

Blackfaulds House Nursing Home Ltd Care Home Service

Westfield Road
Avonbridge
Falkirk
FK1 2JZ

Telephone: 01324 861 406

Type of inspection:
Unannounced

Completed on:
5 February 2026

Service provided by:
Blackfaulds House Nursing Home Ltd

Service provider number:
SP2003002442

Service no:
CS2003010615

About the service

Blackfaulds House Nursing Home is registered to provide care for up to 25 older people. The provider is Blackfaulds House Nursing Home Ltd. Blackfaulds House is situated on a bus route between Bathgate and Falkirk within proximity to Westfield, Avonbridge and Armadale in West Lothian.

At the time of inspection, there were 20 people living in Blackfaulds House.

The service is a former farmhouse and accommodation is all on one level. Parking facilities are available. Bedrooms are mainly for single occupancy, with the exception of four which have the capacity to provide shared accommodation for two people. Most bedrooms have en suite shower rooms. There are also communal toilets and two assisted bathroom/shower rooms. Laundry amenities are in a separate building within the grounds.

There are two sitting rooms and a dining room for residents' use, as well as a Hub within the grounds where residents can enjoy time with their family or celebrate special occasions.

About the inspection

This was an unannounced inspection which took place on 3, 4 and 5 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 seven people using the service, received feedback via a survey from six people, and spent time with others
- spoke with five relatives
- spoke with eight staff and management and received feedback via a survey from two staff
- observed practice and daily life
- reviewed documents.

Key messages

- Care and support was provided in a dignified and personalised way and staff knew people very well.
- Relatives told us their loved ones were well cared for, happy and safe, and spoke highly of the staff team.
- People's bedrooms were comfortable and nicely personalised. Some areas of the home had been redecorated and work was ongoing, with a clear plan to address those areas which still needed to be improved.
- Work was ongoing to improve care plans to ensure these contributed to positive 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 setting?	4 - Good
How well is our care and support planned?	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.

Interactions between staff and people living in Blackfaulds House were genuinely compassionate, respectful and meaningful, and care and support was provided in a dignified and personalised way. Staff knew people very well, and understood what was important to them. This meant that people felt included and valued and those relationships provided meaningful social interaction in people's lives.

Relatives told us their loved ones were well cared for, happy and safe, and spoke highly of the staff team. They said, "She is well looked after, always tidy and clean and the staff are very respectful and treat her in a dignified manner," and "Every time we come in they are interacting with him."

People could move freely throughout areas of the home and the atmosphere was interactive and cheerful with meaningful engagement and activity being an integral part of the day. People's independence was encouraged and a relative told us, "She is supported to be as independent as she is able to be."

All roles of staff were meaningfully involved in connecting with people throughout the home and demonstrated the principles of the health and social care standards in their day-to-day practice. A relative told us, "Blackfaulds is conscientious in keeping families in the loop with all that's happening in the home, and there is a lot going on. Families are always made welcome and staff make an effort to get to know families."

People's rights were respected and they were treated fairly, with any restrictions kept to a minimum and carried out sensitively.

The mealtime experience was unrushed, with people choosing to eat where they wished. Gentle encouragement and assistance was provided where needed. People told us the food was 'really nice' and they could choose whatever they wish. There was access to snacks and drinks throughout each day, and for anyone at risk of losing weight, there was fortification of their diet and a focus on ensuring options available met their personal preference to support good nutrition.

Support with medication was carried out safely and people received the right medication, at the right time, in the right way, to meet their health needs. People could be confident that they would benefit from access to external health professionals when this was needed, and that this was arranged without delay. Relatives told us, "I am always kept abreast of his needs and invited to all reviews," and "During our visits we're given regular updates on her general health and if anything arises between visits we're promptly contacted by telephone."

How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People's bedrooms were comfortable and nicely personalised. Some areas of the home had been

redecorated and work was ongoing, with a clear plan to address those areas which still needed to be improved. The service had an improvement plan in place for this.

The home was clean, tidy and free from adverse odours and we could see that domestic staff were committed to sustaining this. People were living in a comfortable homely environment and encouraged to mobilise independently throughout the home where this was possible.

There were two lounges for people to choose from, points of interest throughout the home for people to enjoy, and traditional décor throughout. The manager was responsive to considering wayfinding ideas and other environmental suggestions with the use of The Kings Fund tool as they continue with their refurbishment and redecoration plans, and to ensure people were involved in decisions about their living environment as much as possible.

There was a high level of ongoing commitment to further improve all areas which needed this. This meant that people could enjoy a good quality, homely living environment.

A garden area was in regular use when weather permitted and there was a Hub within the grounds where residents could enjoy time with their family or celebrate special occasions. Work was needed to enable people to access the garden independently if they wished. This was recognised by the management team and had been prioritised within their improvement plan for spring.

People and relatives told us the home was comfortable and welcoming, though the absence of a private area within the home for visitors to spend time with their loved ones was noted. One relative said, "It's difficult to have private conversations. I would really welcome a facility where visitors could perhaps make a cup of tea to have with the person they are visiting. However, when tea is being served, visitors are always included." The manager was keen to look at ways in which this could be facilitated.

The setting was kept safe and well-maintained. There were clear planned arrangements for regular monitoring and maintenance of the premises and equipment to ensure people were safe.

How well is our care and support planned?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People's needs were being assessed and support provided was recorded and regularly reviewed. Care plans accurately described people's planned care and how people preferred this to be carried out.

People were involved in decisions about their current and future health support needs, and their plans and wishes were taken into account.

Work was underway to improve the quality of information documented and to make care plans more personalised and outcomes focused. This would further support staff to engage meaningfully with people and support them to achieve positive outcomes. Plans included improving information to help staff support people with any stress or distress they may experience.

A system of audits was being reviewed to ensure care plan and risk assessment documentation was

accurate, current, consistent, sufficiently detailed and meaningful, and reflected the whole person and their care planned or provided.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support positive outcomes for people, the provider should ensure care provided is recorded in care plans and risk assessments are regularly reviewed.

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: 'My care and support meets my needs and is right for me'.

This area for improvement was made on 27 November 2025.

Action taken since then

Care provided was being appropriately recorded in care plans and risk assessments were regularly being reviewed.

This area for improvement has been met.

Previous area for improvement 2

To ensure people's continence needs are being met, the provider should ensure care plans detail continence products they have been assessed as requiring. This should inform the availability of continence products available for their individual needs and use.

This is to ensure care and support is consistent with Health and Social Care Standard 1.15: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'.

This area for improvement was made on 12 December 2025.

Action taken since then

There was evidence that people's continence needs were being met, and assessments were ongoing to ensure all people benefitted from the appropriate products to meet their needs and that this was documented on their care plans.

This area for improvement has not yet been fully met. We will check the progress of this at next inspection.

Previous area for improvement 3

To ensure positive outcomes for people, the provider should ensure there is an effective clinical review of their health and wellbeing.

This should include, but is not limited to, ensuring incidents and accidents are discussed at regular flash meetings with a review of the circumstances and actions required, and the consideration of whether notifications to the relevant bodies are required.

This is to ensure care and support is consistent with Health and Social Care Standard 4.19: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'.

This area for improvement was made on 12 December 2025.

Action taken since then

Effective clinical reviews of people's health and wellbeing were taking place and these helped support positive outcomes for people.

Incidents and accidents were being discussed at regular flash meetings along with a review of the circumstances and any actions required.

Notifications were being made appropriately to the relevant bodies.

This area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
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