

Viewpark Care Home Service

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Type of inspection:
Unannounced

Completed on:
27 August 2026

Service provided by:
Abercorn Care Ltd

Service provider number:
SP2003002437

Service no:
CS2007162742

About the service

Viewpark is a care home for older adults located in the Portobello area of Edinburgh. The home has been registered with the Care Inspectorate since October 2007.

At the time of the inspection 19 people were experiencing care in the service.

About the inspection

This was an unannounced inspection which took place on 19 and 21 August 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 six people using the service and two of their friends and family,
- spoke with five staff and management,
- spoke with one visiting professional,
- considered care survey questionnaires completed by eight people, eight relatives, 28 staff and four visiting professionals,
- observed practice and daily life, and
- reviewed documents.

Key messages

- People received care that met their needs and protected their safety, wellbeing, and rights.
- People experienced warm and responsive care from staff who knew them well.
- People's wellbeing benefitted from regular physical activity and meaningful connection.
- The service worked well with other professionals to support people's health.
- People experiencing care and their relatives reported having a very positive care experience.

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

We received feedback from people and their families that was very positive. One person experiencing care said, "This is an excellent home." A family member commented, "My [relative] is so well cared for and respected." This meant that people could be confident they would receive quality care and support.

We observed staff interactions that were attentive and caring. One relative told us, "It's a great team and it's very much the same members as a year ago, really nice to always see familiar faces who know us by name." This showed that people benefitted from a staff team who knew them well.

People's health needs were supported by nursing staff who were available at all times. The service engaged well with other professionals, with referrals made when specialist or additional support was needed. A range of professionals visited the home. One told us, "If anything needs doing staff are very good at picking up on this." This demonstrated that people's health and wellbeing benefitted from having access to the right support at the right time.

Everyone had a personal plan which provided staff with the information they needed to provide care. Additional risk assessments were in place when required, with a range of clinical tools used to ensure people's health and wellbeing was appropriately monitored. Communication between the team was effective, with daily handovers that reviewed any changes in people's health. This meant that people received responsive care and treatment.

Medication storage, administration, and recording was well managed. The manager completed a range of medication audits as part of regular quality assurance processes. Staff supporting medication administration had up to date training. The use of prescribed creams was recorded well, with body maps in place to direct staff how to apply these correctly. When people needed 'as required' medication, there were clear protocols in place to ensure these were used appropriately. This meant that people could have confidence in staff who supported them with medication.

Families we spoke with told us they were kept up to date with any changes in their relatives' health. One person experiencing support said, "I get really good care here. They always involve me in any changes about my care." This evidenced that people and their representatives were supported to make informed decisions about their health and care.

A range of meaningful and fun activities was on offer to encourage physical activity inside the home, in the garden and in the local community. This meant that people benefitted from support to maintain mobility and independence.

People could choose to have their meals communally or in their own room. The dining room was pleasantly decorated with a pictorial menu displaying the choices available. If people did not want the main meal on offer, alternatives were readily available. Staff worked well together to ensure people received the support needed to eat and drink well. Drinks and snacks were available at all times, and visitors could make use of tea and coffee making facilities. This meant that people benefitted from positive mealtime experiences.

The chef was knowledgeable about people's dietary requirements and individual preferences. People were invited to regular focus groups where new additions to the menus were discussed. People told us that they enjoyed the food. One person said, "I've had the best homemade soup. Just how I like it". This showed that people were able to participate in menu planning and choose food they enjoyed.

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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