

Meadowvale Care Home

Care Home Service

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Telephone: 01506 635 373

Type of inspection:
Unannounced

Completed on:
26 September 2025

Service provided by:
Meadowvale Care (Bathgate) Limited

Service provider number:
SP2020013466

Service no:
CS2020378905

About the service

Meadowvale Care Home is located in Bathgate, West Lothian and is registered to provide care and support for up to 51 older people. The service is provided by Meadowvale Care Ltd (Bathgate).

The accommodation is on two floors with access to the first floor by stairs or lift. Bedrooms are single rooms with an en-suite toilet and wash hand basin. Each floor has a sitting room, a dining area and a small quiet room. Communal bathing, showering and toilet facilities are on both floors. Ample car parking is to the front of the building and there is an enclosed garden to the rear. The service has been registered with the Care Inspectorate since August 2020.

About the inspection

This was an unannounced inspection which took place on 23 and 24 September 2025. The inspection was carried out by two inspectors from the Care Inspectorate, supported by an inspection volunteer. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service and their families and gather their views.

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:

- spent time with 39 people using the service and received feedback from 11 family members
- spoke with 29 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from two visiting professionals.

Key messages

- People were happy in the service because they were supported respectfully by staff who knew them well.
- The service needed to review support to people when eating and drinking to ensure good nutrition and enhance the mealtime experience.
- People could not always be confident that safe practice in medication was in place because documentation was not robustly completed.
- The service had worked well to enhance the décor and had a plan to make further improvements to the environment which would improve outcomes for people.

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?	4 - 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?

4 - Good

We evaluated quality indicator 1.3 (People's health and wellbeing benefits from their care and support) as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People were cared for by staff who know them well. Relationships were warm, interactions kind and staff were attentive and caring. There appeared to be enough staff to meet people's health and wellbeing needs; however, the deployment and organisation of staff needed some review – particularly at peak care times.

Mealtimes were not organised to include everyone who may need support when eating and drinking. More people needed support than there were staff available and, although mealtimes took a long time, some people were rushed, while others left the meal without eating and some staff were unsure if they had eaten or not. We could not be confident that good nutrition was embedded in practice and that people were supported to enjoy a quality mealtime experience; therefore we made an area for improvement about this. (See area for improvement 1).

Where people had a wound or concerns with skin integrity we saw that oversight was robust and wound management plans adhered to.

Care plans had good information about people, for example about their life history, preferences and wishes. We saw good knowledge of people's health needs evidenced in the care that people received, however, this was not supported by robust documentation which may compromise people's care and support.

Most medication was administered safely and protocols for less frequent medication had good information to support decision making. However, when people's health needs meant that supplementary information was required to make safe medication decisions, there were some gaps in assessing and in recording. There were regular quality assurance checks for medication, however because the process was that of sampling, these gaps were not always identified and because this could lead to poor outcomes for people, we made an area for improvement about this. (See area for improvement 2).

Areas for improvement

1. To support good nutrition and so that people enjoy each mealtime experience, the service should ensure that:

- a) Staff are effectively led and deployed to support people to eat and drink well, particularly when they may need assistance.
- b) People are supported with appropriate food choices to ensure nutritional intake when they choose not to sit and eat a meal.
- c) Daily food and fluid charts are analysed and action taken when people do not meet required levels of intake.

d) A review of peoples dining experience is undertaken to support improved outcomes in eating and drinking.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "If I need help with eating and drinking, this is carried out in a dignified way and my personal preferences are respected." (HSCS1.34) and "I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible." (HSCS 1.35)

2. The service should ensure that medication administration is safe and that people receive their medication as prescribed. This should include (but not limited to):

a) completion of all assessment and recording documentation associated with any individuals medication management.

b) implementation of administration of medication procedures and robust audit of practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24)

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.

Meadowvale was light and bright with ongoing décor upgrades. The home was generally clean with no malodours and cleaning records were all up to date and followed good practice guidance although some areas where people gathered were not well ventilated, and people did not regularly have access to fresh air.

Individuals bedrooms were easily identifiable and it was nice to see that some people had interesting facts and talking points available to support better engagement.

The communal spaces where people were supported were cluttered and access was quite restricted. People could not walk around the lounges safely and many people spent long periods of time looking at the backs of chairs. We saw how this impacted people during an activity where people could not join when they wanted to because of the restricted space.

This became a considerable risk when people were moving from the lounges to dining rooms.

During our inspection we discussed this with the management team and were reassured by their plans to review the use of space as the next phase of their environmental development work.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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