

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:
6 May 2026

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. 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 ensuite 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 that took place on 5 and 6 May 2026. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, details of registration and complaints, and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing; the setting and planned care/support.

During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing, and rights. We knew this because we:

- spent time with 11 people using the service
- received feedback from 9 relatives/visitors and 18 staff and management
- reviewed survey responses from nine people using the service, 17 staff members, 25 family members and 2 visiting professionals
- observed practice and daily life
- sampled relevant documents.

Key messages

Legal assurances:

We found that people were safe and protected from harm because the service operated legally and in line with their conditions of registration, including having the appropriate insurance in place. We also noted that the service had clear aims, objectives, values and principles.

Wellbeing:

We saw that appropriate health assessments and referrals were made, when required. There was clear information available to help staff understand and respond to risk.

Having the right medication at the right time is important to help people keep well. Appropriate systems ensured people received their medication at the right time which promoted safety and wellbeing. We discussed with the management team about having 'as required' PRN protocols within the online systems rather than paper format and the manager advised that she would look into this and see if this could be a consideration.

We saw that where people needed support to manage their finances, there were policies and procedures in place to keep their money and valuables safe.

We saw that the service had good governance and quality assurance processes in place, which included the observation of staff practice. People told us they felt very well cared for by staff and that they felt safe knowing the staff would contact the doctor or whoever they needed if they felt unwell.

People felt safe and well supported because the service had effective adult support and protection measures in place. Staff were trained and confident in their responsibilities, and relatives told us the home felt very safe, with any issues addressed quickly. Infection prevention and control practices were embedded, and staff had received the necessary training. The environment was consistently clean, tidy, and welcoming.

Leadership:

The service had several effective systems and audits in place including accidents and incidents, complaints and people's health care needs which included nutrition, wound care, medication and care planning.

People living in the home benefited from a happy, well organised staff group. People told us they were supported and encouraged to give their views and raise any concerns. These were welcomed and responded to positively. This showed the service valued people's comments and suggestions.

The service had a development plan in place which was being regularly updated and evidenced the improvements that had taken place in the home. There was also evidence of people living in the home and their families being involved in the decision making of service delivery.

A new manager has been in post for a few weeks, they outlined plans to meet formally with all relatives in the coming weeks and to establish regular meetings thereafter to ensure ongoing involvement in decision making regarding future changes and developments. This demonstrated a clear commitment to partnership working and meaningful involvement in people's care.

The management team demonstrated a clear understanding about what was working well and what improvements were needed, to ensure that the needs, outcomes and wishes of people living in the service were the main drivers for change. Feedback from staff, people using the service and relatives was very positive about the service. Comments included; "I feel listened to, anything I suggest get's acted on" and "I feel confident raising any concerns, nothing is ever a bother".

Staffing:

We read through recruitment details which showed that Safer Recruitment guidance had been followed. Protection of Vulnerable Groups (PVG) check was in place and two references had been received prior to commencing with the service.

Staff were registered with relevant professional bodies where required and understood their roles and responsibilities.

Staff told us their training was up to date and opportunities for additional learning were in place. An overview of training was in place that supported the management team and to ensure people continually had skills and knowledge updated.

The staff team were well established and worked well together. There was a very low turnover of staff in the home and we observed respectful communication within the team which created a warm atmosphere because of good working relationships. Staff told us that they enjoyed working in the service. People received care from consistent staff who knew them well and who had built up caring relationships with them. Families confirmed that staff were consistent when possible. During our inspection, staffing levels provided staff with sufficient time to offer compassionate care and support. We discussed the need for ongoing reviewing of staffing levels to continue in response to changes in people's needs, or new admissions to the service.

A culture of open communication and regular supervision enabled staff to share ideas, raise concerns, and reflect on their practice. Staff told us they felt valued, supported and happy in their roles. People benefitted from a compassionate and well-trained staff team who knew them well. One person said; "the staff are excellent, they truly care".

The setting:

People can expect to live in high quality facilities. The care home was generally clean, tidy and clutter free throughout.

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, well maintained and designed to enable and promote people's independence.

People living in the home all had ensuite bedrooms and were encouraged to bring in personal items. One person told us; "my room is beautiful; I've got all my own bits and pieces around me. It's kept really clean and fresh".

People living in the home benefitted from being able to access outdoor areas of the home. Garden areas were safe, accessible, well-kept and welcoming, with flower beds and pots maintained by people and staff. When weather permitted, activities were often held outside which enabled people to feel more connected to their local community.

This provider had two dedicated maintenance staff who responded to maintenance requests. Requests were prioritised based on urgency and risk. There were regular checks to ensure that water safety and necessary water temperatures were maintained. The manager also ensured that the necessary fire checks were undertaken at the required frequency. This was supported by the sample of monthly records we scrutinised.

Planned care/support:

Staff knew people's needs and preferences well. This meant staff were able to recognise and respond to changes in people's wellbeing. Staff were respectful and caring when supporting people. People were well presented, and personal care was offered discreetly, promoting their dignity.

Personal plans helped to direct staff about people's support needs and their choices and wishes. Personal plans were person-centred and involved those living in the care home. This ensured individuals' wishes and preferences informed their care and support to be considered over the 24 hour period.

Where health and wellbeing assessments identified specific interventions, additional personal plans were in place to guide and support staff in care delivery. This meant that individuals could be assured that they were being supported by a staff team who were aware of their needs. Regular reviews of personal plans ensured that people benefited from planned interventions.

Complaints

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

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