

# Kirk Lane Nursing Home Care Home Service

Kirk Lane  
Livingston Village  
EH54 7AY

Telephone: 01506539651

**Type of inspection:**  
Unannounced

**Completed on:**  
16 November 2023

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

**Service provider number:**  
SP2003002451

**Service no:**  
CS2021000137

## About the service

Kirk Lane Care 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 56 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 14, 15 and 16 November 2023. 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 spoke to or received feedback from:-

- 24 people living in Kirk Lane, and spent time with others
- 34 relatives
- 25 staff
- three professionals.

## Key messages

- People benefitted from warm, encouraging, meaningful relationships with staff.
- Staff were excellent at promoting people's rights and ensuring they were always upheld.
- Staff promoted independence with proactive care and support.
- The management team valued staff and staff felt very 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?	5 - Very Good
How good is our leadership?	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. In particular, we found that the way in which people experienced compassion, dignity and respect, resulted in outstandingly high outcomes for people living in Kirk Lane. As a result we evaluated the quality indicator 'people experience compassion, dignity and respect' as excellent.

We found Kirk Lane to be a very comfortable, homely environment for people to live in and people's living environment and experiences were personalised to suit their wishes and preferences.

People benefitted from the depth and quality of the warm, encouraging, positive relationships with staff and everyone was treated with dignity and respect. People were enabled to treat the home as their own. People felt their care and support at Kirk Lane was special. People told us, *"Everyone looks after each other; the people who live here and the staff"* and *"It's nice here. We all enjoy each other's company. We're more like a family now"*. This was because people were equal partners in their own care and there was a strong sense of belonging, inclusion and involvement for all of the people living there. Another person told us, *"I feel included in everything. I very much feel like I am part of a family here"*. This showed that people felt included and valued and we saw that these relationships provided meaningful social interaction in people's lives.

Staff 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 staff had supported them to retain and regain mobility. This meant that people's wellbeing, mobility and confidence were promoted as well as working hard to reduce the risk of people falling within the home.

A relative told us, *"The level of care my relative receives is superb. The staff are very kind and friendly to all his visitors. We really appreciate their care and understanding"*. Another relative said, *"Kirk Lane is in a wonderful setting. Residents are able to walk outside with staff /relatives exploring Livingston village where there is a pub and post office. They have a beautiful garden which my relative is able to access independently. Summer BBQs have been held there which relatives can enjoy too"*.

People were able to move around the home and garden as and when they wished. One person told us, *"On my 1st night here, the manager took me round the home and garden and introduced me to people and staff"*. Another person said, *"The gardens are beautiful - we go out there when it's warm enough. They've done well with it - a lot of work has been done on it since last year"*. People who wished to do so were involved in developing the garden and vegetable garden, and one man enjoyed helping the maintenance person with routine tasks. This meant that people could feel involved in the running of the home if this was important to them.

The atmosphere in the home was bright and cheerful, and people and relatives felt that the home was *"beautifully furnished"*, *"very clean"* and *"always maintained to a very high standard and the home smells lovely"*. A relative told us, *"The garden is full of flowers and has amazing decorations throughout the year, especially at Christmas"*.

Couples living in Kirk Lane could use their rooms in the way that they wished, for example, one as a bedroom and one as a sitting room, and we saw this done in a way which closely resembled one couple's own home environment.

The ethos within Kirk Lane was of resident led care and there was a real feeling of family within the home. People told us, *"I know all the carers and they all know me. I have good relationships with them and that's important because I need intimate care"* and *"They value us as people"*. A relative told us, *"They care for [my relative] physically and emotionally in a really lovely way"*. People, and their relatives, felt not only included, but involved within the home. People's voices were heard and contributed to decision making within the home. This included activities and events. People told us, *"There's always something to do if you want to do it. It's up to yourself"* and *"The many activities available all help wellbeing. I am encouraged to take part in as many as possible, and there is lots of fun and laughter which is important to wellbeing"*.

Relatives were welcome to visit at any time and able to have lunch or dinner with their relative or spend the day or evening with them. One relative told us, *"I view it as an extension of my home"* and *"I am known by the carers and they call me by my name. I am greeted with smiles as I come in to spend time with my relative. I have emotional support when needed. They show a sincere interest in my wellbeing"*.

The function room was in regular use for get-togethers, cinema, sports, activities and was often booked for special occasion celebrations.

People told us that the food was good and there were choices at mealtimes, with preferences and religious choices taken into account. This meant that people ate well.

Care plans were comprehensive, regularly reviewed, and updated as and when required, and relatives were kept informed of any changes.

People benefitted from regular access to relevant professionals to support their health and wellbeing. Staff had good links with local health professionals and relatives told us that they felt their loved ones' health needs were always met, and that changing needs were quickly identified by staff.

A professional told us, *"It is evident, through information gathered at review with clients, their family, and staff, that resident's care and support needs are being met to a high standard"*.

## How good is our leadership?

**5 - Very Good**

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

The management team was committed to ensuring people were well cared for and were well supported by experienced, skilled and knowledgeable staff. They had a clear oversight of care, which supported very good outcomes for people and people could be assured that there were systems in place to monitor standards of care, including regular observations of staff practice.

Management were aware of any improvements which were needed or would be beneficial to the people living in Kirk Lane, and had an improvement plan and action plans in place with realistic timescales to achieve these. Improvements were informed by audits and consultation with people and relatives, who were actively involved in future plans for the home, including changes to the menu and activities planning.

Communication within the home was very good and people and their relatives were well-informed and their views taken into account when developing the service improvement plan. People, relatives and staff all described feeling confident in giving feedback because this was welcomed and acted upon. One relative said, *"The senior staff are always available and approachable"*.

Mandatory training was in place as well as additional training opportunities to enhance the skills and encourage the development and knowledge of staff, so that people could have increased confidence in their care and support and achieve improved outcomes.

Staff felt valued because they were recognised for their work and were empowered to participate in quality assurance. This promoted responsibility and accountability across the whole team. A member of staff told us, *"It feels like a family. It is a fabulous place to work. You get a warm fuzzy feeling when you walk in the door. I had a really good induction and lots of support"*.

The management team had a good overview of the service through regular auditing and clinical governance. This included audits for key areas such as nutrition and medication management.

A relative told us, *"The manager in Kirk Lane does an excellent job and is what I would call a 'hands-on' manager. He takes an interest in the residents. When my husband became a resident the Manager's comment to me was 'welcome to our family and remember that this is your home too'."*

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://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
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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Compass House  
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