

Limecroft Care Home Service

Templar Rise
Dedridge West
Livingston
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Telephone: 01506 460 171

Type of inspection:
Unannounced

Completed on:
27 August 2025

Service provided by:
West Lothian Council

Service provider number:
SP2003002601

Service no:
CS2003011082

About the service

Limecroft care home is registered to provide a care home service for a maximum 39 older people including an interim care service for up to five people. The service is provided by West Lothian Council. Limecroft was registered with the Care Inspectorate in April 2011. The care home is situated in a residential area in the Dedridge area of Livingston. Shops and public transport are nearby.

There were 32 people using the care home service at the time of the inspection and 3 people accessing the interim care service.

The accommodation is on two floors in five small group living units. Each unit has bedrooms with en-suite facilities, a sitting room and a dining room. One unit is dedicated to short term care. There are separate kitchen, laundry and staff facilities in the home.

The aims of the service are;

"To provide a safe, secure and stimulating environment to older people who are frail and aged 65 or over" and "To offer quality services and support to families"

About the inspection

This was an unannounced inspection which took place on 26 August 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 and received feedback from 13 people using the service and 12 of their family representatives
- Spoke with staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People were supported with genuine kindness and respect by a consistent staff team that knew them very well.
- Staffing levels were well maintained which meant that staff had time to spend.

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 staff team?	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.

We observed staff following the principles of the Health and Social Care standards, providing support with kindness and respect. Staff knew people well and there were very positive relationships with families who told us that they feel welcomed into the home and were complimentary about staff and management team. One person said "I like it here, people are nice to you" while relatives told us that their "(relative's) wellbeing is always a priority with staff" and "my (relative) is safe and well cared for".

People looked well and staff had taken the time to attend to personal preferences when supporting people to get ready for the day.

People could be confident of good hydration as we saw staff regularly supporting people with water and juice and offering drinks across the day.

The dining experience was relaxed and unhurried. People were engaged and participative and able to share how the meal was "the food is really good". People ate while chatting with companions and staff alike. Where people may be at risk of weight loss, the service had a robust process in place which included working with the chef to provide high calorific meals where of benefit.

When people needed support to take medication they could be assured that this was done safely as staff followed good practice guidance and the leadership team had a good overview through their audits and supervised practice.

Because the service had developed very good relationships with health colleagues, people benefitted from timely access to appropriate health professionals. This included G.P. and nursing teams, dietician, speech and language staff and other multidisciplinary health and social care professional groups.

People at risk of falls were well supported through a robust falls analysis process and links to falls prevention including in house movement to music mobility sessions which greatly contributed to the falls prevention programme.

Care plans were well written and included what was important to people, clear information about family and links to past and current interests with enough information to support people and ensure outcomes were clear. Risk assessments were up to date and were completed well and there was good overview of how and when people might be at risk and how to reduce or mitigate this. When people's needs changed, care reviews were undertaken and families were included where appropriate.

Although there was a full programme of activities across the week, people and their families spoke about feeling significant gaps in evenings and over the weekend and how this could impact people's mood. When we spoke to the manager about this we were confident that this would be considered to further improve outcomes for people living at Limecroft.

How good is our staff team?**5 - Very Good**

We found significant strengths in aspects of staffing and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People and their families said they knew the care staff and well shared positive feedback about the team. Most people said that care staff were helpful, friendly and had people's care as a priority in their work. One person told us "the whole staff team are lovely".

Staff said that they felt well supported and working in the home is "like being part of a family." The service was mindful of Health and Care staffing legislation now in force, and the service placed emphasis on staff wellbeing.

Good practice guidance was used to support the assessment of staffing. A dependency tool ensured that staffing levels were right and people's needs were regularly reassessed and the service was staffed accordingly. Staff were visible and available to people and visitors throughout the day and were seen to be very responsive to people's needs.

Mandatory training was completed timeously to ensure that care staff were confident and refreshed in their knowledge regularly in order to support people effectively.

How good is our setting?**4 - Good**

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

Limecroft is a purpose built care facility with bright, wide corridors, ensuite toilet facilities and access to outdoor space. Internally, it is light and airy and very welcoming. There is plenty space to walk around, and a variety of seating areas including communal and more intimate areas out with people's individual rooms. We saw how these areas were very well used to create friendships and a real sense of community.

The provider had ensured safe systems were in place to support people's safety and wellbeing, including external contractors that attend regularly to complete required safety checks.

Initial observations of the home were that it appeared clean and tidy, however on further inspection we could see areas of concern where infection prevention and control (IPC) was breached because there was little attention given to cleaning, particularly in the bathrooms and ensuites. There were also some pieces of furniture that needed to be cleaned or replaced.

We spoke with the management team about these concerns and were very reassured by their immediate actions and commitment to further address them, ensure good practice guidance in IPC was followed and overall improve outcomes for people in relation to benefitting from high quality facilities.

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

In order to ensure positive outcomes for people, the provider should ensure that care and support provided is regularly recorded over a 24 hour period. This will ensure records accurately reflect the care and support offered and provided at the appropriate times.

This is to ensure care and support is consistent with Health and Social Care Standard 1.23: My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.

This area for improvement was made on 20 January 2025.

Action taken since then

We reviewed this area for improvement at this inspection. The service had initiated documentation that is completed in live time so that people's records are always up to date. This included information such as food and fluid, personal care and hygiene records. The service had met this area for improvement.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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