

## Prestige Nursing and Care - Edinburgh Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
7 January 2025

**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 announced (short notice) inspection which took place on between 17 December 2024 and 6 January 2025. 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 six people using the service and four of their family
- Spoke with 8 staff and management
- Observed practice and daily life
- Reviewed documents

## Key messages

- Quality assurance was managed well
- Staff felt supported by managers
- People described being very happy with their care service
- Personal plans were very person centred and written well

## 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?	4 - Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

We observed warm, friendly and supportive interactions between staff and people experiencing care.

Staff were clearly focused on encouraging people to be as independent as they could be, while they supported people with their health and wellbeing. Staff appeared to know people well and were able to respond appropriately if their needs and preferences changed. One relative commented "They are good at noticing things". This meant that people's health and wellbeing were prioritised.

Personal plans identified the care and support people required, however at times some staff were not consistently following these guidelines (see area for improvement 1).

The service had developed positive relationships with external healthcare agencies and specialist healthcare professionals, this had a positive impact on the outcomes for people.

Staff were trained in using specialist equipment that supported people's healthcare needs. This ensured that people felt confident that staff had the skills to provide care and support safely.

People's wellbeing and wishes were respected in terms of healthy eating & making choices about what and how to eat. People did not appear to be rushed, and staff were chatty and sociable when supporting people to make meals. This meant that people could enjoy their meals in a relaxed way at their own pace.

Staff shared information about changes in people's care needs, including eating and drinking.

### Areas 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".

## How good is our leadership?

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 service used a range of quality assurance processes to ensure staff practice followed guidance and standards. These audits included: infection prevention and control, moving and handling, and care planning. This ensured that the care and support people received was consistent and of a high standard.

Staff were supported to develop their skills by the managers, using practice observations and spot checks.

This ensured staff practice met standards and was consistent for people using the service. Staff described the managers as supportive and approachable. One staff member commented "The managers are good with guidance and support".

The provider implemented a twice-yearly quality audit, this ensured oversight of the service and gave people and staff the opportunity to discuss their experiences.

People clearly understood the standards they should expect. They also commented that communication with the managers was regular and supportive. This ensured that people and their relatives were enabled to have open discussions with the managers, about their care and support.

People were confident giving feedback on concerns, although most people described that they had no reason to complain. Those that had, were happy with the response and felt their complaints had been listened to. Managers were clearly responsive to feedback and used learning to improve.

A dynamic Improvement plan was in place which identified a range of areas for improvement, with appropriate timescales. Feedback from people using the service and staff had been incorporated into the plan. We discussed with the manager how this could be developed further to include more feedback from people, to ensure the overall focus of the plan was the positive outcomes for people using the service. The manager agreed to consider this. We'll follow this up at our next inspection.

### 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 using the service and staff benefitted from a warm atmosphere because there were good working relationships. Staff described that although there was effective communication between staff, it would be beneficial if staff could have more opportunities to meet and discuss practice and develop relationships. We discussed this with the manager, who agreed to look at how to develop staff peer support opportunities. We'll follow this up at our next inspection.

Staff appear to be flexible and supportive of each other. They described having enough time to support people, in a relaxed and unhurried way. This ensured that people and staff could engage in meaningful conversations, developing positive relationships.

People and their relatives commented on the consistency of the staff who supported them. Most people generally knew which staff member from their team would be supporting them, prior to their agreed time. People's preferences of staff were respected, which supported continuity of care for them.

People were informed before their support time if any changes had to be made. This reassured people and their relatives of who to expect and when.

## How well is our care and support planned?

**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's preferences and wishes were identified within their personal plan. Ensuring that the voice of the person was key. These were written in the first person and in very accessible and respectful language.

Information was recorded within the personal plans daily. This was concise but detailed. Which helped the staff team to understand any changes to the person's care needs. We discussed with the manager, how some information in some personal plans appeared to be not in keeping with the person's care needs. This was acted on during inspection, with new risk assessments and support plans developed based on the person's changing needs.

Legal documentation was available within personal plans, which ensured that staff were supporting people within legal boundaries or people's wishes.

People had access to their personal plans in a hard copy version within their home, while staff accessed this via a mobile app. Personal plans were regularly updated and had been reviewed appropriately.

## 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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 well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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