

Muirfield Nursing Home Care Home Service

Hall Crescent
Gullane
EH31 2HA

Telephone: 01620 842 116

Type of inspection:
Unannounced

Completed on:
22 September 2026

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 50 people experiencing care with the service during the inspection. Accommodation is provided on four floors in single bedrooms, each with an en suite 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 15 and 16 September 2026. 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, complaints and intelligence gathered.

We evaluated how well people's health and wellbeing was supported as well as the leadership and their quality assurance practices.

To inform our evaluation we:

- spoke with 13 people experiencing care, two relatives and received 32 questionnaires
- spoke with 12 staff and two managers and received 26 questionnaires
- contacted five 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 satisfied with the quality of the care and support.
- Staff interacted warmly and respectfully with people and worked together in a positive and calm manner.
- End of life care needed to improve, with more detailed care plans and recording of comfort checks by staff.
- 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?	4 - Good
How good is our leadership?	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?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several 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. 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, "I am happy here and everyone is so nice," "They are kind and caring" and "I am being looked after very well."

This inspection involved a complaints investigation (case number 2026147261) which concluded an area for improvement was needed for end of life care, specifically that care plans needed to be detailed in the care and support being provided and thorough recording was needed for people's repositioning in bed, personal care and comfort checks for their dignity and wellbeing. The manager told us they were planning palliative care training and discussions for the staff team to update their knowledge on end of life care and support.

During the inspection, comfort checks and health issues of people experiencing care were being well monitored. The medication systems and processes which were in place were robust and we were satisfied stock levels were appropriate. Medication administration was well organised with regular audits to ensure that people experienced safe and effective medication. People's bedrooms and communal areas were clean and tidy, though retained a welcoming and homely setting.

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.

Relatives said that "All staff are very pleasant," "Very approachable and always on hand to help" and "Staff are busy but make time for residents and are kind and caring."

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 the church and village hall. There were also visiting musicians and a couple of outings a week using their minibus. This kept people stimulated, engaged with interests and connected to the community. People's comments included, "There is so much going on" and "The activities team are inclusive, friendly and fun."

How good is our leadership?**4 - Good**

We evaluated the service as operating at a good level for this key question. There were several strengths with the leadership and quality assurance.

People we spoke to considered that management were accessible and responsive. The service sought feedback from people experiencing care and relatives through satisfaction surveys and meetings.

Any incidents were reported thoroughly with actions on improvements where needed. Regular quality audits had started again with the new manager being in place, such as medication, dining experience and the environment. The service had an up to date improvement plan to show what improvements have been identified, what difference these changes will make to the people using the service and the timescales. This ensures that there is a culture of continuous improvement for people experiencing support.

Leadership comments from people experiencing care included, "Everything is managed well and I feel I can trust everyone," "I feel anything I say will be taken into account" and "Run very smoothly and I feel settled."

Complaints

Please see Care Inspectorate website (www.careinspectorate.scot) for details of complaints about the service which have been upheld.

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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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