

# Almond Valley Care Home Care Home Service

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Livingston  
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Telephone: 07871729615

**Type of inspection:**  
Unannounced

**Completed on:**  
5 September 2025

**Service provided by:**  
Morrison Community Care (Livingston)  
Propco Limited

**Service provider number:**  
SP2023001188

**Service no:**  
CS2024000315

## About the service

Almond Valley Care Home registered with the Care Inspectorate on 12 August 2024. It provides support to a maximum of 66 older people. At the time of our inspection 26 people were living in the home. The provider is Morrison Community Care (Livingston) Propco Limited.

The home is situated in Livingston, with easy access to town centre amenities. All bedrooms have en suite toilet and shower facilities. The home benefits from having a well-maintained accessible garden and balcony areas on the upper floors, along with a cinema room, celebration room and café area. The home is modern and equipped to a high standard.

## About the inspection

This was an unannounced inspection which took place on 2, 3 and 4 September 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 registration information, information submitted by the service and intelligence about the service.

In making our evaluations of the service we:

- spoke with 15 people using the service and three of their relatives, and received feedback via our survey from five people and seven relatives
- spoke with 10 staff and management, and received feedback via our survey from 14 staff
- observed practice and daily life
- reviewed documents
- received feedback from two visiting professionals.

## Key messages

- People benefitted from kind, compassionate and dignified care and support and staff knew people very well.
- There was a range of meaningful engagement and activity throughout each day, personalised to people's preferences and choices.
- There was very good management oversight in all areas of 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
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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.

Interactions between staff and people living in Almond Valley Care Home were genuinely kind, respectful and meaningful, and care and support was provided in a dignified and personalised way. Staff took time to get to know people very well, and to understand what was important to them. This meant that people felt included and valued and those relationships provided meaningful social interaction in people's lives.

Relatives told us their loved ones were cared for, happy and safe, and said, "*My [relative] is very well looked after, everything is taken care of through diet, exercise, activity and social interaction*" and "*My [relative] is supported to live her life in the way that she wishes*".

People could move freely throughout the home and the atmosphere in all areas was interactive and cheerful with meaningful engagement and activity being an integral part of the day. All roles of staff were meaningfully involved in connecting with people throughout the home.

People were involved in discussing, organising and leading care and meaningful activity within Almond Valley Care Home and within the local community. Care was provided at the time and in the way that people preferred. One person told us about their involvement as the lead in the 'cycle challenge' and others about their involvement in maintaining the garden. This meant people were equal partners in their own care and there was a strong sense of belonging, inclusion and involvement for everyone living there. One person told us, "*The staff are all lovely. They are really polite and helpful, I can have anything I need and do anything I wish*".

Staff promoted people's rights and ensured these were always upheld. Staff encouraged people's independence with proactive care and support and people told us that staff had supported them in retaining and regaining mobility and independence. We saw examples of considerable improvements to people's mobility, and health and wellbeing, because of the way mobility and confidence were promoted and enhanced and the individualised approach to managing and preventing falls and fractures.

People had visited the home for lunch or to visit the hair and beauty salon, getting to know other people and staff prior to moving in, and described their experience of moving into the home as seamless. One person told us, "*My daughter arranged for me to come here. She said, 'mum you'll love it', and I do*". A relative told us that the care and support for her loved one was "*more than I could ever have hoped for*", and that staff had "*looked after me as well, regularly checking in on me and making sure I was ok*".

The mealtime experience in Almond Valley Care Home was relaxed and unhurried within a calm, relaxed environment and there was a varied and nutritious menu using good quality ingredients. People said the food was 'really nice' and they could choose whatever they wish. One person told us, "*You can ask for something different but usually I like what's on the menu and it's really good*". Home baking was available daily and people had access to snacks and drinks throughout each day. For anyone at risk of losing weight, there was fortification of their diet and a focus on ensuring options available met their personal preference to support good nutrition.

Support with medication was carried out safely and people received the right medication, at the right time, in the right way, to meet their health needs. People could be confident that they would benefit from access to external health professionals when this was needed, and that this was arranged without delay. Relatives told us, "*I get regular updates from the head nurse*" and "*The nurses keep on top of everything*".

### 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 well supported by experienced, skilled and knowledgeable staff. They had a clear oversight of care, including audits for key areas such as nutrition and medication management. This supported very good outcomes for people and meant that people could be assured that there were systems in place to monitor standards of care, including regular observations of staff practice. A visiting professional told us, "*Leadership is very good and supportive to clients, family, staff and external agencies*".

