time with people who were important to them. Family members were free to visit their loved ones at a time of their choosing and we saw a high number of people receiving visitors during the inspection. A number of seated areas had been developed to facilitate visits. Staff understood the importance of people maintaining contact with friends and relatives. This approach promoted positive wellbeing for people.

The provision of activities in the home was very good. We observed skilled activity staff carrying out events that people enjoyed. Relationships between people experiencing care were developed as a result of well provided activities. Activity schedules evidenced a wide range of activities provided in the home, including regular physical activity and visits from entertainers and community groups. People were encouraged to take an active role in leading activities. People's wellbeing was enhanced by the provision of regular and varied activities. One relative commented:

"they have lots of activities. The care home really wanted to know about (my relative's) needs, likes and dislikes and what (they) used to enjoy doing when (they were) moving there. And they really make an effort and try to keep (my relative) engaged".

People's health benefitted from very good engagement with other health services. Other health professionals we spoke with told us staff were quick to act on health related issues and were responsive to

any advice given. This approach helped people keep well and ensured their health needs were being met.

Medication systems were very good. Systems for the administration of medication were in place and processes were regularly audited with clear plans in place when issues were identified. Areas for storing medication were clean and tidy. This good practice helped reduce errors and kept people well as a result.

A range of charts were in place to ensure people's health and wellbeing was continuously monitored. Communication systems including regular handovers and clinical meetings focussed on people's wellbeing. These resulted in actions being taken to support people's wellbeing. Relatives we spoke with told us they were kept up to date regarding their loved ones. This evidenced that staff were aware of the current needs of the people they cared for.

One relative commented:

"the place is fabulous. Staff are amazing, compassionate and caring. The manager and deputy also are great; they are clearly in the right jobs. My (relative) is really happy there. I feel I can go on holiday now without worrying about (them)".

People's requirements for eating and drinking were being met. People had ready access to snacks and fluids. The dining experience was well planned with systems in place to ensure those who required assistance had a positive experience. Visual menus had been introduced which aided people's independent decision making. Kitchen staff were knowledgeable about people's nutritional needs. People's health and wellbeing benefitted from the provision of high quality food.

Risk assessments in place demonstrated an enabling approach from staff to promote people's independence. Reviews of people's care and support were regular and involved people who were important to those experiencing care. Detailed personal plans guided staff on how to deliver care that met people's needs. People's wellbeing was supported by a range of quality assurance processes which ensured people continued to receive a high quality service. Staff also reflected positively on their experience in the home. When asked what they enjoyed about their work, one staff member commented:

"to know you're making somebody's life better. Even if you're just singing with them or being silly. To get a wee smile and know you've made somebody laugh today or made their life a bit easier".

How good is our setting?

5 - Very Good

We found significant strengths in the facilities people had access to and how these supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

We considered the environment to be enabling for people experiencing care. The building was warm, comfortable and airy. People could make use of indoor and outdoor communal areas and support was given to people to access these if required. This resulted in relationships being formed which led to a better quality of life for people.

Risk assessments had been completed with regard to the home's setting. When assessed as safe, doors separating units within the home were open. This meant that people experienced more choice in where to spend their time and greater freedom.

A number of communal areas and themed rooms were available for people to use. All four units that made up the home had multiple seating areas available for people. Each unit also had a large lounge and a

smaller quiet room for people to use. The quiet rooms had been improved since our last visit and were now very welcoming for people. Improvements to the environment promoted positive wellbeing for people.

Care equipment was subject to regular maintenance checks to ensure items continued to be safe for people to use. The building was clean, tidy and peaceful with no intrusive noises or smells. Schedules were in place to ensure good standards of cleanliness were upheld. Very good cleaning practices ensured a pleasant living environment for people and improved their wellbeing outcomes.

A series of environmental checks and audits were in place to ensure the upkeep of the building. People had well-equipped bedrooms with call alarms placed right next to their bed to be easily accessed. People were free to bring in their own belongings and furniture and bedrooms looked very different depending on how people liked them. This helped people settle in and consider the service to be their home.

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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	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

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