

# Chamberlain Road Nursing Home Care Home Service

7/9 Chamberlain Road  
Edinburgh  
EH10 4DJ

Telephone: 01314 472 849

**Type of inspection:**  
Unannounced

**Completed on:**  
18 February 2026

**Service provided by:**  
Elder Homes Limited

**Service provider number:**  
SP2003002448

**Service no:**  
CS2003010621

## About the service

Chamberlain Road Nursing Home is a care home for older adults, situated in the residential area of Bruntsfield in Edinburgh. The home is close to several main bus routes and has access to a range of local shops, restaurants, cafés and other community facilities.

The home is registered to provide a care service to a maximum of 29 older people. Chamberlain Road Nursing Home is owned and managed by Elder Homes Limited.

The home is accessed by glass doors leading to reception, sitting areas, dining room and period style lounge. All bedrooms are well presented, most with en-suite facilities including a level access shower or toilet and wash hand basin.

Accommodation is provided on two floors, with stairs and a passenger lift giving access to the upper floor. The home is set in its own grounds, with a small paved area and parking area to the front and an enclosed courtyard garden to the rear. Parking is also available to the rear of the care home.

At the time of the inspection, 28 people were living in Chamberlain Road Nursing Home.

## About the inspection

This was an unannounced inspection which took place on 12 and 13 November between 09:30 and 13:15, with further remote inspection activity on 16 and 17 November. 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:

- spoke with seven people living in the home and two of their friends/relatives
- spoke with nine staff and management
- observed practice and daily life
- reviewed documentation
- spoke with visiting professionals
- considered questionnaire responses from three people using the service, 16 relatives, and ten staff.

**Key messages**

- Staff were attentive to people and engaged with a gentle, trusting and compassionate approach.
- People were listened to and their decisions were respected.
- People benefited from access to nursing care within the home, and could access support from external health professionals when needed.
- Medication processes were well managed and people could be confident that they were supported safely with their medication needs.
- Mealtime experiences were calm and pleasant and people had access to snacks and drinks throughout the day.
- Staff were well supported by the manager and their practice was regularly reviewed to ensure they maintained good standards of care.
- Staff worked collaboratively, supporting safe and consistent care which enhanced people's wellbeing.
- The home provided a warm, homely, and welcoming environment which was well-maintained and enhanced individuals' comfort and wellbeing.

**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

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.

Staff shared extremely positive and warm relationships with people, consistently engaging with an attentive, gentle and compassionate approach. They took time to listen, check individual preferences, and provide support in ways that suited each person. We observed staff spending time with people in their rooms and speaking with them respectfully and considerately. People told us they trusted staff and described them as 'lovely' and 'amazing'. Some relatives felt that staff cared for people as though they were their own family. These warm and trusting relationships contributed to a strong sense of wellbeing within the home.

The service provided a broad and well structured activity programme which supported meaningful engagement throughout the week, including evenings. The range of opportunities was varied and responsive to people's interests and personal preferences.

Specialist provision, including Namaste Care and music therapy, enhanced therapeutic stimulation and emotional wellbeing for several people. One to one physiotherapy further promoted people's physical health, mobility, and confidence. Outings were arranged, and people told us they would welcome even more opportunities to go out. The level of stimulation was very good and contributed positively to people's wellbeing.

People benefited from having a nurse on site at all times, which gave them reassurance about receiving timely and effective healthcare. They also had prompt access to external health professionals, as well as support to attend appointments when needed. The care home provided weekly physiotherapy and music therapy sessions, offering valuable support to help improve people's physical and mental health outcomes. People could be confident they were receiving the right healthcare from the appropriate professionals.

We saw good records demonstrating that people received very effective support with care needs such as oral care, repositioning to maintain skin integrity, and pain monitoring. Detailed work had been carried out around falls monitoring, with clear measures implemented to help keep people safe from further incidents. People could be assured that their day to day care and support needs were being met in a way which promoted positive wellbeing.

Prescribed medication administration records were accurately completed, supported by effective oversight from the manager and senior staff to maintain good standards. Up to date protocols were in place for 'as required' medication and medicines were stored safely. We noted particularly good support for people who wished to maintain independence in managing their own medication. This offered reassurance and promoted a sense of control over their health. People could be confident that they were supported safely with their medication needs.

The service provided positive mealtime experiences in a calm, unrushed manner, with choice offered and meals served promptly. The dining room created a pleasant environment and an opportunity for people to eat socially with others. One-to-one support was provided when needed and good attention was given to ensuring people's specialist dietary needs were met. Alternatives to the main menu were available on request. Snacks and drinks were offered throughout the day, including fresh fruit. People benefited from very good support around food and drink.

**How good is our staff team?****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.

People could be confident staff were recruited in line with safer recruitment practices, with all necessary checks completed before new staff took up their roles.

Staff induction and training were of a high standard, with strong compliance in completing required courses. Staff told us they felt well supported by the manager, who was visible and accessible. Regular forums such as one to one supervision and team meetings were in place to support staff. Observations of staff practice were carried out to ensure good standards were maintained, and nurses received supervision relating to their clinical skills. People could be assured that staff were equipped with the support, skills, and knowledge needed to carry out their roles effectively.

The registered manager used regular analysis of individuals' needs to guide staffing levels, also taking into account people's preferences and staff competencies. Staffing levels and skill mix were strong across the home, with each floor led by nursing or senior support staff. People benefited from the effective deployment of staff, enabling responsive and person-centred support.

Staff worked collaboratively across roles, demonstrating effective communication and teamwork. Staff told us they enjoyed working together and felt supported by their seniors and colleagues in all departments. This cohesive approach supported safe, consistent care and enhanced individuals' wellbeing.

People benefited from continuity of care, with regular and familiar staff supporting them day to day. Staff knew people well and understood their individual needs, helping them feel comfortable, reassured and confident in those providing their care.

**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 provided a warm and welcoming environment which was well maintained and enhanced people's comfort and wellbeing. A calm and peaceful atmosphere was evident throughout, helping people feel relaxed and at ease. The layout included comfortable seating areas where people could spend time together and enjoy spontaneous conversations with others passing through. This promoted independence, social interaction and meaningful engagement.

Bedrooms were personalised and tastefully decorated, reflecting each person's unique preferences and tastes. They were clean, tidy and bright, and most included en-suite facilities, supporting people's privacy.

A period-style lounge was used at various points of the day for people to come together and enjoy different activities and pastimes. The dining room created a pleasant environment, with natural light from large windows and doors leading to the garden area. The garden was accessible, with seating and raised beds; however some people and their relatives expressed a wish for more plants and 'green space'. The manager acknowledged this feedback and recognised the value of enhancing the outdoor area.

People had access to spacious shower and bath facilities, depending on their preference. However, limited storage space within the home meant some equipment was being kept in one of the bathrooms. This created a practical barrier, as items needed to be moved to allow full access to the bath. We discussed this with the manager, who advised that the senior management team was already exploring potential solutions to improve storage within the home.

The accommodation was very clean and in good order throughout. A dedicated housekeeping team maintained the home to a high standard, supported by monitored cleaning schedules. As a result, people experienced clean, tidy, and well-maintained premises, furnishings, and equipment.

We reviewed maintenance records and health and safety certificates, all of which were in good order. This included evidence of regular checks across the environment, including equipment and water quality. These demonstrated a strong commitment to compliance and risk management, supporting a safe and well-maintained setting for people living, working and visiting the home.

## 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

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

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