

West Lothian Council Housing with Care- (Holmes Gardens, Cunnigar House and Brucefield House) Housing Support Service

Holmes Gardens Housing with Care
Holmes Road
Broxburn
EH52 5JD

Telephone: 01506859955

Type of inspection:
Unannounced

Completed on:
4 February 2026

Service provided by:
West Lothian Council

Service provider number:
SP2003002601

Service no:
CS2004073869

About the service

West Lothian Council - Housing with Care is registered with the Care Inspectorate to provide both a support service (care at home) and a housing support service to tenants living in two developments, Holmes Gardens and Cunnigar House. Brucefield House was added to the registration in April 2025 with the same manager responsible for the three developments.

A fourth development at Dickson Court has recently been added to the manager's workload but has yet to be added to a registration. This is currently being assessed by the senior manager responsible for the services.

The developments are owned by Housing Associations and West Lothian Council who act as landlords and are the provider.

A team of onsite staff, at each development, support tenants to maximise their independence through the provision of personalised care and support. Some tenants receive additional support from specialist services as determined by their assessment of need.

The overall service aims are:

'To enable individuals or couples to live as independently as possible in their own tenancy by combining the services of housing and social work professionals in a planned and streamlined way'

About the inspection

This was an unannounced inspection which took place on 26, 29 and 30 January and 2, 3 and 4 February 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:

- Spoke with 20 people using the service
- Spoke with seven staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- Tenants spoke highly of staff and the support they provided
- Staff support had ensured good outcomes for tenants living in the developments
- Staff had completed mandatory training and worked together as a team
- Staff felt well supported by each other and the service manager
- Tenant meetings should take place on a regular basis
- Staff should receive formal supervision

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 staff team? | 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?

4 - Good

We gathered the views of 20 tenants who lived in the two developments we visited. All of those we spoke with were very positive and told us they were very happy living there, the food was mainly good and they spoke highly of the staff who supported them. Some of their comments:

- 'food is good, soup is always lovely, if I dislike what is on menu I will get something else'
- 'I can't praise staff enough they are great, they know what they are doing and seem well trained, they help me keep my independence and have got to know me which I like'
- 'I am happy here, very happy here, no complaints'

However, some tenants raised that they thought staff were rushed and there were not enough staff sometimes. We have passed these comments to the service manager.

Although we attended a planned tenant meeting during the inspection these were not happening on a regular basis. These meetings provide opportunities for tenants to come together to give their views on the quality of the service provided. It is important these opportunities are maintained therefore we were pleased to see tenant meetings were part of the improvement plan and we look forward to seeing progress at the next inspection.

There was a lovely, airy communal lounge area where tenants could watch television, have a cup of tea and a chat with other tenants or attend entertainment. This gave tenants opportunities to socialise or not as they wished and may help prevent isolation or loneliness.

Staff followed safe practices for medication management. Tenants could be assured medication was well managed. Records were well completed and showed tenants received the right medication at the right time. However audits of medication should include checking stock levels to ensure any issues are picked up quickly.

People's care plans were reflective of the care and support that was provided. Care plans included risk assessments and information on specific health conditions to ensure tenants received support to meet their individual needs. We found that the care plans were regularly reviewed and updated in partnership with tenants to ensure it continued to meet any changing needs. The manager and staff we spoke with had effective oversights and knowledge of people who were using the service.

Some tenants did not want to be involved in writing a care plan which was their choice and it was good to see a note of this decision signed by the tenant. However, there is information that should be available in the event of an emergency such as medical history, any allergies, current medication etc. This will ensure this important information is quickly available if required by emergency services.

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.

Tenants benefited from an established, experienced, and motivated staff team. Many staff had worked in the service for some time which had provided opportunities for relationships and trust to be built with tenants. We observed staff being attentive to people in a warm and engaging way. They were supportive of each other with good teamwork evident across both developments visited. Although staff worked closely together there should be planned team meetings to bring them together to share any concerns and reflect on what is working well and areas that may need improvement. We were glad to see this now part of the improvement plan.

The manager had an open door policy. Staff told us they could easily approach the manager to raise any issues they might have. The manager spent time with staff in each development and staff told us she was approachable and supportive. Although there was informal supervision taking place there was a need for planned, recorded supervision that can be used for feedback on staff performance, time for reflection on any incidents that had taken place or discussions around training and development. Planned supervision was now being rolled out and we look forward to seeing this progress at the next inspection

Staff received a range of training to make sure they had the right knowledge to meet people's needs and keep them safe.

We sent out staff surveys before inspection and had three returned. These were very positive with comments such as:

- 'We work well as a team, family atmosphere, friendly, each staff member brings something new refreshing and all together it works. Staff are fully hands on when emergency and support one another'

However other comments were:

- 'due to changes within the councils the budget has caused for staffing changes and sometimes i feel that there aren't enough staff' and
- 'more management (needed)'

We had a call with a senior manager to discuss plans for the service as there were vacant manager posts across the developments with registered managers currently picking up the extra workload this created. We were assured that short term fixes would be put in place until a full action plan was developed. The senior manager has agreed to keep the lead inspector up to date with progress.

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 |
| How good is our staff team? | 5 - Very Good |
| 3.3 Staffing arrangements are right and staff work well together | 5 - Very Good |

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.