

Kirk Lane Nursing Home Care Home Service

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Livingston Village
Livingston
West Lothian
EH54 7FR

Telephone: 01506539651

Type of inspection:
Unannounced

Completed on:
7 March 2025

Service provided by:
Randolph Hill Nursing Homes
(Scotland) Ltd

Service provider number:
SP2003002451

Service no:
CS2021000137

About the service

Kirk Lane Nursing Home registered with the Care Inspectorate on 30 June 2021. It provides support to a maximum of 60 older people. At the time of our inspection 58 people were living in the home. The provider is Randolph Hill Nursing Homes (Scotland) Ltd.

The home is situated in Livingston Village, with easy access to local amenities. The home is divided into six individual 10-bedded suites. Each of the suites has its own lounge, dining room and pantry kitchen. All bedrooms have en suite toilet and shower facilities. The home benefits from having a well-maintained accessible garden and balcony area on the upper floor, along with a cinema space and sensory room. The home is modern and equipped to a high standard.

The service states its aim is *"To provide a homely environment, and appropriate care and support for each individual resident, to enable them to achieve the best possible quality of life."*

About the inspection

This was an unannounced inspection which took place on 5, 6 and 7 March 2025. 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 14 people using the service and six of their relatives, and received feedback via our survey from two people and 26 relatives
- spoke with 15 staff and management, and received feedback via our survey from 22 staff
- observed practice and daily life
- reviewed documents
- received feedback from seven visiting professionals.

Key messages

- People benefitted from care and support which was sector leading and resulted in outstandingly positive outcomes for people.
- The range and quality of meaningful engagement and activity within Kirk Lane was exceptional.
- There was excellent management oversight in all areas of care and support.
- The management team valued staff and staff felt extremely well supported in their work.

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?	6 - Excellent
How good is our leadership?	6 - Excellent
How good is our staff team?	6 - Excellent
How good is our setting?	6 - Excellent
How well is our care and support planned?	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?

6 - Excellent

We evaluated this key question as excellent because performance was sector leading with outstandingly high outcomes for people.

People living in Kirk Lane benefitted from the depth and quality of the warm, encouraging, positive relationships with staff and everyone was treated with dignity and respect. All of the people we spoke to told us they were happy living in Kirk Lane and described meaningful relationships with staff. People we spoke to said, *"I'm very happy here. The staff are lovely and it's a very nice place to live"* and *"The staff are really nice. They're good to you. And there's lots to do. I'm always busy"*. This meant that people felt included and valued and those relationships provided meaningful social interaction in people's lives. Relatives told us, *"My [relative] is thriving at Kirk Lane. She is kept motivated, and well cared for"* and *"The staff team are really committed and engage really well with my [relative]"*.

There was a strong sense of belonging, inclusion and involvement for people living in Kirk Lane and people's experiences were personalised to suit their wishes and preferences. Staff knew people very well and were excellent at promoting people's rights and ensuring these were always upheld. Staff encouraged people's independence with proactive care and support and people told us that they were encouraged to be as independent as they wished. This meant that people felt respected and listened to because their voices were heard and contributed to decision making within the home. This included being involved in planning activities and events, menu planning, and reviews of their support and medication.

People felt connected because there were opportunities to engage with people within and outwith the home. This included involvement in the local gala day, attending local school sports days and church coffee mornings, as well as hosting events within the home and its grounds, trips to art galleries, museums and garden centres, and involvement in Kirk Lane's gardening club or movie club. During our inspection, people and their relatives were involved alongside staff in planning a craft fair, a Mexican night and the home's third Macmillan Coffee Morning. One person told us, *"The school children come to visit us - I can see them coming past my window. They come in with a story or sing for us. I think it's good to have the children come in - it's good for them to meet older people. Some of them don't have grandparents"*. This meant that people living in Kirk Lane felt connected, and included and involved in their local community, and this helped promote their sense of wellbeing.

