

Pine Villa Nursing Home Care Home Service

4 Hawthorn Gardens
Loanhead
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Telephone: 0131 341 4100

Type of inspection:
Unannounced

Completed on:
23 February 2026

Service provided by:
Mansfield Care Limited

Service provider number:
SP2005007720

Service no:
CS2005112999

About the service

Pine Villa Nursing Home is registered to provide a care home service to 19 older people. The provider is Mansfield Care Limited. The service is in Loanhead, Midlothian.

The property is a converted and extended house and the accommodation is provided on two floors. A stairlift gives access to the upper floor. There are 13 single bedrooms, one of which is en-suite and three double bedrooms. Double rooms are only registered to support people in relationships to live together if they wish. The home has a garden and limited off-road parking at the side and rear of the house.

At the time of inspection 17 people resided in the home.

About the inspection

This was an unannounced inspection of the service which took place on 16 February 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 spoke with people using the service as well as feedback from relatives. We also spoke with management and staff, observed practice and daily life as well as reviewed a wide range of documents.

Key messages

- Robust quality assurance processes led to improved outcomes for people using the service.
- Staff demonstrated a strong understanding of people's care needs and personal preferences, helping individuals feel confident and well-supported in their care.
- Positive and respectful working relationships between management and staff contributed to a cohesive and supportive team environment.

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?	4 - 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.

People experienced care and support delivered with warmth and compassion. Positive, trusting relationships were evident between staff and residents, contributing to a supportive and reassuring atmosphere. Staff demonstrated a good understanding of individuals' needs, preferences, and routines, and encouraged independence and choice in daily life. Feedback from residents and relatives was consistently positive, reflecting confidence in the quality of care provided.

People were well presented, and it was clear that personal care and hygiene needs were being met to a high standard. This was supported by clear and consistent documentation within the electronic care system used in the home.

Daily meetings supported effective communication and oversight. These ensured that the manager and staff team could discuss any issues, share updates, and plan ahead. Staff were well informed about changes in residents' needs, and the management team maintained strong visibility and awareness of day to day practice.

The staff team was well established and worked cohesively. Respectful communication and positive working relationships contributed to a calm, welcoming environment for residents.

Medication management systems were robust and consistently effective. Procedures for prescribing, administering, and monitoring medication were well established and adhered to. Regular audits and management oversight promoted safe practice and supported a culture of accountability and continuous improvement. This reflected a good standard of care delivery and contributed to resident safety and wellbeing.

Daily care notes were predominantly task focused. While staff evidenced care was delivered, they did not always capture how people were feeling, their daily experiences, or meaningful interactions. The service is exploring the use of an acronym to support staff to produce more person centred, reflective entries.

Residents had timely access to in house nursing support and external professionals such as GPs, opticians, SALT (Speech and Language Team), and podiatry. Referrals were made appropriately and without delay. A range of assessments informed support plans and risk management, and key processes, including weight monitoring, falls management, and risk assessments were in place and used effectively to support health and wellbeing.

The mealtime experience was very pleasant for those residing in the care home. The dining area was arranged to create a homely and comfortable environment. Although calm, the atmosphere was notably quiet, and gentle background music may enhance the overall experience. Residents were offered a choice of freshly prepared meals, which were well presented and appetising. Portion sizes were generous, with alternatives available. Seating arrangements respected individual preferences, supporting both social and private dining. Staff were attentive, respectful, and promoted independence and dignity throughout the mealtime. Nutritional and hydration needs were met in an unhurried, supportive environment.

Although no dedicated activity worker was present on the day of inspection, meaningful engagement was observed. Staff interacted warmly with residents through conversation and games, and a volunteer contributed to social activity. Those residing in the home reported going out for coffee or walks with staff or relatives. Staff also shared examples of recent outings, which had clearly enhanced residents' quality of life and contributed positively to their wellbeing.

Feedback from those residing in Pine Villa and their relatives was very good, one relative stated 'Outstanding team of professional and empathetic carers. Always welcoming.'

There were no restrictions on family visiting, family and friends were invited into the home which allowed further opportunities for people to connect with those who are important to them.

How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths had a positive impact on outcomes for people and clearly outweighed areas for improvement.

The service demonstrated several notable strengths that had a positive impact on the quality of care and outcomes for people. The environment was consistently clean, bright, and welcoming, contributing to a homely and comfortable atmosphere.

People's rooms were personalised with meaningful belongings and furnishings that reflected their individual preferences, supporting dignity, identity, and a strong sense of belonging. Effective use of the maintenance reporting system ensured that repairs were addressed promptly, helping to maintain a safe, well kept environment.

Staff practice in relation to infection prevention and control was of a good standard. Appropriate use of PPE and adherence to current guidance were observed, and the home remained clean and fresh throughout, including bathrooms and communal areas.

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

The provider should undertake a review of staffing levels to ensure the best health care or care outcomes for service users. This would include a review of the number of staff supporting people overnight as well as the staggered times for start and end of shifts.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me'. (HSCS 1.19)

This should also reflect the Health and Care (Staffing) (Scotland) Act 2019 guiding principles.

This area for improvement was made on 28 August 2024.

Action taken since then

Nightly dependency levels were reviewed each day to ensure the night shift was appropriately staffed. Night-time staffing currently ranges from two carers and one registered nurse to one carer and one registered nurse, providing continuous support to the current 17 people residing in the home.

The service previously operated a twilight shift, however, ongoing recruitment challenges made this model unsustainable.

A review of reports, risk assessments and outcomes confirmed there have been no night time events in which staffing levels contributed to, or created the potential for a negative outcome for those receiving care.

Based on the evidence available, the current staffing arrangements are safe, appropriate and sufficient to meet the identified area for improvement.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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