

Burngrange Care Home Care Home Service

Burngrange Park
West Calder
EH55 8HF

Telephone: 01506 872 346

Type of inspection:
Unannounced

Completed on:
4 February 2026

Service provided by:
West Lothian Council

Service provider number:
SP2003002601

Service no:
CS2003051731

About the service

Burngrange Care Home is registered with the Care Inspectorate to provide accommodation and care for up to 40 older people. The service also provides support to people who have a history of enduring mental illness. The service is managed by West Lothian Council.

The service is located in a residential area of West Calder and is close to services such as local shops, churches and public transport.

This is a purpose-built care facility with accommodation on ground level. All bedrooms are for single use and have ensembles with bathing facilities. The building is divided into four separate living units named Burnlea, Fernlea, Gowanlea and Rowanlea. Each unit has a small kitchen, dining and sitting area. The lounge/dining areas are open plan leading to a hallway and residents' bedrooms. There is a designated smoking room in two of the units. A café at the entrance area of the building is accessible from all units. The home has an enclosed garden and a small car park. There is a separate main kitchen, a hairdressing room, laundry and staff facilities.

About the inspection

This was an unannounced inspection which took place on 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/observed nine people using the service and eight of their family members
- Spoke with 23 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals.

Key messages

- Care and support was based on relevant guidance and standards.
- The service was working hard to make improvements in people's meal choices and supported people living in the service to be involved in work.
- The setting was comfortable and homely with lots of space for people to enjoy.
- People benefitted from an environment that was clean and fresh with lots of natural light.

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?	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 aspects of the care provided which supported positive outcomes for people, therefore we evaluated this key question as very good.

Care and support was based on relevant guidance and standards. People living in the service looked well cared for. Staff paid attention to people's grooming preferences and supported them with personal care as agreed in individual support plans. People benefitted from being involved in regular reviews of their care. The leadership team were aware of emerging trends in people's health needs and actively worked to support people to have better outcomes. The new manager was working on an overview record of people's health assessments to further enable easy identification of any trends. Health assessments were updated regularly and people had access to a range of visiting professionals. As a result people living in the service could be confident staff would respond to any signs of deteriorating health or wellbeing.

Medication management was safe and effective. Staff recorded fully when a medicine had been refused and the reason for any 'as required' medicines given. A small amount of 'as required' medicines did not have a protocol in place to give staff more details around when to administer and the expected outcome. We discussed this with the leadership team who agreed to put these in place and we will review progress at the next inspection.

The service promoted a person-centred approach to managing and preventing falls and fractures. Staff encouraged people to be as independent as possible with their mobility. People walked independently around the home, self-propelled their wheelchair or were assisted by staff when they wanted to move to a different area. There were lots of activities taking place which encouraged people to move in a fun way. The leadership team had identified an increase in falls and were working with relevant visiting professionals to reduce these. Sensor equipment was in place for those who needed this. This meant people living in the service were encouraged to move regularly and remain as active as they could be to maintain as much independence and safety as possible.

The service promoted people's human rights. The leadership team had identified weight loss in some people following a change of catering supplier and daily menus. Staff consulted with people to ask about the new menus and their food and drink preferences. The leadership team discussed this consultation with the relevant people to ensure there was always food available outwith meal times in each unit to allow people to have a snack, including fresh fruit or a drink if they wished. There were some outstanding issues that the leadership team were continuing to work on. We will review the outcome of this at the next inspection. Staff supported people living in the service to host a meeting with people living in two neighbouring care homes to discuss a range of points, including food and drink improvements. This meant people experiencing care were supported to participate fully as a citizen in their local community in the way that they want. One family member said, "Staff never walk by without asking if residents are ok and do they want anything...the staff are lovely" and another said, "My relative is very well cared for and is looking so much better too."

The dining experience was unhurried and relaxed. Staff took their time to understand people's needs and preferences and offered alternatives when people did not like what was on the menu. Staff went at the pace of the person they were supporting with warmth and a respectful attitude. As a result, people who needed help with eating and drinking, were attended to by staff who carried out support in a dignified way and respected people's personal preferences.

How good is our setting?**5 - Very Good**

We found significant strengths in aspects of the care provided which supported positive outcomes for people, therefore we evaluated this key question as very good.

The setting was comfortable and homely. People's bedrooms were decorated with personal items and each person had individual bathing facilities. The home smelled fresh, there was lots of natural light and access to a well-maintained garden. A homely area in the centre of the setting was well used and offered people a social space to meet and enjoy a range of activities of their choosing. One family member said there was a, "Very friendly and warm atmosphere." and another said, "The extra little touches such as flowers, table covers in the dining room, books, games, separate cafe for visitors and so on, make it all seem like home." There was plenty of space for people to walk around and way-finding signage was designed to support the needs of people living with dementia. This meant people benefitted from social or private spaces as they wished.

The setting was clean and tidy. All areas of the home were clean, however the service needed to improve the recording of when cleaning had taken place. There were many days when staff had not signed to say they had cleaned the home. We spoke with the leadership team about this who advised they were putting a new audit system in place which will include checking the cleaning records. We will review this at the next inspection.

The setting was safe and well maintained. Regular monitoring and maintenance of the building and equipment was in place. We advised the leadership team of a small amount of repairs we noticed were required and pointed out there was no colour contrast between the toilet seat and bowl to enhance people's experience who live with dementia. The leadership team responded positively. Staff reported any repairs required, maintenance staff made clear notes about the status of each repair and jobs were dealt with promptly. As a result, people living in the service could expect there to be well maintained premises, furnishings and equipment.

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?	5 - Very Good
4.1 People experience high quality facilities	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 iartras.

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.