

Prestige Nursing and Care - Edinburgh Support Service

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Type of inspection:
Unannounced

Completed on:
9 February 2026

Service provided by:
Prestige Nursing (Scotland) Limited

Service provider number:
SP2003002515

Service no:
CS2023000067

About the service

Prestige Nursing and Care - Edinburgh, is a care at home support service based in the city of Edinburgh. The service provides care and support to adults with a variety of care needs, within their own homes and the community.

The provider, Prestige Nursing (Scotland) Limited, has been registered to provide this service since 13 March 2023.

About the inspection

This was an unannounced inspection which took place on between 4 and 9 February 2026. 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 3 people using the service and 2 of their family
- Spoke with 4 staff and management
- Observed practice and daily life
- Reviewed documents
- Gained information from 14 returned questionnaires

Key messages

- People's health and wellbeing was supported well by the service
- People and relatives were happy with the care and support
- Managers were covering staff absences to avoid the use of external agency staff
- Staff described their colleagues and managers as supportive and approachable

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

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.

Interactions between staff and people being supported were warm, friendly, compassionate and kind. People appeared at ease with staff and clearly knew them well and trusted them to support them with their health and wellbeing.

Personal plans had been developed since the last inspection and contained a range of very detailed information about people's health care needs, medication and conditions. This information was up dated regularly to ensure people's health conditions were up to date and relevant.

Additional processes had been developed that supported staff to respond well in emergency situations, which included emergency contacts, up to date medical information and legal documents. This ensured that staff knew how to support people well and knew where to find information in the event of a medical emergency.

The service had developed respectful and supportive relationships with external healthcare agencies, including specialist services and local GP practices. This ensured that people had the right healthcare support from the right people.

Managers had taken on training roles within the service, covering a range of training needs, including moving and handling, which had allowed them to ensure that staff practice was appropriate and specific for each person being supported. Competency observations of staff practice were regularly completed. This ensured that people's physical needs were safely supported and right for their care needs and preferences.

Medication was being managed well, using the electronic personal planning system to record assistance and administration of medication. Information on medication was robust and ensured that staff knew what, and why people were prescribed medications. This meant that staff were knowledgeable about the medication they were supporting people with.

Medication recording was audited monthly, along with practice observations of staff skills. This ensured that errors were kept to a minimum or noticed quickly.

Some people were supported with meal preparation or encouraged to plan their nutrition for the day. This ensured that people were eating food they preferred and were not missing meals.

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.

Staff appeared to work well together, with good communication systems being used between staff and managers. Staff commented that their team were good and that they could rely on their colleagues. This meant that staff shared information about people well, which supported people to have consistent care and support.

Staffing arrangements were good, with people commenting that they tended to have the same staff across the week. This ensured that people had a consistent team of staff which they enjoyed. This included the managers who were at times, actively involved in service delivery. This allowed the managers to have a good working knowledge of people's care and support needs, but did have the potential to remove them from their leadership roles. We discussed the negative impact of this with the managers, who reassured us that this was only in times of high staff sickness and was not the norm.

People's support was not impacted by staff sickness or vacancies, although relatives did tell us that at times staff can be a little late, however this had limited impact on them. One relative did mention that being forewarned by the staff that they were running late would be helpful. We discussed this with the manager, who agreed to ensure staff contacted the office if they were to be late, so they could let people know.

Team meetings had increased since the last inspection, however these were still not well attended. We discussed this with the manager, who was working on an approach to support more staff to take part and share their practice and skills with their colleagues. Managers had implemented welfare checks for staff, which entailed making contact with staff members to gain feedback from them on their workload and work, life balance. Staff described this being very supportive. This ensured that staff were not isolated within their role, and could share concerns or gain guidance from managers when required.

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 ensure people's health and wellbeing, the provider should ensure that staff consistently support people in line with their wishes. This should include but not be limited to ensuring staff are aware of and follow guidance on providing care and support in a person-centered way.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 1.23, which states "my needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected".

This area for improvement was made on 7 January 2025.

Action taken since then

The provider had provided additional training to staff to ensure all staff had the understanding and skills required to support people with specific tasks.

Guidance was gained from external healthcare professionals, and personal plans were updated to ensure all care and support needs were identified.

Practice observations were arranged to ensure guidance was followed appropriately.

This ensured that staff had access to the right information and knowledge to support people well.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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