

2 The Steading Care Home Service

2 The Steading
Humbie Farm
Kirknewton
EH27 8DS

Telephone: 01506 885 423

Type of inspection:
Unannounced

Completed on:
22 December 2025

Service provided by:
Real Life Options

Service provider number:
SP2003001558

Service no:
CS2011303448

About the service

2 The Steading is a care home which provides care and support to people who have learning disabilities. The service is provided by Real Life Options and comprises of two neighbouring houses. The accommodation is situated in a rural crofting area near Kirknewton in West Lothian.

Care and support is available 24 hours per day and provided by a team comprising of a registered manager, team leaders, and support staff.

There were seven people living at 2 The Steading at the time of this inspection.

About the inspection

This was an unannounced inspection which took place on 16, 17, and 19 December 2025. 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:

- received feedback from six people receiving a service
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- received feedback from visiting professionals.

Key messages

- People received respectful support from staff who were kind and attentive.
- Support was guided by personalised plans that were informative and easy to understand.
- The cleanliness of the home and refurbishment of the environment needed improvement to ensure a clean, comfortable, and safe environment for people.

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?	4 - Good
How good is our setting?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People were treated with respect. We observed staff offering support with kindness and understanding. We observed that people appeared at ease and comfortable living at 2 The Steading.

Personal plans and risk assessments were in place for each person. These were individualised, with accurate information guiding staff about how to deliver support safely while respecting people's preferences. Regular reviews were ensuring staff had the right information to support people appropriately.

Staff were well trained. Training was up-to-date and equipped the team with key skills and knowledge to provide effective support. Staff knew people well, which enabled them to recognise and respond quickly to changes in people's wellbeing. The service was working with other health and social care professionals, seeking guidance and agreeing changes to the care provided.

Information about people's health and wellbeing was well documented and we could see that staff knew when to involve health professionals, and that they did this without delay. Professionals told us that the service was seeking assistance and support where they had concerns. People could be confident that their health and wellbeing needs were being recognised and prioritised.

People benefitted from consistent staff that worked well together. The service used relief workers when additional staffing was required. As a last resort, the service was using consistent members of agency staff to ensure there was sufficient staff cover. The management team were ensuring that the contingency staffing knew people well and that there was consistency in how people were supported.

People were given the help they needed to take their medication. The service was promoting safe administration, with clear recording, medication checks, and regular audits. There were clear guidelines for staff on the use of 'as required' medication with details of this within personal plans. Any discrepancies were promptly acknowledged and effectively managed, supporting team learning and promoting high standards of practice.

People were eating well, with their choices and preferences respected. Meals were varied and nutritious and the team monitored nutritional intake to promote good physical health. This was supporting people's overall health and wellbeing.

How good is our setting?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve. As these directly affected outcomes for people, we made a requirement.

People benefitted from an environment that was comfortable. The building was fully accessible, supporting and promoting independence. The home was located in a rural area beside a farm with views across fields with minimal traffic. There were spacious gardens with areas to sit and enjoy the outdoors. Some people enjoyed and benefitted from the home's rural setting; others wished to be closer to amenities and a bus service to reduce dependence on staff driving.

There were a variety of spaces in which to spend their time. People could move around the home, both independently and with support. A communal lounge and dining room provided opportunities to socialise. Each person had their bedroom furnished and decorated to reflect their personal taste with their own belongings. People were choosing where to spend time within the home.

The environment was audited to identify repairs and maintenance needs. However, not all actions were addressed promptly. In particular, shower rooms and bathrooms were in poor condition and required investment to improve the standards. Furthermore, there were areas in the home that were tired and in need of repair and refurbishment. These repairs and refurbishment were essential to ensure the safety and wellbeing of people living at 2 The Steading, therefore we made a requirement. The provider acknowledged these issues and took immediate action to organise the necessary repairs. They committed to sharing their action plan and providing updates as the work progresses (see requirement 1).

The standard of cleanliness throughout the home was brought to the attention of the management team on the first day of inspection. The service had a programme of daily cleaning but standards had not been achieved or identified by the management team. This presented as an infection prevention and control risk. Arrangements were made to undertake deeper cleaning and progress was noted on day two. We discussed that the leadership team needed to incorporate cleaning as part of their regular environmental audits. As these concerns affected the safety and welfare of people, and posed an infection prevention and control risk, we included this in the environmental requirement (see requirement 1).

Requirements

1. By 30 June 2026, the provider must ensure people are supported in an environment that is well maintained, safe, comfortable, and clean.

To do this the provider must, as a minimum:

- a) complete a full review of the environment to ensure all areas, equipment, and furnishings are clean and well maintained to provide a safe and comfortable home for people;
- b) review and update cleaning schedules to ensure all areas of the home are covered;
- c) ensure regular quality assurance audits of the environment and cleaning are taking place with required improvements documented and carried out timeously;
- d) ensure a replacement and refurbishment plan is in place which includes appropriate timescales for completion and actioning areas for improvement; and
- e) monitor and review progress to ensure that repairs and refurbishments are prioritised and are carried out timeously.

This is to comply with Regulation 4(1)(a) and (d) (Welfare of Users) and Regulation 10(2)(b), (c), and (d) (Fitness of Premises) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe' (HSCS 5.17); and 'I experience an environment that is well looked after with clean, tidy, and well maintained premises, furnishings, and equipment' (HSCS 5.22).

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	4 - Good
How good is our setting?	3 - Adequate
4.1 People experience high quality facilities	3 - Adequate

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