

63150

Request for copies of the following recorded information in regard to a complaint regarding Nuffield Health Edinburgh Chesser Fitness & Wellbeing Centre, 15 New Mart Road, Edinburgh EH14 1RL:

The Environmental Health inspection report produced following the inspection on 10 April 2026.

Any inspection notes, aide memoires, notebooks, photographs, checklists or other records created by the inspecting officer during or following that inspection.

The document or report left with Nuffield Health at the conclusion of the inspection requesting further documentation.

The letter or email sent by the Council to Nuffield Health requesting further information following the inspection, and the 'full and detailed response' received from the Operations Manager (Wellbeing) referred to in the Council's email of 19 June 2026, together with any attachments.

Any health and safety documentation supplied by Nuffield Health in direct response to that request.

The complaint case record and closure record for reference 983214 (case chronology and outcome only), with any third-party personal data redacted.

[Please see the information attached.](#)

The final assessment, decision record, or closure note recording the Council's conclusion on each of the following matters raised in my original complaint of 30 March 2026, and whether any enforcement action, improvement requirement, or advisory letter was issued in respect of each:

- emergency call button failure

[It was confirmed that a quote was requested for replacement of the defective sauna emergency alarm in March 2025, which was approved in May and replacement of the alarm system was completed by the middle of July 2025.](#)

- lifeguard supervision failures;

[It was explained that the two reported incidents of alleged lifeguard supervision lapses on 9 February and 2 March 2026 were not lapses but identified as being at a relief crossover when the duty manager was present to allow the lifeguard to take their break.](#)

- pool temperature monitoring and thermometer calibration;

Pool temperature records were inspected for April 2026 and showed readings of 28C. It was explained that lower readings were monitored during November and December 2025 but did not drop below 27C.

Nuffield acknowledged that the old temperature probe had fallen out of calibration and a new calibrated digital temperature probe was purchased in early December 2025 to ensure the accuracy of monitored water temperatures going forwards. This probe was seen at the time of inspection.

- absence of a Building Services Engineer;

The Building services engineer who the officer met on 10 April 2026 was relatively new in post and prior to this it is understood that there was a period of several months when the post was unfilled.

- handling of the reported physical assault;

the alleged physical assault was not investigated as it was considered to be a Police matter.

- alleged retaliation against a whistleblower.

The officer received no information during the inspection visit which suggested that this had happened.

Confirmation of whether any enforcement records, improvement requirements, advisory letters, or follow-up actions were issued as a result of the investigation, and if none were issued, confirmation that this is the case.

The following was requested in the officer's report which was left at the end of the visit on 10 April 2026

an updated version of the HS23 Water Safety Plan
an updated version of the L8 Legionella Risk Assessment
and enquired if there was a specific Pool Technical Operations Procedures Manual for the facilities at Nuffield Edinburgh Fitness & Wellbeing Centre in addition to the generic STA pool Plant Operations Resource Manual.

Copies of the requested documents were received on 22 April 2026 and are attached.