

# Livingston Care Home Care Home Service

Bankton Gardens  
Livingston  
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Telephone: 01506 434 003

**Type of inspection:**  
Unannounced

**Completed on:**  
12 March 2026

**Service provided by:**  
Livingston Care Home Limited

**Service provider number:**  
SP2019013440

**Service no:**  
CS2019378594

## About the service

Livingston Care Home is registered to provide care and support to 58 older people. The care home is situated in a quiet residential area of Livingston, West Lothian.

The accommodation is set out over two floors with lift access. There is a variety of lounge, dining and quiet spaces. Bedrooms are en suite and there are additional bathing and toilet facilities. A pleasant well-maintained garden and outside spaces support socialising outdoors when possible.

## About the inspection

This was an unannounced inspection which took place from 10 - 12 March 2026. The inspection was carried out by two inspectors 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 and received feedback from 26 people using the service and received feedback from 15 of their family and friends
- spoke with and received feedback from 23 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from five visiting professionals.

## Key messages

- Staff knew people well and took time to provide kind, attentive and caring support to people.
- People received care and support that was centred around their individual preferences and wishes.
- People's health needs were well met because the service had very good oversight of their care and accessed specialist professionals timeously when needed.
- The service had worked well to enhance the décor and had a plan to make further improvements to the environment which would improve outcomes for people.
- Staff followed good practice guidance in cleaning and maintaining the care home and this kept people safe.

## 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 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.

Staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice which promoted a culture of respect. There were lots of friendly, inclusive and warm interactions between staff and the people they supported. Staff knew people well and there were enough staff to provide attentive and caring support. One person told us, "All the staff are nice and cheery" whilst another said: "Staff are all lovely which makes it a good place." A relative told us: "I find the staff caring towards myself and always willing to chat about my relative." Feedback from family members was positive. Comments included: "The staff are always very good with [people] and seem to work well as a team" and "There is a very happy and upbeat energy."

People told us there was plenty to do and we saw a range of events organised that provided good occupation for people and were focussed around people's wishes and preferences.

People benefited from regular access to relevant professionals to support their health and wellbeing. We saw a good oversight of current health needs evidenced both in the care plans and in the management audit activity. Regular clinical discussions were pro-active, focussing on people at risk, with good discussion about what to do next and who could help. The service had developed very good relationships with other health and social care colleagues and this meant that people benefited from timely access to the appropriate professionals when needed.

People could be confident when supported with medication because this was managed safely. People received oral and topical medication as prescribed.

Mealtimes were interactive and considerate and focussed on supporting good nutritional intake. The dining experience was relaxed and unhurried with choice given and additional helpings offered. Where there were any concerns about nutrition, support plans were clear with a food first approach to any weight loss and specialist professionals supported staff when necessary.

Care reviews were happening regularly and families were involved. Care plans were very well detailed with enough information to support people and ensure their outcomes were clear. Risk assessments were completed well and there was good overview of how and when people might be at risk and how to mitigate this, especially when supporting people who may experience stress or distress. This meant that people received continuity of care that was focussed on their individual preferences and outcomes.

## How good is our setting?

## 4 - Good

We reviewed the environment at this inspection and considered quality indicator 4.1: How people experience high quality facilities. Although some areas needed attention, the care home had completed a number of improvement projects that impacted positively on outcomes for people and clearly outweighed improvements needed so we evaluated this as good.

The home was spacious, light and bright with good use of colour to support this. There were lots of areas for people to sit and chat and when people walked with purpose there were seating areas placed to support rest. Although some needed additional work to give people a reason to 'sit a while'.

The home was generally clean and fresh with no malodours. Where we found a few areas needing attention these were immediately addressed during our inspection. Staff followed good infection prevention and control practice and followed good practice guidance in relation to routine cleaning.

The general maintenance was managed well and up-to-date. All required health and safety checks were timeously completed. The service development plan was full and included environmental improvements. This could be enhanced by including timescales and we were very confident in the leadership team's plan to address this and highlight areas of priority.

## 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

This area for improvement was made following a complaint investigation.

To support people's health and wellbeing, the provider should ensure that people experiencing care are supported with personal care, including oral care, in line with their assessed needs and preferences. This should include, but is not limited to, ensuring that personal plans reflect people's wishes and that records are kept to detail the support provided.

This is in order to comply 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 4 July 2025.**

#### Action taken since then

We reviewed this area for improvement at our inspection. Personal plans were in place that took account of relevant and recent risk assessments. The plans were up-to-date, very clear and person-centred.

Oral hygiene champions had been arranged and trained. They undertook monthly audits which have resulted in good outcomes for people. This included oversight through a two- weekly clinical governance conversation with lead nurses.

This area for improvement has been met.

### Complaints

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

You can also see our website for details of complaints which have been upheld.  
[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 setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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