Ashley Court Care Home
Care Home Service

33 Craighouse Terrace
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Telephone: 01314 472 345

Type of inspection:
Unannounced

Completed on:
17 November 2026

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

Service provider number:
SP2003002451

Service no:
CS2003010612

About the service

Ashley Court Care Home is registered with the Care Inspectorate to provide care for up to 50 older people. The service is operated by Randolph Hill Nursing Homes (Scotland) Ltd and is located in a residential area within Morningside, Edinburgh, close to local amenities and transport links.

Accommodation is provided across three floors, with bedrooms of various sizes and en suite facilities. Each floor has dining and sitting areas and is accessible by stairs and lift. A ground floor conservatory provides access to a secure garden.

There were 48 people living at Ashley Court Care Home at the time of this inspection.

About the inspection

This was an unannounced inspection which took place on 15, 16, and 17 November 2026, between 09:00 and 22:00. The inspection was carried out by two inspectors from the Care Inspectorate. An inspection volunteer also contributed to the inspection. Inspection volunteers work alongside inspectors, drawing on their own experience of using services or caring for someone who has. They speak with people and their families to gather their views about the service.

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 26 people who live at Ashley Court and received feedback from four people via our questionnaire
- spoke with six family and friends and received questionnaires from 18 relatives and representatives
- spoke with 19 staff and received questionnaires from 10 staff
- spent time in the home and with residents, observing practice and daily life
- reviewed service documents
- received feedback from two supporting professionals.

Key messages

- People experienced kind, responsive care that supported their health, wellbeing, and individual needs.
- People's health and wellbeing were well supported, with timely healthcare and effective management oversight.

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

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 the care provided and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

People and relatives expressed high levels of satisfaction with the care provided at Ashley Court. Staff were described as attentive and kind. Some people had experienced improvements in their health and wellbeing since moving into the home. One resident said, "I am very happy with the care, staff are really good and tend to my needs," while another said, "I am well cared for." A relative told us, "My relative has improved in both mood and physically from the minute they moved into the home." Another said, "[My relative] is very well looked after with patience and understanding. [My relative] is always treated with kindness and respect and seems very content." This provided reassurance that people experienced kind, responsive care which supported their health and wellbeing.

People experienced meaningful and inclusive activities that supported participation, social contact, and belonging. People spoke positively about the variety of activities available. Interactions were responsive to people's communication needs, including support to use their preferred language while remaining involved. Feedback from people and relatives informed activity planning. Further evaluation would help demonstrate how activities contributed to people's wellbeing.

People's health and wellbeing were well supported. Staff were knowledgeable and responsive to changes in people's health. Appropriate medical advice was sought when needed, supported by good relationships with health professionals. Incidents and events were reviewed, with learning used to inform and improve practice. Effective management oversight provided assurance that people received appropriate and timely healthcare.

People were well supported to maintain good nutrition. Meals were nutritious, balanced, and enjoyed by people. Weight and dietary intake were monitored, with professional advice followed where required. Staff provided unhurried assistance, contributing to positive mealtime experiences. While meals were chosen in advance, alternatives were available if people changed their minds. These approaches supported good nutrition and people's overall wellbeing.

A structured pain assessment was supporting earlier recognition and more effective management of pain. Wider use was planned to support consistent and timely responses when people experienced pain.

Medication was managed safely, supported by established electronic records and regular audits. People were involved in decisions about their medicines. However, some creams were not dated when opened, creating a risk that they could be used beyond recommended timescales. Management responded promptly, strengthening checks to support safe use and appropriate disposal.

Personal plans reflected people's health, wellbeing, and support needs. Regular assessments, monitoring, and reviews helped ensure support remained responsive. Input from health professionals further informed practice. This meant staff had the information needed to provide appropriate and timely care and support.

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

The manager should ensure all people are encouraged and supported to participate in meaningful activities if they choose to. This includes people who may be less mobile or confined to their bedroom due to their support needs. In addition, the programme of activities available to people should encourage a focus of physical activity, to support physical wellbeing. The manager should refer to the Care Inspectorate's Care About Physical Activity (CAPA) for further guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical, and learning activities every day, both indoors and outdoors' (HSCS 1.25).

This area for improvement was made on 4 November 2025.

Action taken since then

People had access to a varied programme of activities across the week, including weekends. Activities reflected different interests and included opportunities to support physical activity and wellbeing.

People spoke positively about activities and we observed people enjoying relaxed and sociable group activities. We heard of organised physical activities and how people were supported to move around the home. Families were also positive about opportunities available and how people were encouraged to participate.

Individual support was planned for people unable to participate in group activities. We heard that activities were offered within people's rooms, ensuring opportunities remained accessible to everyone.

The service remained committed to monitoring activities and meaningful engagement, particularly for people who spent more time alone.

This area for improvement has been met.

Previous area for improvement 2

The manager should conduct a comprehensive review of staff deployment across all areas of the home, considering peak times and ensuring appropriate coverage during staff breaks.

This should take into account the following:

a) Staffing levels are appropriate to the care needs of people.

b) Staffing level assessments take into account the additional staff time for the completion of relevant care related documentation.

c) Time is considered to ensure people have meaningful connections with staff and the care received is not solely task-based.

d) Implementing systems to monitor and evaluate the effectiveness of staff deployment.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My needs are met by the right number of people' (HSCS 3.15).

This area for improvement was made on 4 November 2025.

Action taken since then

Staffing levels were informed by dependency assessments and planned to meet people's needs. Monitoring by management indicated staffing levels above those identified through these assessments.

People and relatives spoke positively about staff and the quality of their interactions. We observed warm, respectful, and supportive interactions, with care provided in an unhurried and personalised way.

The service was committed to continuing to monitor and evaluate response times and the quality of interactions. This would help ensure people receive timely support and meaningful engagement alongside their care needs.

This area for improvement has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot.

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

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