

Lomond View Care Home Care Home Service

Lomond View Care Home
Falkland
Cupar
KY15 7AR

Telephone: 01337 857 521

Type of inspection:
Unannounced

Completed on:
19 November 2025

Service provided by:
Holmes Care Group Scotland Ltd

Service provider number:
SP2020013480

Service no:
CS2023000108

About the service

Lomond View Care Home is a well-established care home for people over the age of 65, situated in the residential area of Falkland, Fife. It is close to local transport links, shops and community services.

Each floor has its own communal sitting and dining areas and a passenger lift. Bedrooms are all ample size and have en suite toilet and shower facilities. The home benefits from well kept, landscaped surrounding garden areas, with garden seating available for residents' use.

The service is provided by Holmes Care Group Scotland Ltd.

About the inspection

This was an unannounced inspection which took place on 19 November 2025. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection, we reviewed information about the 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 management and reviewed documents.

Key messages

Areas of quality assurance and oversight had been improved since our last visit.

Anticipatory care planning and relevant documentation had improved.

Staff development of knowledge and understanding surrounding palliative/end of life care has improved.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 19th November 2025, the provider must demonstrate that personal plans record all risks, health, welfare and safety needs in a coherent manner which identifies how needs are met when delivering palliative and end of life care.

To do this, the provider must, at a minimum:

- a) Prepare palliative/end of life care and support plans with the full consultation of the person receiving care and/or their representative. These should be regularly reviewed and kept up to date.
- b) Ensure that staff know policies and palliative/end of life current best practices and for these to be effectively implemented.
- c) Ensure staff receive appropriate training to manage palliative/end of life medications and recognise, and respond to, the signs of pain and uncontrolled end of life symptoms.
- d) Implement a system for management to audit and review palliative/end of life care interventions and take appropriate action to address any avoidable delays in treatment.

To be completed by: 19 November 2025

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulations 2011(SSI 2011 / 210)

This is to ensure care and support is consistent with Health and Social Care Standard 4.14: My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

This requirement was made on 19 September 2025.

Action taken on previous requirement

The management has supported staff to complete structured training workbooks on end-of-life care and pain recognition and management. Staff learning and understanding were evaluated following this training.

Quality assurance processes have been developed, including pain matrix records and pain assessment tools. These tools have been effective in monitoring and supporting pain management for people living in the service and providing management oversight.

At the time of our visit, there were no people living in the service receiving palliative or end-of-life care. However, we reviewed a sample of anticipatory care plans, which demonstrated detailed and meaningful care and support planning, including consultation with the person and/or their relatives.

The service continues to engage with external health professionals to arrange further training and support for staff regarding palliative and end-of-life care and the development of anticipatory care plans. Training for palliative care champions is scheduled to start at the beginning of next year.

Met - within timescales

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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