

Mill Road Care Home Service

51 Mill Road
Armadale
Bathgate
EH48 3QL

Telephone: 01501 733 673

Type of inspection:
Unannounced

Completed on:
19 February 2026

Service provided by:
Community Integrated Care

Service provider number:
SP2003002599

Service no:
CS2003011069

About the service

Mill Road is a care home which provides care and support to four adults who have a learning disability and other support needs. Care and support is available 24-hours per day and is provided by Community Integrated Care.

The property is owned by Community Integrated Care and is a detached bungalow with gardens to the front and rear. The house consists of two sitting rooms - one with a dining area and the other with a therapeutic relaxation area - dining kitchen, bathroom, shower room, four bedrooms, laundry room, and an office. It is located in a quiet residential area with easy access to local amenities, public transport, and shops.

There were four people living at Mill Road at the time of the 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:

- spent time with people living at Mill Road
- received feedback from two relatives
- spoke with, and received feedback from, staff and management
- observed practice and daily life
- reviewed documents
- received feedback from two visiting professionals.

Key messages

- People received support from staff who were kind and respectful.
- Support was guided by personalised plans that were informative and easy to understand.
- The service needed to carry out reviews which consider all aspects of people's support and ensure planned outcomes reflected people's needs and wishes.
- Standards of cleanliness and refurbishment of the home needed improvement to ensure a clean, comfortable, and safe environment 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?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

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 were treated with dignity and respect. We observed staff providing support with kindness and understanding, and people appeared at ease and comfortable living at Mill Road.

Personal plans and risk assessments were in place for each person. These were individualised, with clear information guiding staff about how to deliver support safely while respecting people's preferences. Regular reviews were ensuring staff had the right information to support people appropriately.

During the inspection, we identified one instance where a person required support that had not been recognised or offered by the team. We discussed this with the manager and immediate action was taken to incorporate the required support into the person's plan and to share this information across the team. We were assured by the prompt response that people's needs were being prioritised.

The service was exploring the outcomes people wished to achieve from their support. However, some planned outcomes were no longer relevant and, in some cases, there was limited evidence that staff were actively supporting the outcomes identified. As a result, staff were not consistently focusing on the most meaningful goals for people. We encouraged the service to review and update outcomes to ensure they remained relevant and provided a clear focus for the team.

People's health and wellbeing were prioritised. Health information was well documented and it was evident that staff involved health professionals appropriately, advocated for people who could not express their own needs, and sought guidance to adjust care when required. People and their families told us they felt confident that health and wellbeing needs were recognised and acted upon.

Medication support was managed effectively. People received the assistance they needed to take their medication safely. The service promoted safe administration with clear recording, regular checks, and routine management audits. Staff had clear guidance on the use of 'as required' medication, with guidance on use documented in personal plans. Any discrepancies were promptly identified and addressed, supporting team learning and maintaining high standards of practice.

People were supported to eat well, with their choices and preferences respected. Meals were varied and nutritious, and the team monitored nutritional intake to promote good physical health. This contributed positively to people's overall wellbeing.

How good is our staff team?

4 - Good

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

The service had recently strengthened the team with several new staff members. They were recruited safely in line with best practice guidelines and appropriate background checks had been completed. These processes meant that people could be confident that the service was appointing staff who were suitable and safe to work in the role.

Staff were appropriately trained and demonstrated confidence in applying the learning they had received. Overall, the team were largely up-to-date with their training including updates, which ensured they had the essential skills and knowledge required to provide effective support. We identify a few gaps, which were discussed with the manager. Training dates had been scheduled to ensure that all staff remained compliant with their mandatory training requirements.

The service was appropriately staffed, with sufficient numbers to provide care and support. However, we observed that the skill mix across shifts was not consistently balanced. There were periods where several newer staff were scheduled together, as well as occasions where more experienced staff were grouped on the same shift. We noted instances where staff who had not yet completed key elements of mandatory training were working alongside one another which meant they did not have the most appropriate knowledge to confidently provide support. This also meant that opportunities for supporting less experienced colleagues were reduced. While training dates had been scheduled, we encouraged the service to prioritise a more balanced skill mix throughout the day to maintain safe and effective care.

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 individuals grow in their roles and contributed to staff feeling valued and respected.

How good is our setting?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve. As these directly affected outcomes for people, we made a requirement.

People benefitted from a comfortable living environment. The building was fully accessible and it was supporting and promoting independence. A well maintained rear garden provided accessible outdoor space where people could sit and enjoy being outdoors.

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 with a dining area offered opportunities for social interaction. There was a further sitting room with a therapeutic relaxation area where people could spend time alone or with others. Each person had their own bedroom, furnished and decorated to reflect their personal tastes with their own belongings. People were making choices about where they wished to spend their time within the home.

The environment was audited to identify repairs and maintenance needs. However, not all areas requiring improvement had been recognised or addressed. In particular, the hallway flooring was in poor condition and required investment to meet an acceptable standard. Other areas within the home also required repair and, in some places, replacement including dining furniture and gaps around electrical sockets. These improvements were essential to ensure the safety and wellbeing of people living at Mill Road, therefore we made a requirement for the service to address (see requirement 1).

The home was generally clean and free from malodour. However, concerns were raised on the first day of inspection regarding the cleanliness of an area within a bedroom and some cupboards in the kitchen. Although the service had a daily cleaning programme, standards had not been met or identified as lacking in these areas, presenting an infection prevention and control risk. Arrangements were made for deeper cleaning and progress was observed later the same day. The manager reviewed the cleaning schedules and

acknowledged that improvements were needed to ensure all areas were cleaned appropriately and recorded accurately. We discussed the need for the leadership team to ensure regular environmental audits were completed. As these concerns affected people's safety and welfare and posed an infection prevention and control risk, they were included within the environmental requirement (see requirement 1).

Requirements

1. By 28 May 2026, the provider must ensure people are supported in an environment that is well maintained, safe, comfortable, and clean.

To do this the provider must, as a minimum:

- a) complete a full review of the environment to ensure all areas, equipment, and furnishings are clean and well maintained to provide a safe and comfortable home for people;
- b) review and update cleaning schedules to ensure all areas of the home are covered;
- c) ensure regular quality assurance audits of the environment and cleaning are taking place with required improvements documented and carried out timeously;
- d) ensure a replacement and refurbishment plan is in place which includes appropriate timescales for completion and actioning areas for improvement; and
- e) monitor and review progress to ensure that repairs and refurbishments are prioritised and are carried out timeously with reports on progress to the Care Inspectorate.

This is to comply with Regulation 4(1)(a) and (d) (Welfare of Users) and Regulation 10(2)(b), (c), and (d) (Fitness of Premises) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	3 - Adequate
4.1 People experience high quality facilities	3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.