

## Whitdale House Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
10 November 2025

**Service provided by:**  
West Lothian Council

**Service provider number:**  
SP2003002601

**Service no:**  
CS2003011084

## About the service

Whitdale House Care Home provides accommodation for up to 32 older people. The service has been registered with the Care Inspectorate since April 2012. The care home is situated in Whitburn and has a range of amenities, shops and public transport close by. At the time of inspection there were 30 people living in Whitdale House.

## About the inspection

This was an unannounced inspection which took place on 5 and 6 November 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:

- Spoke with 10 people using the service or their relative
- Spoke with 12 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

## Key messages

- People experienced warm and gentle care from staff who knew them well.
- People experienced enhanced wellbeing outcomes due to regular and varied activity.
- Staffing arrangements were good and staff worked well together.
- The home was clean and welcoming.
- People experiencing care and their relatives reported having a very positive care experience.

## 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 good is our setting?	4 - 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.

People and staff were very at ease with each other and it was clear that staff knew people very well. Interactions were warm and always very respectful. People's independence was encouraged and support was there if required. Care was delivered at a pace appropriate to each person experiencing care. This meant people were comfortable because they were being supported by staff who knew them well.

Activities and meaningful connections for people was a real strength of the service. We could see how passionate the activities co-ordinators and all the staff, at ensuring that people had company, stimulation and activity each day. There was really positive engagement with the community and this supported people to continue old friendships and also to form new ones. Families were always very welcome in the home, and we saw various social activities taking place and also positive engagement by staff spending time with people who were in their rooms. People's wellbeing was enhanced by the provision of regular and varied activities.

We heard about very good links with the district nursing team and how the service worked well with them in providing nursing care for people when it was needed. We saw care plans which were reflective of people needs and wishes. We could see that appropriate referrals had been made to other health professionals for assistance such as dietician, dentist, falls co-ordinator and so on. This approach helped people keep well and ensured their health needs were being met.

Medication was managed very well. Staff were very knowledgeable around good practice guidance and were observed to be giving medicines safely. Areas for storing medication were clean and tidy. This good practice helped reduce errors and kept people well as a result.

## How good is our staff team?

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.

People who lived in the care home, families and health professionals were all very positive in their feedback about the staff and management team. Staff treated people experiencing care, their relatives and each other with kindness and compassion.

Staff were very good at keeping families involved in the home and continually updated them on how their relative was doing. Any issues were taken seriously and resolved quickly and family members always felt welcomed.

One person said: "the staff are just the best and all the staff are very helpful and nothing is too much trouble."

A family member of a person said: "I feel my relative is well cared for and her needs are met in every way. Nothing is too much trouble for the staff or management team."

A professional linked to the service said: "All the staff at Whitdale are friendly, attentive and compassionate, ensuring a home from home for residents in their care".

Staff spoke positively of working together to achieve the best outcomes for people and told us they felt well supported in their roles. They undertook a variety of training both online and in person sessions. They also had regular observations of practice and supervision. This meant that people could have confidence in the staff supporting them because they were well trained, competent and skilled.

## How good is our setting?

## 4 - Good

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

The service was very clean, tidy and homely. People could enjoy time in other units without restrictions and the communal areas were well used and were a hive of activity. People commented on the cleanliness and said it always smelt very clean with no malodours.

People's rooms were nicely decorated with their own personal belongings and we saw and heard people enjoying their private space but also communal areas when they so wished. The furniture in the rooms was of good quality.

Extra space had become available in the building and this had been put to good use with the creation of a very welcoming family room, a training room and use of the large communal space. In addition, the use of old antiques to create spaces in the corridors such as the front room and bar created talking points for people and space to relax.

The service is based in an older building and there was evidence of some wear and tear and areas in need of some updating and refurbishment. In particular we discussed with the service the communal bathrooms where we saw some ripped linoleum and some other damages to flooring where there was water ingress. Remedial action was needed to make them water tight. In addition, some of the ensuite toilets were in need of refurbishment and there were some skirting boards and door frames that needed repainting (see area for improvement).

### Areas for improvement

1. Communal bathrooms and some ensuite bathrooms need to be refurbished due to some water damage. In addition, some skirting boards and door frames need to be repainted.

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

## 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 8 August 2022.**

#### Action taken since then

The service was carrying out audits on medication, the environment, bedrooms and mealtime experiences. In addition, there was a service development plan based on the Care Inspectorate quality framework in place.

The Area for Improvement was met.

### 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
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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