

Enable Scotland (Leading the Way) - Rowan Street Care Home Service

130 Rowan Street
Blackburn
Bathgate
EH47 7EA

Telephone: 01506 633 952

Type of inspection:
Unannounced

Completed on:
11 February 2026

Service provided by:
Enable Scotland (Leading the Way)

Service provider number:
SP2003002584

Service no:
CS2003011010

About the service

Rowan Street is a care home which is registered to provide care and support to four adults who have a learning disability. Care and support is available 24 hours per day and is provided by Enable Scotland (Leading the Way).

The property is located in a residential area of Blackburn comprising of a lounge, dining kitchen, two bathrooms, four bedrooms, utility room and an office. The accommodation has access to a rear garden which is shared with neighbouring flats.

About the inspection

This was an unannounced inspection which took place on Tuesday 10 February 2026 between the hours of 09:30 and 16:15 and Wednesday 11 February 2026 between the hours of 09:30 and 14:15. 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 four people using the service and two of their family members
- Spoke with five staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People are supported by staff who treat them with kindness and compassion.
- The service is clean, comfortable and homely.
- Staff promote the independence of residents.
- People have the opportunity to take part in a range of social and recreational activities.

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 staff team?	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 evaluated this Key Question as very good as we found significant strengths in the care and support provided, which contributed to consistently positive outcomes for people.

The service demonstrated a holistic approach to promoting people's mental, physical, and social wellbeing. Care plans and associated documents were person centred, detailed and reflective of each individual's background, family connections, communication needs, preferences and interests. The plans we sampled had been reviewed recently, and we noted evidence of relative's contributions to the review process. This ensured that planning remained current, meaningful and informed by those who know the individuals best.

Records showed that staff promptly recognised changes in people's health and responded appropriately. This included seeking advice from NHS 24 or referring to GP services. It was clear that staff understood their responsibilities in escalating health concerns.

There were well established links with external health professionals where specialist input was required. Arrangements for routine preventative healthcare checks were also in place. This ensured that people received care that was responsive to their specific needs and promoted positive health outcomes.

Staff were aware of signs of stress and distress in the people they support and had personalised interventions that were used to help people feel safe. The service promoted a balanced and proactive approach to managing risk, supporting people to make informed lifestyle choices while maintaining their safety.

Medication was managed safely through a robust system of administration, recording and storage. Documentation was consistently completed checks demonstrated that records were accurate. This showed strong oversight and protected people from medication related harm.

People benefited from a wide and varied programme of meaningful activities, both within the home and out in the community. These included visits to exhibitions, gardens, concerts and attendance at day centres. These opportunities promoted social engagement, enjoyment and a sense of inclusion. A memory book documenting activities from 2024 had been completed, with work already underway on the 2025 edition.

This was a warm and meaningful way to celebrate people's experiences and achievements.

How good is our staff team?**5 - Very Good**

We evaluated this Key Question as very good as we found significant strengths in how staffing arrangements and teamworking supported positive outcomes for people.

People benefited from being supported by a staff team who were highly motivated, positive and committed to delivering high quality care. Staff spoke very favourably about their work, their colleagues and the leadership within the service.

They described a close, supportive team who cooperated effectively to ensure that the needs of the people they supported were met consistently. This strong team culture contributed to a stable and reassuring environment for residents.

Staffing levels were well planned and enabled people to receive the support they needed at the right time. Staff described a high degree of flexibility within the team to ensure that staffing levels met residents' needs and supported participation in individual routines and chosen activities. This meant people were able to engage fully in meaningful experiences both within the home and in the community.

Communication across the service was very good. There was a range of systems that supported information sharing, which ensured continuity between shifts and promoted consistent, safe care. Regular staff meetings were held and were generally well attended. These provided opportunities for discussion, reflection, and sharing updates.

A training plan was in place, and there were records confirming staff attendance. Staff reported that training opportunities supported their confidence and competence in their roles.

An induction programme was implemented for new staff, and evidence showed that this was being carried out appropriately. This helped ensure that new team members were well prepared and understood the service's values, expectations and procedures.

The manager had conducted observations of staff practice in relation to medication and had completed competency assessments for some staff regarding infection prevention and control (IPC). This demonstrated a commitment to monitoring practice and maintaining safe standards. We suggested that the service further strengthen this area by developing a routine programme for observing and recording staff practice across a range of key themes, including infection prevention and control, moving and handling and communication and direct support. Routine observations would support continuous improvement, promote safe practice, and ensure ongoing staff development.

How good is our setting?

5 - Very Good

We evaluated this Key Question as very good as we found significant strengths in the quality of the environment and the way the facilities supported positive outcomes for people.

The building was suitable for the people who lived there and provided barrier free access to all key areas of the home. This supported people to move around safely and independently while remaining fully included in daily life.

The home was clean, homely and overall in good order. The lounge and dining areas were well furnished and comfortable. Sensory lighting in the lounge had been introduced and this contributed to a calming and enjoyable space for residents. Decorative items, including photographs of current and past residents, created a warm, personalised atmosphere.

A weekly rota with photographs was available to help residents recognise which staff were supporting them each day, promoting familiarity and reassurance. A pictorial planner had been developed to help one resident orientate themselves to their daily schedule. Signage was clear and appropriate, including handwashing guidance.

Resident's rooms were identifiable by nameplates on the doors. The bedrooms were comfortable, decorated to their individual tastes and contained personal belongings that reflected their identity and interests. This supported dignity, privacy, and a strong sense of ownership.

Residents had access to two communal toilets: one equipped with a shower and the other with a bath. We were informed that the bath was currently out of use due to required repairs. Discussions had taken place regarding how best to address this, including the option of removing the bath and installing a wet room. When considering available options, it is important that resident's ability to exercise choice in their preferred bathing arrangements is taken into account.

People benefited from access to a well maintained shared garden, including a paved patio area and raised flower beds. These were used frequently in the summer months and supported social interaction and outdoor activity.

All staff we spoke to had completed training in infection prevention and control and demonstrated an awareness of how to protect themselves and residents from infection. PPE was readily available. Staff confirmed that supplies were consistently well stocked. A cleaning schedule was in place and completed routinely, contributing to a safe and hygienic environment.

Maintenance issues were recorded in the communication book, and staff were proactive in raising concerns. However, this system made it difficult to track whether issues had been resolved or addressed in a timely manner. A maintenance log had recently been introduced, this will improve oversight and enable clearer tracking of repairs from identification through to completion.

A Service Improvement Plan was in place; however, environmental issues were not included. We discussed the benefits of routinely assessing the quality of the environment and identifying areas for improvement. Incorporating environmental quality into the improvement plan would provide a more proactive, structured approach to ensuring the home remains safe, well maintained and aligned with people's needs.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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