The atmosphere within the home was interactive and cheerful and meaningful activity was an integral part of the day. The range and quality of meaningful engagement and activity within Kirk Lane was exceptional, and all activities were informed by the wishes, choices and aspirations of the people living there. Ongoing innovation, evaluation and review of activities ensured that there were opportunities for all people living in Kirk Lane to benefit from engagement or activity which was personalised and meaningful to them. This included a wide and varied range of group activities and regular, personalised, one to one activities with staff such as reading, knitting, taking a walk in the local area or visiting the shops. Activities were monitored and tracked to ensure they corresponded with people's interests and aspirations and people were supported to maintain and develop their own interests, strengths and skills, which supported both their sense of identity and a sense of achievement. People were keen to tell us how much they looked forward to and enjoyed their activities and interactions within and outwith the home and they told us about the many events which were organised in response to their individual requests. A relative said, *"The staff are all wonderful. They make my [relative] feel valued and they include her in many different activities. I can't*

praise them enough".

There was an accessible vehicle which was used for outings, and to attend family events, appointments, and for picking people up from hospital so that they did not have to wait for hospital transport. Relatives could also book this to take their loved one out. One person told us that staff used the vehicle to take her to a friend's house for dinner each week, then to collect her to return to Kirk Lane. A function room was also regularly booked by people and their relatives for family gatherings and some relatives told us this enabled them to include their loved one in family gatherings and birthday celebrations which would not otherwise have been possible. Relatives said they felt very much at home in Kirk Lane during visits to their loved one and told us that they were able to enjoy tea and coffee with them and a meal if they wished. Many relatives told us that Kirk Lane and its staff felt like an extension to their home and family.

The service had a positive attitude to risk and we heard about people being supported to go shopping, as well as accessing the garden, and in some cases the local community, independently. People could have keys to their rooms to ensure their privacy was respected.

People were excited to tell us about what it was like to live in Kirk Lane, and about their involvement in activities and plans for the home and garden areas. Relatives also were keen to tell us the difference they saw in their loved one since moving into the home, with many relatives telling us that their loved one's health and wellbeing had improved significantly since moving into the home.

Within the six suites in Kirk Lane, each individual suite felt like family living. Dining areas were set up to suit people's preferences and wishes, with some people choosing to sit in a small group of two or three, and others at a table set for six. Mealtimes were relaxed with a friendly atmosphere and there was really kind, respectful and dignified support for people who needed this. Staff had a good knowledge of fortified food and drinks and texture modified diets were well presented. Mealtimes felt very much like a family meal and this meant that people ate well and enjoyed mealtimes.

The nursing care within the home was described by relatives and professionals as exceptional and we saw that oversight of people's wellbeing and clinical needs was well documented and evidenced positive outcomes. Staff had strong links with local health professionals and relatives told us that they felt their loved one's health needs were always met, and any changing needs quickly identified by staff. Prevention and early detection measures were in place to minimise falls and maximise wellbeing.

Because of the exceptional level of oversight and regular review of medication, and the high level of skill and commitment of staff in supporting people in a personalised way, there was little need for the use of 'as required' medication to reduce stress or distress experienced by people. This meant that people experienced care and treatment which was safe, effective and in line with their wishes and choices.

Relatives told us they had regular discussions with the nursing staff and were kept up to date with all their relative's care. Relative told us, *"I am kept really well informed about my [relative], her medical needs and any changes. Staff communication is really first rate"* and *"The staff are always happy to have a chat or answer any queries. I'm very happy with the care [my relative] receives and with how I am kept up to date"*.

The service was involved in testing a new pain assessment tool with NHS Lothian Quality Improvement Team and the Care Home Team and this had already demonstrated benefits for people who found it difficult to communicate verbally. A range of communication methods were also in use to support people in communicating their needs and wishes. This meant that people were able to be equal partners in their own care.

Professionals told us they had excellent relationships with the staff at Kirk Lane and said, *"Outcomes for people are really good here. The staff and management are all approachable and receptive to our input. We feel like part of the team here"* and *"I would say this is one of the best nursing homes I have seen in some time. I would happily have family members reside here"*.

