

Blenham House Care Home Care Home Service

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Edinburgh
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Telephone: 01314 589 820

Type of inspection:
Unannounced

Completed on:
10 March 2026

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

Service provider number:
SP2003002451

Service no:
CS2006140016

About the service

Blenham House is a care home for older people. It is registered for 60 places and has registered nurses and carers who support and care for people. The provider of the service, Randolph Hill Nursing Homes (Scotland) Ltd also has other care homes across Scotland.

The accommodation includes 60 single ensuite rooms over three floors, which have stair and lift access. Each floor has dining rooms and lounges for people to use. Central areas on each floor were also available with communal bigger spaces for events. There is an enclosed secure garden to the side.

56 people were using the service at the time of our inspection.

About the inspection

This was an unannounced inspection which took place between 9 and 10 March 2026. We provided feedback to the manager on the 10 March 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 10 residents and 13 of their relatives.
- Received comments from 15 residents and 16 relatives through our online survey.
- Spoke with 11 staff and management. Plus, a further 11 from our online survey.
- One health professional provided us with their views of the service they work closely with.
- Observed staff practice and daily life.
- Reviewed a range of documents.

Key messages

- People praised the quality of the staff who supported them.
- We observed positive, respectful, and natural interactions between staff and those being supported.
- People enjoyed participating in the variety of activities available.
- Staff displayed a strong sense of duty of care towards people.
- People's personal plans were of very good quality and person centred to their individual needs.
- Staff were responsive to any change in people's health and wellbeing, liaising with external health professionals where appropriate. This was supported by effective clinical oversight.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had an effective and well completed self-evaluation that was reflective of our findings.

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

| | |
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| 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 made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

Staff consistently demonstrated genuine care, dignity and respect when interacting with people, creating an environment where people felt valued, listened to and safe. Their warm, compassionate approach reflected the core principles of the Health and Social Care Standards. Staff took time to understand individual needs, offered reassurance with kindness, and upheld each person's rights and choices, fostering a culture where wellbeing and meaningful connection were at the heart of practice. One person told us, "I am treated well by the care team".

High levels of staff consistency and the absence of the need to use agency staff, resulted in very positive working relationships being established between staff, the supported people and their relatives.

People had the opportunity to participate in a number of meaningful activities planned for the week, either in groups or on a one-to-one basis. The programme was varied and included events within the home and out in the local community. In addition to the use of a minibus, relatives were also able to make use of a pool car provided by the service, to support relatives to take their loved ones out for the day.

Staff demonstrated a good knowledge of people's needs, through detailed agreed personal plans and support guidance, which was current and reflected people's health and wellbeing needs. This meant people could be confident staff supporting them were well informed and worked consistently to help them achieve the outcomes they had identified. A person told us: "Overall I am happy with the way my wellbeing is cared for".

There was good clinical oversight of people's care and nursing needs. Staff responded appropriately and liaised with external health professionals when required. They were knowledgeable about people's support needs and relatives spoke positively about the care their family members received. One relative told us: "Staff are very easy to speak to and will follow up any concerns quickly and with a great deal of understanding. I am confident that any issue, whether big or small, will be attended to in a thorough, professional manner".

People benefitted from a caring and committed staff team, who worked well together and demonstrated a genuine focus on supporting people's wellbeing. Staff described a positive atmosphere within the home, where teamwork is strong and morale is good.

We looked at the medication records, and whilst we had no concerns with regards to the administration of medication, we felt the structure of the associated records could be a little tidier to support easy access.

Through our discussion with people, their relatives and staff, we learnt Blenham House was a high performing care home, delivering very good care to people. The staff strived to ensure people experienced high quality and responsive care in a warm and friendly environment, with a strong person-centred approach.

How good is our setting?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

People benefited from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space to meet their needs and wishes. The environment was relaxed, clean, tidy and generally looked-after, with no evidence of intrusive noise or smells.

People were able to choose freely between spending time in private spaces or using the communal areas, depending on their preferences and needs. They were supported to enjoy privacy whenever they wished, and staff respected these choices.

There were clear planned arrangements for regular monitoring and maintenance of the premises, and the equipment to ensure people were safe. Staff carrying out housekeeping and cleaning in the home were familiar with required environmental and equipment decontamination. This included the safe management of linens, uniforms and waste.

During the inspection, we advised the manager to secure specific staff-only areas, to enhance safety and reinforce infection prevention and control practices.

We identified that the first risk assessment for the service had not been reviewed since 2024. We advised the manager to liaise with a suitable external professional for the document to be reviewed, to ensure it remains fit for purpose. We had confidence that this would be addressed.

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

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| 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? | 5 - Very Good |
| 4.1 People experience high quality facilities | 5 - Very Good |

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