

Longcroft Care Home Service

237 Glasgow Road
Longcroft
Bonnybridge
FK4 1QY

Telephone: 01324 849 732

Type of inspection:
Unannounced

Completed on:
6 February 2026

Service provided by:
Real Life Options

Service provider number:
SP2003001558

Service no:
CS2011303445

About the service

Longcroft is registered as a care home service and provides a service for up to six people with learning disabilities. People using the service may also have associated physical disabilities and complex health conditions. The service is provided by Real Life Options.

Accommodation is provided on one level. Bedrooms are spacious and have shower and toilet facilities. The communal lounge and dining room are comfortable and homely. The property is surrounded on three sides by a pleasant garden that provides outside space for people to enjoy.

The home has transport which people can use, and is situated near public transport links and social and leisure facilities.

The service registered with the Care Inspectorate on 9 December 2011.

Four people were using the service at the time of the inspection.

About the inspection

This was an unannounced inspection which took place on 02 and 03 February 2026. The inspection was carried out by two inspectors 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:

- spent time with the people who use the service, and received feedback from some of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents and quality assurance systems
- gathered feedback from visiting professionals.

Key messages

People could be confident in the support they received, because staffing levels were right and the staff group worked well together.

The service provided consistently good, person-centred care that helped people stay healthy, independent and involved in their daily lives.

The service needed to make sure that people were kept safe, by working with partner organisations and their regulator.

Improvement was required around the building maintenance, and the service needed to strengthen its infection prevention and control practices and cleaning regimes, to further improve outcomes for people.

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 leadership?	4 - 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 experienced warm, respectful and compassionate care. Staff communicated in ways that helped people feel included and in control of their support. Families consistently told us that staff treat their relative with respect, that they "Feel confident in how the service is run," and that "Staff show compassion and kindness." This contributed to trusting relationships where people felt safe, valued and reassured.

The service had effective oversight of people's health and wellbeing. Personal plans identified outcomes which were detailed, current and tailored, and captured essential clinical information and individual preferences. Staff used these plans well to deliver safe and responsive care. Reviews were meaningful and inclusive of families, identifying what was working well and what needed to change, and supporting people to work towards goals such as building independence, enjoying social activities, managing medication, attending festivals, or developing online skills. Health professionals spoke positively about the service, describing staff as compassionate, person-centred, trustworthy and responsive.

People could be confident that when they needed medication support, that this was safe and well-organised, with staff seeking professional advice when required. Health monitoring formed a key part of the care planning process. Staff used tools within people's plans to monitor food and fluid intake, urine output and early signs of deterioration, enabling timely intervention and contributing to positive health outcomes. Because staff knew people so well, they recognised changes in health quickly and escalated concerns promptly. This led to co-ordinated, person-centred responses that improved wellbeing.

During observations we had some concerns about staff practice in using personal protective equipment (PPE), this is addressed elsewhere in the report (See section "How good is our setting?") however, this did not detract from the strong practice observed in other areas of care and support.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. These strengths had a positive impact on staff confidence, practice and leadership oversight.

Staff told us they felt well-supported within the service, and that their induction helped them feel prepared for their roles. We could see that staff had received an appraisal within the last six months, however, the service was not able to evidence how they observed staff competencies, or give assurance that key learning was embedded into practice.

A service improvement plan was in place, which included actions relating to staff development and service organisation. However, the plan did not contain actions or outcomes that linked to improving people's experiences, or supporting improvements within the care home environment. Although there was some quality assurance processes, there was no evidence that the plan drew upon audit findings. This limited the plans effectiveness as a tool for driving improvement, and the service needed to improve how quality assurance supported better outcomes for people.

We have addressed this under section: "How good is our setting?" The leadership team demonstrated ongoing oversight of accidents and incidents, and this meant that people were kept safe because of the learning processes that supported risk assessment. As a registered care service, there is a duty to notify the regulator when specific events happen. We saw reports on several events that required notification to the Care Inspectorate that had not been reported. Although the local social work department had oversight of some incidents, the statutory duty to notify the Care Inspectorate remained unmet, and we made an area for improvement about this. (See area for improvement 1).

Areas for improvement

1. The service should make sure that people are kept safe and benefit from organisations working together, by:

a) reporting notifiable events to the relevant organisations, following guidance and timescales

b) follow up of any reported concerns with the appropriate authority, to ensure the care and support provided is current.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state that: "I benefit from different organisations working together, and sharing information about me promptly where appropriate." (HSCS 4.18).

How good is our setting?

4 - Good

We evaluated this key question as good. We found several important strengths that have a positive impact on people's experiences, although some areas need further attention, to make sure the environment consistently supports people's wellbeing.

The care home was light, bright and homely with good access to outside space. The service had made sure that essential safety checks were up-to-date. This included gas, fire, electrical and water safety testing. We heard about possible planned improvements to the building, but did not see a plan that confirmed any refurbishment.

While these strengths helped keep people safe, we also saw several things that need to be improved. Good practice guidance in infection prevention and control practice was not always followed. Although, most staff had completed infection control training, this was not reflected in practice, and meant that people could be at risk. The bathroom was being used to store items, and was cluttered with no access for people should they choose to use it. We found other areas of the home where items were unclean or broken.

Although checks to make sure the building was safe were being carried out, the records did not give enough detail to show that checks were thorough, and quality assurance processes did not lead to improved practices. Because this could impact on outcomes for people, we made an area for improvement about this. (See area for improvement 1).

Areas for improvement

1. To ensure people experience a clean, safe and well-maintained environment, the service should improve how they quality assure cleanliness, environmental safety checks and infection prevention and control practices across the home.

This may include, but is not limited to, ensuring:

- a) cleaning routines and checks consistently follow good practice guidance
- b) health and safety records are kept, which evidence that checks have been completed to the expected standard following practice guidance, and that any actions are detailed and followed up
- c) staff consistently follow safe infection prevention and control practices, including correct use and disposal of personal protective equipment
- d) a robust service improvement plan includes any actions identified with clear responsibilities and timescales for delivery.

This is to ensure the environment and people's experiences are consistent with the Health and Social Care Standards (HSCS), which state:

"I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment." (HSCS 5.22).

"I feel safe and I am protected from neglect, abuse or avoidable harm." (HSCS 3.21).

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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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