

Livingston Care Home

Care Home Service

Bankton Gardens
Livingston
EH54 9DZ

Telephone: 01506 434 003

Type of inspection:
Unannounced

Completed on:
15 October 2026

Service provided by:
Livingston Care Home Limited

Service provider number:
SP2019013440

Service no:
CS2019378594

About the service

Livingston Care Home is registered with the Care Inspectorate to provide care and support to 58 older people. The care home is situated in a quiet residential area of Livingston, West Lothian. At the time of this inspection there were 52 people living in the home.

The accommodation is set out over two floors with lift access. There are 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 seating area support socialising outdoors when possible.

About the inspection

This was an unannounced inspection which took place on 13 and 14 October 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 10 people using the service, spent time with others and received feedback about the service from four people via our survey.
- spoke with six relatives and received feedback about the service from four relatives via our survey
- spoke with 11 staff and management and received feedback from eight staff via our survey
- observed practice and daily life
- reviewed documents
- received feedback about the service from four visiting professionals.

Key messages

- All aspects of care and support within the service were person-centred.
- The committed and dedicated staff team were all involved in meaningful engagement and activity within the home.
- People told us how much they enjoyed the entertainment and the trips out and that they enjoyed spending time in the garden.
- The service had very good relationships with a range of health and social care professionals who visited the home and people had specialist support when they most needed it.

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
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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 were treated with dignity and respect and staff had genuine, kind and respectful relationships with people. People told us that their relationships with staff were strong, very positive and that the staff were, "Very kind and helpful". One person said, "The staff are great. They are very nice to me and to each other" and another said, "The staff are very nice and friendly. They spend time talking to me and are very attentive".

All aspects of care and support within the service were person-centred. The committed and dedicated staff team were all involved in meaningful engagement and activity within the home and in the local community throughout each day, much of which involved gentle exercise and movement. There were a range of activities and social events where people had opportunities to feel included and their sense of wellbeing was promoted as a result. People told us, "My mobility is limited but I enjoy the activities and the crafts" and "I can't move much but I do some chair exercises". People told us how much they enjoyed the entertainment and the trips out and that they enjoyed spending time in the garden. One person told us, "I'm always out as soon as the sun is out. The staff put sun cream on for me". Another said, "I enjoy spending time in the garden when it's sunny". We heard an example of where a person's personal wish to visit a friend in another care home was facilitated by the management team, and how much this meant to the person.

The environment was bright and homely with many places for people to gather, have private space or spend time in smaller groups or with their families. People's bedrooms were comfortable, clean and personalised in line with their wishes and choices.

The dining experience was comfortable, relaxed and unhurried with nicely laid tables and a nutritious and appetising menu. Snacks and hot and cold drinks were freely available throughout each day and we saw that weight loss was very infrequent as a result. Where people may have been at risk of losing weight, there was particular attention paid to fortifying their diet and ensuring options met their personal preference to support good nutrition. This meant that people were able to maintain or increase their weight even when their health was poor.

People who may have been at risk of falling were well supported because the service had a focus on improving people's mobility and confidence and included external professionals in falls plans. There was a robust and personalised approach to managing and preventing falls and fractures.

Where people needed support with medication, they could be very confident that this was done safely because staff worked closely with medical professionals to ensure that people received the right medication, at the right time, in the right way, to meet their health needs. For people who may experience stress and distress, there was appropriate personalised information within care plans to help support staff to ensure this was minimised and we saw examples of the effectiveness of this. Because the service had very good relationships with a range of health and social care professionals who visited the home, this meant that people had specialist support when they most needed it. Visiting professionals told us, "Livingston Care Home provides a warm, welcoming and supportive environment for residents. Staff are caring, approachable

and attentive to individual needs and there is a clear focus on treating residents with dignity, respect and compassion" and "The management team is responsive and works well with external healthcare professionals, helping to ensure continuity of care and that any concerns are addressed appropriately and in a timely manner".

People and relatives were able to contribute to planned improvements within the home and were confident in sharing their views. People and relatives told us they felt listened to and their opinions were valued and respected. Families told us that they were welcomed and felt included in the home and had developed trusting and valued relationships with staff. One relative told us that they visited almost every day and joined their loved one for meals. Another said, "My relative has been like a new person since moving into Livingston Care Home. She is happy again after being very lonely living on her own. The staff are amazing and nothing is ever too much trouble".

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot.

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

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