

# Lismore House Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
19 February 2026

**Service provided by:**  
Community Integrated Care

**Service provider number:**  
SP2003002599

**Service no:**  
CS2003011070

## About the service

Lismore House is a care home which provides care and support to four adults who have a learning disability. Support is provided over 24 hours with staff sleeping over.

The support is provided by Community Integrated Care, who also own the property which is a detached bungalow with gardens to the front and rear.

Lismore House is located in a quiet residential area within walking distance of local amenities and public transport. The house consists of a large living area, dining kitchen, utility room, two shower rooms, and five bedrooms of which one is used as an office and sleepover room. The front of the building has ramp access for people with a physical disability.

There were four people living at Lismore House 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 two people who live at Lismore House
- received feedback from everyone who lives at Lismore House
- received feedback from relatives
- spoke with, and received feedback from, nine staff and management
- observed practice and daily life
- reviewed documents
- received feedback from five visiting professionals.

**Key messages**

- People experience support that was kind and compassionate.
- People's health and wellbeing benefitted from being active.
- Staffing arrangements were planned to ensure that people received the support they needed.
- People enjoyed a comfortable living environment.

**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?	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 experience support that was kind and compassionate. We observed warm, friendly, and good-humoured interactions between staff and the individuals they supported. People benefitted from a stable staff team who knew their needs, preferences, and wishes well. The positive and trusting relationships that had developed were contributing to very good outcomes for people.

Staff knew people well and took time to listen and respond to their wishes and preferences. Everyone was encouraged to be involved in making choices about their support. One person told us, "I feel like I am listened to. I am involved in decisions about my care", while another said, "My [relative] is involved in my care plan and so am I". A visiting professional echoed these views, noting that staff consistently looked for new ways to support individuals to participate in decisions about their personal, emotional, and social wellbeing, and this included decision-making as a household. This ensured that people's wishes and choices were respected.

People's health and wellbeing benefitted from being active. The staff team were encouraging and supporting meaningful activities, both at home and out in the local community. Activities were tailored to each person's interests, including physical exercise, leisure pursuits, and opportunities to meet others. Feedback from external professionals was highly positive, one told us, "Residents appear happy and frequently share the activities they have taken part in. Staff are proactive in identifying opportunities within the community". Staff demonstrated a clear understanding of the value of activity and its positive impact on people's health and wellbeing.

There was a clear focus on promoting positive health. Staff supported people to attend routine preventative health checks and sought input from visiting professionals when required. The team responded promptly to changes in people's wellbeing and accessed appointments and support where appropriate. This approach was ensuring that people received the healthcare they needed and supported positive health outcomes.

Support plans were personalised and comprehensive, outlining the outcomes people wished to achieve and how staff should provide support. Where individuals experienced stress or distress, clear guidance was included and staff were confident in offering sensitive and respectful support. People and, where appropriate, their representatives were involved in planning and reviewing their support, ensuring information remained accurate and up-to-date. Staff, therefore, had the right information to support people well.

Medication practice was safe. Staff were trained and audits of medication administration were being carried out regularly. People could be confident that staff were competent and skilled and that there were processes in place to ensure good standards of medication administration.

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

We found significant strengths in aspects of the staffing arrangements and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

Staffing arrangements were planned to ensure that people received the support they needed. The team were ensuring there was sufficient staff and time to support people to go out and participate in meaningful activities. The service had the right number of staff to meet people's support needs.

Staff were well trained. The management team were ensuring that staff undertook important training to undertake their caring role and that they kept up-to-date with refresher training. Training levels were high and included specialist training that was specific to the needs of people being supported. This meant that people could be confident that staff had the necessary skills and were competent.

The team were well supported, with a range of supervision and development opportunities in place. These included one-to-one meetings, competency observations, and regular team meetings. Records showed that staff were encouraged to reflect on their practice. This approach was helping staff grow in their roles and contributed to them feeling valued and respected.

People were supported by small consistent staff teams. Staff retention was good with many long-term relationships where meaningful and knowledgeable relationships were formed. We observed that staff knew people well and understood them which enabled them to recognise any changes in wellbeing early and take prompt action.

**How good is our setting?****4 - Good**

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

People benefitted from a comfortable living environment. The building was accessible, supporting and promoting independence. Well maintained gardens provided accessible outdoor space where people could sit and enjoy fresh air.

There were a variety of areas available for people to spend their time. Individuals were able to move around the home independently or with support. A communal lounge and dining kitchen offered opportunities for social interaction. Each person had their own bedroom, furnished and decorated to reflect their personal tastes with their own belongings. People took pride in their rooms and valued the privacy they offered. Bedrooms provided a safe, comfortable, and private space for individuals to spend time as they wished.

The home was well maintained, with regular maintenance and health and safety checks being carried out. People could be confident in the safety of the building, however some fittings had deteriorated with a small number of hard to reach areas needing increased cleaning. This presented as a potential risk for poor infection control. We discussed these with the management team and they agreed to address these and incorporate them into daily cleaning routines. We have made an area for improvement and will follow this up at the next inspection (see area for improvement 1).

## Areas for improvement

1. To improve the setting, the provider should ensure that maintenance and cleaning is carried out to a high standard to enable good standards of cleanliness.

This should include, but is not limited to, ensuring there is effective auditing of the environment and timely maintenance completed. A refurbishment plan, with achievable timescales, should be developed.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: '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](http://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?	4 - Good
4.1 People experience high quality facilities	4 - Good

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