

## Bield at Home - Linlithgow Support Service

Westport Resource Centre  
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**Type of inspection:**  
Unannounced

**Completed on:**  
15 January 2026

**Service provided by:**  
Bield Housing & Care

**Service provider number:**  
SP2004005874

**Service no:**  
CS2012306440

## About the service

Bield at Home - Linlithgow is registered with the Care Inspectorate to provide care at home services.

The service operates from an office base in Linlithgow. A team of staff provide care and support to people living within two sheltered housing developments in Linlithgow and to others living in their own home in the local area.

There were 25 people using the service during the inspection.

## About the inspection

This was an unannounced inspection which took place on 14 and 15 January 2026. 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 13 people using the service and their relatives
- spoke with 15 staff and management
- visited people when they were being supported by the service
- reviewed documents
- received feedback from visiting professionals.

## Key messages

- People, and their relatives, were confident in the service.
- There were trusting relationships and a warm rapport between people and their carer staff.
- People were supported by a small and consistent team of staff who knew their needs well.
- Staff were responsive and alert to changes in people's wellbeing and were contributing to positive outcomes for people.
- Care planning was of a good standard and people were involved in reviewing their care.

## 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 staff team?	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 the care provided and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

There was a high level of satisfaction with the service. People receiving care, and their families, provided very positive feedback. They spoke about their happiness with the service and the qualities of their carers, telling us:

- "My carers are wonderful. I am very confident in the care I receive."
- "I am very happy with the care, I feel safe."
- "Their support is immeasurable."
- "The services I receive can only be described as first class."

People, and their relatives, were appreciative of the support provided and expressed confidence in the service.

People received care that was kind and attentive. We visited people in their homes and observed staff taking time to provide respectful and compassionate care. There were trusting relationships and a warm rapport between people and their carers. Staff engaged in friendly, good-humoured conversations and people told us they looked forward to their visits and valued the time staff spent with them.

The service was proactive in promoting people's wellbeing. Staff knew individuals well and had a strong understanding of their needs and preferences. They recognised changes in people's health and worked effectively with other professionals to ensure appropriate support. We heard how staff responded confidently and with compassion during a health emergency, ensuring the person received the care they needed. People were confident that their health and wellbeing needs were recognised and prioritised.

We observed safe and effective day-to-day practice, including medication administration, infection prevention, and supporting people with mobility. Staff understood their responsibilities in maintaining safe standards. Audits of practice were carried out and where improvements were identified, these were acknowledged and addressed. This supported continuous learning and the recognition of good practice.

Mealtimes were relaxed and unhurried. People were supported with drinks, snacks, and meals during their visits. We observed staff encouraging people to make choices about what they wished to eat and drink, ensuring that personal preferences were respected.

## How good is our staff team?

5 - Very Good

We found significant strengths in staffing arrangements and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

The team enjoyed their role in supporting people. Staff told us that they enjoyed spending time and developing meaningful relationships with the people they supported. They spoke positively about the team culture and the support provided by management. Staffing levels and arrangements were effective and contributed to consistently positive experiences for people.

People were supported by a small and consistent staff team. The service prioritised developing knowledgeable, trusting relationships between individuals and their staff. Staff retention was good, including long-term casual staff. People's preferences around staff were listened to and respected. We observed that staff knew individuals well and responded appropriately to changing needs, which helped people feel confident in their care.

Managers monitored service delivery and staffing arrangements. They balanced operational oversight with direct involvement in care, enabling them to maintain strong relationships with people and a good understanding of their needs. This ensured that people received the right support at the right time.

Staff were well trained, including in areas specific to the needs of the people they supported. Regular supervision and support helped maintain a skilled and competent team. While overall training levels were high, we encouraged the service to ensure that new staff completed all mandatory training before working alone. Overall, people could be confident that staff had the necessary skills and competence to support them safely and effectively.

### How well is our care and support planned?

**5 - Very Good**

We found significant strengths in support planning and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

Personal plan and risk assessments were in place that outlined people's care and support needs. These also reflected people's personalities, what was important to them, and how staff should provide support. People receiving care and, where appropriate, their family and other professionals, were involved in sharing information and agreeing the outcomes they wished to achieve.

A small number of plans, for people who had recently started receiving support, contained limited information. While staff had sufficient knowledge to provide safe care, we encouraged the service to further develop and regularly update these plans to ensure staff have clear written guidance. The consistency of the staff team meant this had not impacted the quality of care.

The provider had invested in a new care planning system to record care and support. The system was being used well with the management team exploring how people, and their relatives, could be more involved in their care through the system. We discussed opportunities to reduce duplication and ensure that key information about people's wishes was easily accessible to staff. We were confident that the team would continue to develop the system to support good communication and accurate recording.

Personal plans were reviewed in a structured and inclusive way, involving the individual and, where appropriate, their family members and other professionals. Reviews took place at least every six months, or sooner if needs changed. This ensured staff had up-to-date information and could adapt support in line with people's changing needs, choices, and decisions.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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

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