How good is our leadership?

6 - Excellent

Because performance was sector leading with outstandingly high outcomes for people, we evaluated this key question as excellent.

The care home was led in a way that was strongly influenced by the people who lived there and their relatives, with opportunities for involvement in residents' and relatives' meetings and in discussions with management who were visible and accessible throughout the home every day. People and their relatives were well-informed about any changes implemented after their views had been heard and taken into account. This meant that people felt that they were listened to and could influence change. A newsletter and events planner was made available to everyone so that they knew what was happening in the home and this meant they were able to look forward to upcoming events.

There was clear and effective management oversight in place across the whole service through regular auditing and clinical governance. This included audits for key areas such as nutrition, wounds and medication management. Actions from audits were measured and evaluated and people and their relatives were actively encouraged to give regular feedback on how they experienced their care and support. Quality assurance, including self-evaluation and a range of action plans were in place to drive continuous improvement and promote excellence throughout the service. Management were very responsive to feedback from people living in Kirk Lane, their relatives, staff and professionals, and used learning to help make improvements. Because the needs and wishes of people living in Kirk Lane were the main drivers for change, this supported excellent outcomes for people.

People and their relatives told us that communication with the service was responsive and that they felt comfortable in approaching management with any concerns or requests as they were confident that staff or the management team would act on these. Comments from relatives included, *"Management are available anytime and involved in day to day running. The entire team do a fantastic job and treat all residents with care and respect"*, *"The manager is always visible and his door is always open. The staff have a lot of respect for each other and the manager"* and *"The home is very well led. I don't have any concerns regarding that at all. Staff seem really comfortable chatting to managers, their opinion is valued. Equally I feel that if I had an issue and brought this to a manager's attention it would be quickly actioned"*.

The management team were innovative and proactive in seeking out opportunities for improvement, including utilising technology and involvement in pilot projects to improve health and wellbeing outcomes for people. Professionals told us, *"The management team and the staff are very welcoming and always open to suggestions"* and *"I have always found [the management team] to be very cooperative, always available and very helpful"*.

Staff were comfortable in the presence of management and told us they felt well supported and inspired by the management team. They told us enthusiastically about the culture of valuing and empowering staff and how they had been supported to develop both professionally and personally within their roles. Staff also told us that management were quick to respond to any ideas they identified which would improve outcomes for people.

How good is our staff team?

6 - Excellent

We evaluated this key question as excellent because staffing, and how well staff worked together, was sector leading and resulted in outstandingly high outcomes for people.

People could be confident that staff were recruited in a way which had been informed by all aspects of safer recruitment guidance, including a strong emphasis on values-based recruitment, and the quality and dedication of the staff reflected this.

Induction and training were thorough and had been developed to enable staff to support the needs and outcomes of people living in Kirk Lane. New staff told us they were supported and welcomed by both management and colleagues throughout the home, and that their induction was adapted to suit their existing skills and knowledge and could be extended if this was beneficial. There were opportunities for career progression and staff told us about opportunities for further training and development. One staff member said, *"I identified additional training I thought would enhance my role, and when I asked management, they immediately arranged it for me. They encourage me to develop and enhance my skills"*.

The management team were skilled at identifying and delivering the right resources, at the right time to ensure that people experienced high quality care and support. The numbers and skill mix of staff were determined by a process of continuous assessment linked to quality assurance. This included taking account of the complexity of people's care and support. There were enough staff so that people could be well supported with their emotional needs as well as their physical needs and people told us that staff from all roles spent time with them and were there when they needed them.

Staff were deployed consistently within the six suites at Kirk Lane. One staff member told us, *"I have been working in this suite for two years. We have real continuity in the suites, which means we really know people"*. We heard examples of staff helping each other by being flexible in response to changing situations, and this helped ensure care and support was consistent and stable.

Motivated staff, effective deployment and excellent team working meant that staff were able to spend time engaging meaningfully with people and knew them very well. This included staff who were not involved in providing direct care and support to people, as it was recognised that they played an important role within the staff team. As a result, all roles of staff were actively involved in meaningful engagement and activity with people living in Kirk Lane.

