

West Lothian Supported Living and Outreach Support Service Housing Support Service

1 Tartan House
Jarvey Street
Bathgate
EH48 4AD

Telephone: 01506527185

Type of inspection:
Unannounced

Completed on:
25 November 2025

Service provided by:
Wheatley Care

Service provider number:
SP2006008236

Service no:
CS2019378297

About the service

West Lothian Supported Living and Outreach is a support service with office bases in Bathgate and Livingston, and provides support to people living in their own homes in the West Lothian area. The service was registered with the Care Inspectorate on 31 March 2020 and is provided by Wheatley Care. The service is provided by a team of health and wellbeing co-ordinators, assistants, team leaders and a manager.

The aim of the service is:

"To empower and enable people to develop and build their independence with regards to daily living skills, as well as promoting positive health and wellbeing. At the heart of this, there is a team of passionate, caring, and professional staff who will help guide, mentor and treat individuals with the dignity and respect they deserve".

About the inspection

This was an unannounced inspection which took place from 17 to 25 November 2025. The inspection was carried out by one inspector from the Care Inspectorate supported by an inspection volunteer. The inspection volunteer role is to speak with people using the service and their families and gather their views.

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 14 people using the service and four of their relatives
- received feedback from and spoke with 15 staff and management
- observed practice and daily life and reviewed documents
- received feedback from professionals who were involved with people supported by the service.

Key messages

- People benefitted from warm and trusting relationships with staff because staff knew them well.
- The service was focussed on health promotion and supported people with important health screening appointments.
- People could be confident in their support because care plans were very person-centred and detailed about people and their aspirations and preferences.

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 well is our care and support planned?	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.

Staff knew people well and we saw nice warm relationships. People spoke of staff as 'like family' and told us that they appreciated their support, particularly from staff that they had known for some time and most people thought that their wellbeing was improved because of the support they received. One person said, "Staff treat me very well" and "When I need help staff always find a way." Another person said that the staff always, "Listen to them about what they want done."

We saw examples of staff encouragement and support with independence, respect for people's dignity and empowerment to live as they wish within their communities. Staff also supported with advice and ideas about good nutrition and when people were supported with medication it was well managed with good governance and oversight.

People had control of their own health and wellbeing wherever this was possible and were enabled to make informed health and lifestyle choices that contributed to positive health. Where needed, staff supported people well with healthcare including support to medical appointments. One relative told us, "(My relative) couldn't survive in the community without their support".

How well is our care and support planned?

5 - Very Good

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

People benefitted from all staff understanding them well because individual care plans were well written and had clear outcomes that reflected people's aspirations and preferences and were written respectfully.

The plans were centred around each individual with clear descriptions and explanations of the type of support each person needed and preferred. The service focussed the plans on meeting people's outcomes and people were very involved in developing their plan.

The layout of the care plans meant that important information was easy to find and the plans were detailed and held current information including appropriate risk assessments. This meant that any new staff could find out what was important to people very quickly and support them accordingly. There were robust systems in place to make sure that the plans were regularly reviewed and kept up-to-date.

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 well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.