An improvement plan and action plans were in place which were informed by audits and consultation with people and relatives, who were actively involved in any future plans for the home. Communication within the home was very good. People, relatives and staff all described feeling confident in giving feedback because this was welcomed and acted upon. People, their relatives and staff all told us that management were visible throughout the home, approachable and supportive, and available whenever they wished to speak with them. One relative said, "*The leadership team have been very supportive. They have great experience and have always been available*".

Risk assessments were rights-based, fully taking into account the wishes of the individual whilst considering their safety. This included freedom of movement throughout the home and access arrangements for relatives.

The management approach to the growth of the home had been incremental, ensuring high quality care and support and personalised, meaningful engagement for everyone. This approach allowed people to achieve significant benefits and positive outcomes in terms of their health and wellbeing.

### How good is our staff team?

5 - Very Good

We found significant strengths in aspects of staffing, and in how well staff worked together to support positive outcomes for people, therefore we evaluated this key question as very good.

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 confidence in their care and support and achieve positive outcomes.

There were clear lines of responsibility and professional accountability, including clinical and care governance. Staff were clear about their roles and responsibilities, with written information they could refer to, and regular supervision. As a result, they felt well supported and confident in carrying out their role.

This meant that people were being cared for by staff who understood, and were sensitive to their needs and wishes. Relatives told us, "*The management and all staff at Almond Valley have been great to deal with right from arranging for my [relative] to move into the home. They have been supportive of her needs and have always been available to me*" and "*Every member of staff I have engaged with has been positive, caring and attentive to both my needs and those of my [relative]*".

Relationships between staff and people were warm and compassionate and staff were invested in ensuring people were supported to live as meaningful a life as possible, taking into account their preferences and wishes. People felt relaxed and comfortable in the presence of staff and told us that staff were kind and caring and treated them with dignity and respect. Relatives told us, "*They are an amazing staff team*" and "*Staff are brilliant, very caring and helpful*".

Staff felt valued by the management team and told us, "*Everyone has a voice and is listened to*" and "*[The management team] provides care, love, understanding and support for the people who live here and the staff*".

The management team were skilled at identifying and delivering the right resources, at the right time to ensure that people experienced high quality care and support. This meant that the skill mix, numbers and deployment of staff met the needs of people living in the home. There were enough staff, so that people could be well supported with their emotional as well as their physical needs and staff members in all roles could be involved in engaging with people and supporting them to get the most out of life.

Staff worked very well together and supported each other by being flexible in response to changing situations. Staff said, "*I love the connection we have between management, staff and residents*" and "*This service has the people we care for at the centre of everything we do*".

## How good is our setting?

## 5 - Very Good

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

The setting was comfortable and welcoming with lots of natural light and access to outdoors and the quality of fixtures, fittings and décor throughout the home was very good. People were able to move freely around the home, supporting and promoting their independence and mobility.

Bedrooms were comfortable, beautifully furnished and decorated, and personalised to people's preferences with en suite facilities in each. Ground floor bedrooms had direct access to the garden. People could choose to use private and communal areas and their right to privacy when they wished, was respected.

The environment was relaxed, clean, tidy and well looked-after, and there was a celebration room, hair and beauty salon, cinema room and café for people to use, as well as well-maintained gardens and outdoor balcony areas on the upper floors. This allowed people to enjoy fresh air and outdoor activities when they wished.

Relatives told us, "*It's a lovely setting*", "*A lovely brand new care home where everything is spotless, well run and modern but feels very comfortable*" and "*The setting of the care home is good and the view from my [relative's] room makes her happy*".

Cleaning arrangements followed good practice guidance in infection prevention and control and the setting was kept safe and well-maintained. There were clear planned arrangements for regular monitoring and maintenance of the premises and equipment to ensure people were safe and maintenance records were well documented.

### How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of assessment and personal planning and could see how this supported positive outcomes for people, therefore we evaluated this key question as very good.

The system used for assessment and care planning was being utilised to its full potential, providing easy access to all relevant documentation. Assessments and care plans were of very good quality, personalised, respectfully written and gave comprehensive insight into the care needs and wishes of people living in Almond Valley. There was clear information about what was important to each person and comprehensive personalised information to support staff to engage meaningfully with people.

Care plans were reviewed and updated regularly, and whenever there was a change to a person's circumstances, needs or wishes. Changes were discussed with people, their relatives and relevant professionals, and people were supported to lead and direct the review of their care plans in meaningful ways.

There were comprehensive audits of care plans which were robust because those auditing the care plans also knew people well and were up to date with their current needs, wishes and preferences, as well as any health interventions.

Anticipatory care plans made it clear to others what was important to people and their wishes for the future and proportionate risk assessments were in place which were rights-focussed and promoted independence. All documentation was regularly reviewed and updated. A professional told us, "*The care and support is planned well and approached in a person-centred way. Taking on any issues or concerns that are raised with clients or their families*".

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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