

Crookston Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
23 February 2026

Service provided by:
East Lothian Council

Service provider number:
SP2003002600

Service no:
CS2014324303

About the service

Crookston Care Home is a 60 bed care home for adults and older people in Tranent, East Lothian. The accommodation is across three floor, with 2 wings on each floor, containing a sitting, kitchen diner and small communal seating areas. The service has a range of indoor communal areas outside seating areas and gardens.

The provider, East Lothian Council, has been registered to provide the service with the Care Inspectorate since 24 September 2014.

About the inspection

This was an unannounced inspection which took place on 18 and 19 February 2026. The inspection was carried out by an 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 nine people using the service and received 22 questionnaires from relatives
- Spoke with 18 staff and management, and received 30 questionnaires
- Observed practice and daily life
- Reviewed documents
- Received 11 questionnaires from professionals

Key messages

- People were generally very happy with their care and support
- People's health and wellbeing were supported well
- Staff described being supported well by the management team
- The service responded quickly to staff practice issues during inspection
- The setting was welcoming, well maintained, tidy and clean

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?	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 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.

We observed compassionate, warm and friendly interactions between staff and people using the service. Good connections and positive relationships had impacted well on people's health and wellbeing.

The service had developed respectful relationships with external healthcare providers, who regularly visited the home to support people with their clinical needs. This ensured that people's changing medical needs were being supported by the right people at the right time.

Medication was managed well by the team and audited by the managers. Staff were supported with training and regular competency observations that supported staff to develop and maintain their practice in the recording and administration of medication. We gave feedback during inspection regarding a change in recording formats, which the senior staff and managers immediately amended. This meant that people could be assured that their medication was being administered well and in line with guidance.

People were supported well with their mobility, with falls risks regularly assessed, to ensure that people were supported appropriately to avoid trips and falls. There were a range of other assessments and audits in place to ensure that people were receiving the right kind of care and support for their changing health and wellbeing needs.

Activities were a strong focus of the home, with a varied timetable of events, outings and social opportunities developed. This included physical activities such as a step challenge, where people would walk around the home to build up the overall steps completed by residents. People appeared to be enjoying the physical challenge.

We observed a visit from a local nursery, where people experiencing care spent time and played with the young children. People appeared to enjoy the interaction and time they spent with the nursery group. The activities supported some people to be more physically active and engage in developing relationships and friendships within the home.

People were supported well with their fluids and nutrition, with charts and monitoring in place if this was required. Snacks and drinks were accessible for people and fresh fruit was on offer for people to have access to in their rooms. This meant that people could help themselves to snacks if they chose to.

People generally described the food as good, but some commented that they would like other options. Alternatives were available if people didn't like what was on offer. The kitchen ensured that any allergies or special dietary requirements were managed well. Communication between the kitchen staff and care staff supported a consistent approach to people's nutritional needs.

Mealtimes we observed were relaxed and sociable times within the home. People could choose to eat within the communal areas or in their own room if they wished.

Staff supported people well with their food choices and ensured that people had the right aids for eating if they required this. This allowed people to be as independent as they could be.

How good is our setting?**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.

The care home was warm and welcoming. With all communal areas clean, tidy and well decorated. These areas had a mix of seating, and people clearly had their favourite places to sit and watch what was going on in the home. This meant that people were comfortable in the home and its surroundings.

People's rooms were as personalised as they wished them to be, with family photographs, art and possessions. Some people spent most of their day in the communal areas of the home, while others spent as much or as little time enjoying their own company in their rooms as they wished. This ensured that people had personal private space if they wanted or needed it.

The home was well maintained, with health and safety checks completed on a regular basis. Including fire safety and legionella testing. External companies were used to ensure that specialist equipment was maintained and serviced well. This ensured that the home was a safe place to live and work.

We observed that some storage areas of the home that required a low temperature were not appropriately temperature regulated, this had the potential to negatively impact on people's medications. During inspection we were reassured by the provider that work to remedy this issue had been arranged. We'll follow this up at our next inspection.

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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