Staff worked exceptionally well together and told us they were extremely well supported by senior staff and the management team. They were confident in building positive relationships with people and dedicated to working together to achieve the very best outcomes for people. A staff member told us, *"We support each other really well and we have amazing support from [the management team]. We all have the same priorities; the people who live here"*.

Staff were flexible and supported each other, resulting in excellent teamwork across all roles of staff. This had a very positive impact on people living in Kirk Lane. Relatives told us, *"The staff team are very welcoming, they know who I am, and are always happy to give me an update on my [relative]. This includes reception, activities, domestic and maintenance staff"* and *"The staff are all amazing and have made my relative very welcome and are all very approachable when we visit. They have given me peace of mind that my relative is being well cared for"*.

Staff were confident in sharing best practice with colleagues and ideas for improvement with management. They told us they were encouraged to be innovative and that achievements were recognised and celebrated. Staff felt valued because they were recognised for their contribution to the home and took great pride in the excellent level of support provided to people living in Kirk Lane. Staff were inspired by the management team and each other and spent time telling us about the strengths, skills and achievements of their colleagues in all roles within the home.

How good is our setting?

6 - Excellent

Because the setting was sector leading and resulted in outstandingly high outcomes for people, we evaluated this key question as excellent.

People benefitted from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space and comfort to meet their needs and wishes. The environment was relaxed, clean, tidy and well looked-after, with no evidence of intrusive noise or smells and designed to promote and enable people's independence.

People's bedrooms were comfortable, beautifully furnished and decorated, and personalised to people's preferences with en suite facilities in each, and there was a lounge and dining room in each of the six suites within Kirk Lane. There was also a function room and hair and beauty salon.

The gardens at Kirk Lane were well-maintained and regularly used, and there was a large balcony area upstairs overlooking the gardens. People could choose to use private and communal areas and their right to privacy when they wished was respected. There were clear signs directing people to areas of the home, including the garden. People told us they could access the garden as and when they wished.

People who wished to do so were involved in day-to-day routines within the home if they wished and people who were interested in gardening were involved in this, including growing vegetables in the raised beds and polytunnel, to be used by the chef in preparing their meals.

People were proud of their involvement in plans for their home and gardens. One person said, *"I can go out to the large garden area by myself. The location of the home is in a lovely setting and is part of the village"* and relatives told us, *"This home is beautiful. The inside and external is stunning"* and *"The setting is amazing, and there is always something going on to enhance the setting"*.

The setting was kept safe and well-maintained. There were clear planned arrangements for regular monitoring and maintenance of the premises and equipment to ensure people were safe. Health and safety and maintenance within the home was proactive and responsive, and the maintenance team were often involved in identifying and creating innovative solutions in response to specific individual wishes of people living in Kirk Lane.

How well is our care and support planned?**5 - Very Good**

We found significant strengths in how care and support was planned and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

Care plans were of a high standard, and provided clear information to support staff in delivering care and support to people, safely, and in line with their wishes and preferences. These plans clearly documented what was important to people and contained sufficient information to ensure staff could quickly and easily identify any changes or concerns.

Care plans were reviewed and updated regularly, and whenever there was a change to a person's circumstances, needs or wishes. Changes were discussed with people, their relatives and relevant professionals, and people were supported to lead and direct the review of their care plans in meaningful ways.

There were comprehensive audits of care plans which were robust because those auditing the care plans also knew people well and were up to date with their current needs, wishes and preferences, as well as any health interventions.

People were helped to live well right to the end of life because their care plans made it clear to others what was important to them and their wishes for the future. This included receiving care in a place of their choice should they become unwell.

The service was in the process of moving to a new care planning system and were in the process of rolling this out for every person living in the home. Care staff had access to these care plans on hand-held devices, allowing information to be accessed, documented and updated in real-time.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent
How good is our setting?	6 - Excellent
4.1 People experience high quality facilities	6 - Excellent
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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