

Muirfield Nursing Home Care Home Service

Hall Crescent
Gullane
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Telephone: 01620 842 116

Type of inspection:
Unannounced

Completed on:
17 September 2025

Service provided by:
Randolph Hill Nursing Homes
(Scotland) Ltd

Service provider number:
SP2003002451

Service no:
CS2008176136

About the service

The service is a care home providing care and support for up to 60 older people, located in Gullane, East Lothian. There were 56 people experiencing care with the service during the inspection. Accommodation is provided on four floors in single bedrooms, each with an ensuite shower room. Lounge and dining areas are available on each floor. There is a hair salon, spacious activity room and an enclosed garden to the rear. The care home was registered with the Care Inspectorate on 8 September 2008 and is managed by Randolph Hill Nursing Homes (Scotland) Ltd.

About the inspection

This was an unannounced inspection which took place on 10 and 11 September 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported as well as the quality of the setting.

To inform our evaluation we:

- spoke with 11 people experiencing care, five relatives and received 12 questionnaires
- spoke with 12 staff and two managers
- contacted two professionals working with the service
- observed daily life at the service
- observed how well care staff supported people
- considered the cleanliness and quality of the physical environment
- reviewed documents and electronic records.

Key messages

- People were very satisfied with the quality of the care and support.
- Staff interacted warmly and respectfully with people and were able to assist people who were anxious in a caring and calming way.
- A few people could not get out of bed as early as they wanted to. However, people experienced a consistent staff team who knew them well and we observed that staff worked in a positive and calm manner.
- Staff actively encouraged people to engage in meaningful activities; this kept people stimulated, engaged with interests and connected to the community.
- Mealtimes were well staffed and snacks were readily available for people.
- The environment was clean, tidy and homely.

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 evaluated the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. People did not feel rushed by staff and were supported to communicate in a way that was right for them, at their own pace. Staff would assist people who were anxious in a caring and calming way. When assisting people to move, staff interacted supportively and with encouragement. This meant people could build trusting relationships at the service.

A few people could not get out of bed as early as they wanted to. However, people experienced a consistent staff team who knew them well and we observed that staff worked in a positive and calm manner. This ensured people benefited from a warm atmosphere because there were good working relationships.

People experiencing care said:

"Very good support from the carers."

"Staff make you feel at home."

"I am happy about staying here."

"I am quite content, very good support from the carers."

Staff were attentive and people were enjoying unhurried mealtimes in a relaxed atmosphere. Decent quality meals were available for people. People were being encouraged to eat and support with eating and drinking was undertaken in a dignified way. There was a varied range of snacks which were accessible to people.

Medication administration was well organised with regular audits to ensure that people experienced safe and effective medication. Where appropriate, people were able to have as much control as possible with their medication. Health issues of people experiencing care were being well monitored. People were supported and cared for sensitively by staff who anticipated issues and responded to any signs of deterioration in their health and wellbeing. The service was making referrals to health professionals promptly and following advice given.

Relatives' comments included:

"I feel like I can speak to anyone about my concerns."

"Carers are very attentive and kind."

"Very good care."

"The leadership is so welcoming when you arrive at the door."

The staff actively encouraged people to engage in meaningful activities. Staff were spending one-to-one time with people to chat or undertake an activity, this is especially important for people who spend a lot of time in their rooms, have advanced dementia or receive few visitors. There were a variety of activities available including gentle exercises to assist people's flexibility and mobility. The service was engaged with the local community through visits to church, bowling club and village hall for music. There were also visiting musicians and weekly outings using their minibuses. This kept people stimulated, engaged with interests and connected to the community.

People's comments included:

"Very happy with staff and activities."

"Outings and activities helped with my grief."

"Delighted to see my mother enjoying herself."

How good is our setting?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the quality of the physical environment and cleanliness.

The setting was well-designed and fit for purpose. People's bedrooms and communal areas were clean and tidy, though retained a welcoming and homely setting. The furnishings and equipment were in good condition. The environment promoted orientation with clear signage using pictures and text as well as colour contrast on toilet seats and rails.

People's rooms were comfortable with personal decoration. There was an enclosed well-maintained garden with colourful flower beds, plenty of seating and paths which were easily accessed from the spacious activities room. The garden and activities room were being well-used by people.

Laundry was being well managed. Equipment used to assist people to move was in good condition. There were arrangements in operation for maintenance of the premises and the equipment to ensure residents are safe. This ensured people experienced an environment that has been adapted, equipped and furnished to meet their needs and wishes.

People's comments included:

"The home is comfortable."

"The home is a nice environment."

"Laundry is absolutely first class."

"Good team of cleaners that come in every day."

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
1.1 People experience compassion, dignity and respect	5 - Very Good
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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