

Holmesview Care Home Service

2 Holmes Road
Broxburn
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Type of inspection:
Unannounced

Completed on:
10 June 2026

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

Service provider number:
SP2003002451

Service no:
CS2010270153

About the service

Holmesview is a care home providing care and support for up to 60 older people. The service is owned and managed by Randolph Hill Nursing Homes (Scotland) Ltd and has been registered since 2011. The service is situated on the main street in Broxburn and has some local shops, public transport, and amenities within walking distance.

Accommodation is provided over two floors, in six living units, each containing ten single ensuite bedrooms, a lounge and dining area, and a communal bathroom. There is also a larger public lounge on the upper floor and an enclosed sensory garden with access from some bedrooms and one of the downstairs lounges. Kitchen and laundry facilities are situated on the ground floor.

About the inspection

This was an unannounced inspection which took place on 9 and 10 June 2026. The inspection was carried out by two inspectors from the Care Inspectorate and an inspection volunteer.

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 informally with 30 people
- spoke with six family members visiting the home and received feedback from 24 people via our questionnaire
- spoke with 15 staff and management and received feedback from seven staff via our questionnaire
- spent time observing practice and daily life
- reviewed documents
- spoke with two visiting professionals.

Key messages

- People were happy with the care they received.
- People were supported to enjoy a variety of activities which enhanced their daily lives.
- Staff knew people well and had formed good working relationships with them.
- The management team had a good overview of the service through regular auditing and clinical governance.

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 identified significant strengths in how care was delivered and how these contributed to positive outcomes for people. As a result, we evaluated this key question as very good, as the service consistently demonstrated high-quality, person-centred care with only minor areas for improvement.

People clearly experienced compassion, dignity and respect, and benefited from warm, positive relationships with staff who knew them well. Observations during the inspection confirmed that interactions were consistently kind, respectful and reassuring, which contributed to people feeling valued and secure. Feedback from people and their relatives strongly reinforced this view, with comments such as "the staff are great" and "staff are wonderful," while one relative stated staff "deserve a medal." This consistently positive feedback indicates a strong and embedded caring culture, suggesting the service is highly effective in promoting emotional wellbeing and trust.

Staff demonstrated a strong and genuine commitment to supporting people to get the most out of daily life. Access to a wide range of meaningful activities, including sewing groups, bingo, quizzes and community outings, enhanced opportunities for social engagement and enjoyment. People spoke positively about these activities, indicating they were valued and meaningful. This reflects a clear strength in promoting wellbeing and reducing social isolation. However, the sustainability and inclusivity of these activities could be further evaluated to ensure they consistently meet the diverse preferences and abilities of all individuals.

The mealtime experience was generally positive, with people enjoying both the quality of food and the relaxed, unhurried atmosphere. Flexibility in offering alternatives supported individual choice, which is a key aspect of person-centred care. One person's comment that "the food is very nice here" reinforces this positive view. However, the fact that some individuals could not recall their meal choices suggests that choice may not always be meaningfully exercised. This limits the effectiveness of the service in fully promoting autonomy at mealtimes. The identified opportunity to offer choices at the point of service is a reasonable and constructive improvement, which would further enhance dignity and independence.

Staff worked effectively with external professionals, demonstrating a collaborative approach that supported continuity of care. Positive feedback from professionals, such as describing the service as "responsive" with "very good" staff, indicates that partnership working is a clear strength. This approach is likely to contribute to improved health outcomes and reinforces the reliability and responsiveness of the service.

Care planning was another strong area. Personal plans were clearly person-centred, detailed and reflective of people's preferences, needs and risks. This ensured staff had clear, accessible guidance to deliver consistent and appropriate care. The inclusion of risk management strategies further strengthened this, supporting safer and more responsive care. This suggests that care documentation is not only compliant but actively supports positive outcomes.

Medication management was also effective overall. The availability of clear guidance, particularly for 'as required' medication, supported safe and appropriate administration. This demonstrates good practice and contributes positively to people's health and wellbeing. While no significant concerns were identified, ongoing monitoring is important to ensure this standard is consistently maintained.

Leadership demonstrated a clear commitment to sustaining improvements and driving further progress. This proactive approach is a key strength, as it indicates the service is not only maintaining current standards but is also focused on ongoing development.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

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