

Manor Grange Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
29 January 2026

Service provided by:
Manor Grange Care Home LLP

Service provider number:
SP2016012760

Service no:
CS2016349056

About the service

Manor Grange Care Home is a purpose-built home providing care for up to 83 older people. The home is in Edinburgh, at the bottom of Pinkhill, near to the zoo and overlooking the golf course. The accommodation includes 83 ensuite rooms of three sizes, some which are large enough to accommodate double beds and seven with their own enclosed garden area.

There are four units within the home Mull, Iona, Skye and Arran, over two floors which have lift access. Additional facilities include a cinema, private fine dining room, library, central area with café/bar, hairdressing salon and two communal lounges with dining areas. There are secure landscaped gardens with an external covered seating area on ground floor.

78 people were using the service at the time of our inspection.

About the inspection

This was an unannounced inspection which took place between the 22 and 23 January 2026. We provided feedback to the manager on 29 January 2026.

The inspection was carried out by one 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:

- Met with 14 people and eight of their relatives. Received comments from a further eight relatives and two people, via our online questionnaires.
- Spoke with 10 care and nursing staff, activity and housekeeping staff and management. Plus, a further nine staff responses from our online survey.
- Observed staff practice and daily life.

Key messages

- Staff displayed a strong sense of duty of care towards people.
- People praised the quality of the staff who supported them.
- Relatives spoke very positively about the staff team. Describing them as very caring and showing genuine warmth and interest in those they supported.
- People enjoyed participating in the variety of meaningful and inclusive activities available, either in groups or on a one-to-one basis.
- People's care plans were of a very good quality and person centred to guide care staff to meet their needs.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had an effective and well completed self-evaluation that was reflective of our findings.

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 made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

We spent time observing how people interacted with others and staff. People told us they found the staff to be very kind and polite. We saw on many occasions positive interactions which demonstrated people were treated with dignity, respect, and genuine affection.

People and their relatives praised the quality of the staff who cared for them. Staff were described as very observant and responsive to people's care needs. People felt listened to and respected because their wishes and preferences were used to shape how they were supported, including if they wished to decline an aspect of their support. Positive friendships had been established with people which gave them a sense of belonging.

There was very affective oversight of people's care needs, achieved through daily meetings amongst the staff team, management's quality assurance and liaising with external health professionals as and when required.

Many people were vulnerable to falls and appropriate person-centred risk assessments guided staff on how to support people to meet their needs. The manager had a good analysis of incidents of falls; trends and patterns to explore ways of minimising them occurring where possible.

Staff showed a strong understanding of each person's care needs. This was supported by comprehensive and up to date personal plans which accurately reflected individuals' health and wellbeing requirements. As a result, people could feel confident staff were well informed and worked consistently to help achieve the outcomes which mattered to them.

There was an excellent programme of meaningful and inclusive activities tailored to people's interests. The activity staff were very creative and imaginative in designing and developing exciting opportunities, both inside the home and out in the community. This included a baby and toddler group visiting people, a men's shed group and an Orient Express train journey scene, set up in the cinema room for people and their relatives to enjoy over afternoon tea. There was also a strong positive focus on the promotion of physical activity through various programmes and resources to deliver daily exercise groups. Contributions and achievements were recognised by staff, which had a positive impact on people's confidence and self-esteem.

Staff were motivated to supporting people to achieve their aspirations and people regularly have fun and social bonds were strengthened, because the support they receive enables people to build and maintain meaningful relationships with others, both within and outside of the care home.

Through our discussion with people, their relatives and staff, we learnt Manor Grange was a high performing care home, demonstrating areas of excellence. The staff strive to ensure people experienced high quality and responsive care in a warm and friendly environment, with a strong person-centred approach.

How good is our setting?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

People enjoyed a warm, comfortable and welcoming environment with plenty of fresh air, natural light, and ample space to meet their needs and preferences. The atmosphere was relaxed, clean and well maintained, with no intrusive noise or unpleasant smells. One relative even described the home as having "a hotel feel".

Bedrooms were personalised with residents' own belongings and decorated to reflect their tastes. This demonstrated the support offered to individuals in choosing their furnishings and room layout, including the option to bring their own furniture.

People were able to choose freely between spending time in private spaces or using the communal areas, depending on their preferences and needs. They were supported to enjoy privacy whenever they wished, and staff respected these choices.

Many residents also took pleasure in accessing the garden areas, which were open for people to use throughout the day. The outdoor spaces offered opportunities for relaxation, fresh air and social interaction, and residents appreciated being able to move in and out of the building as they pleased.

People were actively involved in giving feedback about the environment, sharing what they felt worked well and what could be improved. They felt heard and able to influence changes and upgrades.

Clear systems were in place for the regular monitoring and maintenance of the premises and equipment to ensure safety. Staff received appropriate training and competency checks to use and maintain equipment safely. Everyone understood the cleaning schedules and their specific responsibilities. Housekeeping and cleaning staff were knowledgeable about environmental and equipment decontamination, including the safe handling of linens, uniforms and waste.

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
1.2 People get the most out of life	6 - Excellent
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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