

Livingston Home Reach Care Home Service

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Type of inspection:
Announced (short notice)

Completed on:
9 October 2025

Service provided by:
Livingston Home Reach Ltd

Service provider number:
SP2003002641

Service no:
CS2003011193

About the service

Livingston Home Reach is situated in a residential area of Deans in Livingston, West Lothian. It benefits from access to local shops and bus routes within walking distance of the property. It is a small family run care home for adults with a learning disability.

Accommodation is split over two properties. The first is a five bedroom terraced house over two levels. One of the bedrooms has an ensuite bathroom and there is a shared bathroom upstairs. There is a large extension to the rear which is used as a dining/social and office space with door opening on to the garden.

The second property is a bungalow a few streets away from the main house. It comprises two bedrooms, an open plan kitchen/diner and a bathroom/wet room. There is also a garden with seating to the rear.

About the inspection

This was a short notice announced inspection which took place on 7 October and 8 October 2025. The inspection was carried out by two inspectors 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 and spent time with six people using the service and two of their family
- Spoke with two staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People were supported by a consistent staff team who had developed meaningful relationships with them.
- The environment was clean and homely and clearly supported people to live independently.
- People were at the heart of decision making within the care home and were encouraged to make their own choices.
- Staff supported people to participate in activities out with the care home on a daily basis which kept them active, promoted well being and encouraged relationships with the wider community.
- Further work was required by management on quality assurance and how this can be used to drive improvement within the service.

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

We observed people being relaxed and comfortable in the company of staff and within their environment. Staff interactions were supportive, warm and meaningful. People were treated with respect and as individuals and everyone was valued. Most of the people had lived within the home for many years so staff knew them very well and could respond to any changing needs and there was a real family feel.

Referrals to relevant health professionals were being made and people's changing needs were being assessed. People benefitted from support from relevant health professionals when required and the service had good relationships with the local GP practice. At the time of inspection, individual reviews were taking place with the social work department to assess ongoing needs and support. We observed people being at the heart of these reviews with their values and opinions being sought. Visiting professionals told us that the manager always involves the person in any discussions about their care and support and promotes their independence. This meant that people were listened to and individual needs, wishes and choices respected.

People were being encouraged and involved in taking their own medicines when able and had as much control as possible. A well documented medicine management system was in place with oversight to ensure any issues were identified promptly and actioned. This meant that people could be assured that good standards of medication management were being applied.

Care plans were respectfully written with regular reviews and involved people in any decision making. People were being supported safely through specific risk assessments which were individualised to their needs and promoted independence whilst taking account of risk. This meant that staff had the most up to date information to support people well and ensure positive outcomes.

Health and wellbeing were well supported. People were encouraged to move regularly and keep physically fit and active with some people excited to tell us about their gym memberships and enjoying swimming regularly. One-to-one activities and group activities within the home and in the community were enjoyed. People were excited to tell us all about the day centres, groups, employment and links to the local community that they had. Group holidays were a real pleasure and highlight for people and we could see how they were involved in the planning and loved to reminisce about the places they visited. Following some changes to people's daily activities, the service were pro-active in seeking out other alternatives which people showed interest in and supported them to attend and integrate with others. This meant that people chose how to spend their time doing what matters to them, developing their skills and interests and getting the most out of life.

People had regular access to food and drink and were fully involved in the meal planning, preparation and cooking where able. Menus were well put together with a focus on well balanced nutrition with a range of fruit and vegetables included but took account of people's preferences. The dining experience was relaxed, calm and comfortable which meant people could enjoy their meals and that the food and drink provided met their needs and wishes.

We discussed with the manager the need to review and update policies regularly to ensure quality of care, provide clear guidance to staff and promote safety and dignity. The manager was very responsive to our discussion and agreed to update all existing policies to ensure they are reflective of relevant guidance, evidence and good practice.

How good is our setting?

5 - Very Good

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

People benefitted from a setting which was the right size for them and experienced small group living within the community. The environment was very comfortable, homely and welcoming with natural light and fresh air. Each person had their own room which was decorated to their own personal taste with their own furniture and belongings and they took pride in their room, enjoying privacy when they so wished. People were encouraged to clean and maintain their own rooms and communal spaces as well as maintain the garden, promoting independence and a sense of achievement. Staff were respectful of people's belongings and environment.

The extension to the rear of the building allowed people to enjoy a large communal space which was used as a dining/office and socialising area with easy access to the well maintained garden and covered seating area. People told us about having BBQ's in the garden and enjoying spending time there. This meant that people could benefit from an environment that was right for them and met their needs and wishes.

The service had assessed the ongoing mobility needs of the people and had recently bought a bungalow a short distance from the main property which allowed for living on one level. The fixtures, fittings and decoration were to a very high standard with a small well maintained garden and seating area to enjoy. The plans for this property had been fully discussed with people and ongoing efforts have been made for integration within both houses.

People benefitted from a home which was clean, tidy and well maintained. Cleaning schedules were in place and staff were clear on their roles and responsibilities around cleaning. An environmental plan with a refurbishment programme was in place which included kitchen and bathroom replacement and redecoration with new flooring in people's bedrooms. Steady progress had been made with this plan and recent maintenance to the kitchen and bathrooms had ensured fixtures, fittings and surfaces were water tight and able to be cleaned effectively. This meant that people are protected from the spread of infection. Relatives told us that there had been improvements in the setting over time and that the manager was committed to carrying out work to enhance and improve the home. This had created a bright, warm and homely environment for people.

There were arrangements in place for regular maintenance and monitoring of the setting to ensure it is well-maintained and kept safe for people. The manager was progressing with regular auditing of the environment and agreed to add in additional checks to ensure full oversight and action required as quickly as possible of any omissions. We were confident that this would be put in place and people could be assured that the premises were safe.

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 enhance the culture of continuous service improvement, the provider should implement a plan to support the service to achieve a consistent approach to assessing and monitoring service provision.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This area for improvement was made on 18 August 2022.

Action taken since then

We saw that some audits were taking place and that a service improvement plan had been created with some actions having been completed. These however, were not planned formally and had not been implemented in a consistent way which would enable us to observe continuous improvement. We discussed with the manager how they could drive improvement moving forward.

We also discussed how the manager could further improve and record actions and outcomes from quality assurance activity. To further meet people's outcomes, the service should use this information to inform the service improvement plan with timescales and updates when achieved. When we spoke to the manager, we were confident in their plans to address this.

This area for improvement has not been fully met and will be extended and reviewed at the 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.

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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