

# Randolph Hill Nursing Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
13 February 2025

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

**Service provider number:**  
SP2003002451

**Service no:**  
CS2003011601

## About the service

Randolph Hill is a care home for 60 older people. The service is provided by Randolph Hill Nursing Homes (Scotland) Ltd and has been registered to provide care since 2002. There are enclosed garden grounds and car parking is available at the front and side of the home. The home has two floors with stair and lift access. Each floor has three suites. There is a lounge and dining areas in each, with two suites sharing an L shaped lounge on the ground floor. There are various small sitting rooms available to people living in the home with opportunities for private or small group visiting. There were 55 people living in Randolph Hill at the time of our inspection.

## About the inspection

This was an unannounced which took place from 11 - 13 February 2025. 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:

- received feedback from and spoke with 28 people using the service and 24 of their family
- received feedback from and spoke with 25 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from and spoke with 3 visiting professionals.

**Key messages**

People living in Randolph Hill and their families were very happy with the care and support they received.

People could be confident that any new health needs would be quickly addressed because the service had developed good relationships with other health colleagues and specialist professionals.

People could be confident in the staff team because they were motivated, worked well together and had formed good relationships.

The staff team were invested in supporting people to achieve good outcomes.

**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 staff team?	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 aspects of care and support and how these supported positive outcomes for people, therefore we evaluated this key question overall as very good.

We saw interactions between people and staff that were kind and respectful and we could see that staff were genuinely fond of people and knew them well.

People looked well presented and were well supported with care needs, where staff paid particular attention to each individual's preferences. One person told us "there is nothing I would like to change about my care in Randolph Hill. I always receive a fantastic quality of service with full dignity and respect" while a relative said "the carers take time to know my relative and pay attention to details that matter to them."

Where people needed support with medication we saw that there were safe systems in place and good oversight of medication practices. Supplementary charts were up to date throughout the day and we could see that people were regularly receiving topical medication as prescribed. There was good oversight of food and fluid intake and repositioning, when required, was timely and well documented. When there were issues with skin integrity, we could see a robust process for assessment and treatment and this was well monitored across the nursing and leadership team.

People and their families were complimentary about the food and we could see that there was good oversight of people's nutrition and weight. Mealtimes were relaxed and followed good practice guidance about eating and drinking well.

Feedback from external professionals that support the home was very positive and people could be confident that any new health needs would be quickly addressed because the service had made good links with healthcare professionals for example, dietician, podiatrist and tissue viability nurses and requested specialist support when required.

## How good is our staff team?

5 - Very Good

We found significant strengths in aspects of staffing and how these supported positive outcomes for people, therefore we evaluated this key question overall, as very good.

Many staff had been employed in the service for a long time and because of this staff knew each other well and had developed good working relationships. People benefitted from this because staff worked well together.

There was respectful communication within the team and feedback about staff was positive with people complimenting staff on their approach and kindness. People and their families spoke highly of staff and how they helped achieve very positive outcomes for them. One person told us that "the staff are very kind" while a relative said "as well as looking after the residents, all staff are sensitive to the needs of relatives and show a great deal of empathy and support."

When we reviewed staffing arrangements and dependency levels we could see that there was sufficient staffing to meet people's needs. The management team had a robust process in place to review people's dependencies and were very flexible with staffing arrangements to meet changing needs. People could be

confident that staff were available to meet their needs because the service had developed a system to identify staff responsibilities and arrange staff breaks to ensure that support for people was maximised at the times when people most needed it.

## 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

To ensure that people are supported well, and to reflect their individual needs, rights, choices and wishes, the service should ensure that care planning takes account of good practice guidance. This should include, but is not limited to ensuring that:

- a) people's personal plans are regularly reviewed and changed where necessary to direct care based on people's current situations;
- b) all risk assessments are accurate and updated regularly; and
- c) supplementary charts are completed timeously, then reviewed and evaluated by suitably experienced staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 3.07); and 'I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.' (HSCS 3.08).

**This area for improvement was made on 22 June 2023.**

#### Action taken since then

We reviewed this area for improvement during this inspection. The service was making good progress to improving care plans. The information about people was clear and reviews were regular. Supplementary charts were completed well and provided good information.

When risk assessments were updated it did not inform the care plan and this was particular around people who were at risk of falling. The service has a plan for further improvement and we will review this again at our next inspection.

### 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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	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

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