

Enable Scotland (Leading the Way) - Dunlin Brae Care Home Service

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Ladywell
Livingston
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Type of inspection:
Unannounced

Completed on:
28 January 2026

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Service no:
CS2003011011

About the service

Dunlin Brae is a care home which is registered to provide care and support to five adults who have a learning disability. The service is available 24 hours per day and is provided by Enable Scotland (Leading the Way). The property is located in a residential area of Livingston comprising of a lounge, dining kitchen, one bathroom, one shower room, five bedrooms, utility room and an office. The accommodation has its own enclosed garden and parking.

About the inspection

This was an unannounced which took place on 27 January 2026 between the hours of 12:00 and 19:00. 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 three people using the service and two of their family members
- Spoke with three staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- People were well cared for.
- Staff knew people well and treated them with warmth and compassion.
- People enjoyed a range of activities at home and in the community.
- The house is clean, tidy and homely.
- A system for evaluating the quality of the environment should be introduced.

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 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 evaluated this key question as very good as we identified major strengths that supported positive outcomes for people.

Residents told us they were very happy living in the service, and spoke warmly about the staff who supported them. Feedback gathered through our questionnaires was also highly positive. Comments included: "All the staff are amazing, so patient and caring.". "The staff are all outstanding and have a lot of time and patience. They cater for all needs required and go above and beyond, always make family visiting very welcome."

It was clear throughout the inspection that staff worked hard to ensure people were safe, happy and supported in a way that respected their preferences. Staff demonstrated a very good awareness of people's routines and support needs. Interactions we observed were warm, respectful and compassionate. Staff were confident in their roles and had undertaken relevant training to support safe and effective practice.

People living in the service appeared relaxed and well cared for. We observed them engaging in a range of meaningful activities within the home, such as crafts and looking at photographs. People told us about the activities that they also benefited from a variety of activities in the local community, including voluntary work and attendance at day centres. These activities promoted independence and community involvement.

Each resident had a personal support strategy that clearly outlined their needs, interests and preferences. The plans we viewed were person centred and contained good levels of detail. Recent reviews had taken place and involved family members, ensuring that support remained relevant and reflective of people's wishes. Care plans also demonstrated regular input from health professionals, including GPs, dentists, and speech and language therapy (SALT).

Personal plans included clear guidance for staff on supporting specific needs such as eating and drinking or manual handling. This contributed to safe, consistent, and effective care delivery.

While support with medication promoted independence where possible, some medication was stored centrally. We saw that records were kept of all medication administered and there was evidence of monthly medication audits that contributed to maintaining safe systems.

Overall, the service demonstrated a strong culture of person centred support, with experienced and committed staff who knew residents well. These strengths contributed to the very positive outcomes we observed, supporting our evaluation of very good for this key question.

How good is our setting?**4 - Good**

We evaluated this key question as good, where a number of important strengths clearly outweighed the areas for improvement.

The premises were clean, comfortable and welcoming. Residents were able to move freely around the house and could choose where they wished to spend their time, promoting autonomy and a sense of home. The lounge and dining room were bright and attractively furnished, with plenty of natural light. Making them comfortable areas in which to relax.

People's bedrooms were clean and personalised with personal belongings, reflecting the tastes and identities of the individuals living there. Some residents chose to have keys to their own rooms, which supported their privacy, dignity and independence.

Some areas of the environment, such as interior décor and flooring, required refurbishment. The manager had already recognised this and had made arrangements for this work to proceed. Staff told us they logged minor repairs in the communications book and often resolved issues promptly. A new maintenance log had recently been introduced, which had the potential to improve oversight and ensure clear recording of required repairs and completion dates. To maximise its effectiveness, staff should be made fully aware of this system and encouraged to use it consistently. The log should be audited regularly to ensure that all maintenance issues are addressed within a reasonable timescale.

The service had a Service Improvement Plan; however, environmental improvements were not included. Incorporating routine assessment of the quality of the environment and identifying areas for improvement would support a more proactive approach to ensuring that the environment remains safe comfortable and fit for purpose.

Cleaning materials and equipment were stored safely in a locked cupboard. A cleaning schedule was in place and was being completed routinely. Equipment used to support people who required assistance to mobilise was available, this was clean and appropriately maintained. We also found evidence that all required environmental checks had been completed. These measures helped ensure the premises remained comfortable and safe.

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 good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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