

Muir's Court Care Home Service

10 Muir's Court
Uphall
Broxburn
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Telephone: 01506 856 090

Type of inspection:
Unannounced

Completed on:
19 February 2026

Service provided by:
Community Integrated Care

Service provider number:
SP2003002599

Service no:
CS2003011068

About the service

Muir's Court is a care home which provides care and support to five adults who have a learning disability. Care and support is available 24 hours per day.

The support is provided by Community Integrated Care. The accommodation is a large ground floor flat which is situated in Uphall. It is within walking distance of local amenities and public transport. The accommodation consists of a sitting room, dining kitchen, bathroom, shower room, utility room, five bedrooms, and a staff office. There is a small shared garden to the rear. The flat is accessible for people with a physical disability.

There were five people living at Muir's Court at the time of this inspection.

About the inspection

This was an unannounced inspection which took place on 17, 18 and 19 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 five people using the service and one of their family;
- spoke with three staff and management;
- observed practice and daily life; and
- reviewed documents.

Key messages

People experienced warm, compassionate support from staff who knew them well and tailored care to what mattered day to day.

Personal plans and risk assessments were detailed and person-centred. Staff followed these consistently, supporting safe, reliable care.

Health monitoring and partnership working with external professionals were effective and helped identify and address needs early.

Medication systems were well managed, with clear oversight through audits and competency checks.

The environment felt homely and bedrooms reflected people's identities; however, several areas need repair and refurbishment.

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 significant strengths in the quality of support clearly outweighed any areas requiring improvement.

People consistently experienced warm, compassionate and person centred care that had a meaningful and positive impact on their daily lives. This reflected a service that understands people well, supported their wellbeing effectively, and delivers outcomes that align closely with individual needs and preferences.

People benefited from strong, trusting relationships with staff who knew them well. Throughout the inspection, interactions were calm, respectful and sensitive to people's communication styles. One person told us they "felt listened to and got on well with staff," highlighting the stability and reassurance offered through familiar, confident support. Staff took time to check in with people and responded warmly and patiently, contributing to a relaxed and comfortable atmosphere in the home.

Relatives also spoke highly of the support their family members received. One family member described how staff had been "attentive and supportive during a period when their relative's health needs increased suddenly," and expressed confidence that staff acted with compassion and commitment during challenging periods. These comments reflected a consistent experience of respectful, caring and dignified support.

People were encouraged to make choices about their routines and activities, with staff adapting support to suit individual preferences. Some people preferred quieter routines, while others enjoyed being supported to go out or take part in hobbies that mattered to them. One relative told us their family member "would benefit from more opportunities to go out," as they now relied more on staff for this. Staff recognised these barriers and were already working alongside external professionals to build confidence at a pace that felt safe and achievable for the person. This thoughtful approach supported people to make gradual progress while still respecting their comfort levels.

Care planning and reviews worked together effectively to support positive outcomes for people. Care plans were detailed, accurate and genuinely person centred, giving staff clear guidance on how to deliver safe, consistent and responsive support. Risk assessments for medication, mobility and health needs were comprehensive and tailored to individuals, and staff demonstrated confidence in using them in day to day practice. Reviews were meaningful and used constructively to reflect on what was working well and where people wanted to make progress.

Staff supported people to explore personal goals, such as increasing independence, improving confidence with community activities, or developing daily living skills, and could clearly describe how they were helping individuals work towards these outcomes. This joined up approach meant people experienced care that was well planned, regularly evaluated and responsive to changes, ensuring their health and wellbeing consistently benefited from the support provided.

Medication support was safe, well organised and closely monitored. Competency checks, audits and clear procedures were in place. When minor practice concerns were identified, managers acted quickly and proportionately to maintain safe systems. Relatives recognised the value of this, noting that communication about health and medication was clear and responsive when needed. One relative told us they felt "kept informed and confident that staff knew what they were doing."

How good is our setting?

4 - Good

We evaluated this key question as good, as several important strengths had a clear, positive impact on people's day-to-day comfort and safety.

People told us they lived in a "comfortable and homely environment", and this was reflected in how individuals described their rooms and shared spaces. One person commented that their room was "nice and clean," and others described the home as calm and comfortable. This sentiment was echoed by relatives, with one saying the home "always feels like a happy place to be," highlighting the positive atmosphere that people experience within the setting.

Communal areas were generally functional, tidy and used purposefully by staff to support everyday routines. The relaxed and settled mood across the home suggested people felt at ease within the environment, whether spending time in shared areas or choosing quiet spaces. The way the environment supported comfort and personal choice was a key strength.

The service had effective arrangements in place to keep people safe in the event of a fire. Regular checks of fire alarms, equipment and safety measures were carried out as planned, and staff kept people's individual evacuation plans up to date. These checks gave us confidence that important fire safety responsibilities were being met consistently.

However, several parts of the building showed visible wear and tear, which detracted from the overall quality. During the inspection we noted chipped and scraped paintwork, lifted laminate flooring, missing kitchen kickboards, peeling cupboard surfaces and discoloured bathroom flooring. While these issues did not pose immediate risks, they affected the overall standard and appearance of the environment (see area for improvement 1).

Areas for improvement

1. To improve people's environment, the provider should make sure that all areas showing wear and tear are properly assessed and repaired. This includes:

- a) repainting marked walls;
- b) repairing flooring;
- c) plastering and repainting any exposed holes (e.g. where old equipment was removed);
- d) refreshing worn bathroom flooring; and
- e) repairing and refreshing kitchen units and missing kickboards.

A clear refurbishment plan, with achievable timescales, should be developed.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'My environment is secure and safe.' (HSCS 5.17); and
'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment.' (HSCS 5.22).

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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