Heatherfield Nursing Home
Care Home Service

49 Bathgate Road
Armadale
EH48 2PD

Telephone: 01501 733 066

Type of inspection:
Unannounced

Completed on:
23 September 2026

Service provided by:
Holmes Care Group Scotland Ltd

Service provider number:
SP2020013480

Service no:
CS2020379129

About the service

Heatherfield care home is registered to provide 24-hour care for up to 60 older people. The provider is Holmes Care Group Scotland Ltd. The service was registered with the Care Inspectorate in 2020. The home is situated in a residential area within the town of Armadale in West Lothian, with an open aspect to surrounding fields.

The service is registered to be provided over two buildings, however, only one building is in use for care provision at present. Within the current building, there are two units which are spacious, and each has their own lounge, dining areas, bathroom, and small kitchen. There is a separate building for laundry, and a central kitchen where meals are prepared and cooked. There is also a large, shared activity hub, and cinema room. Care is provided by registered nursing staff and social care workers.

At the time of inspection, there were 36 people living at Heatherfield care home.

About the inspection

This was an unannounced inspection which took place on 21, 22 and 23 September 2026. 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 and spoke with 21 people using the service, and received feedback via our survey from 31 people
- spoke with 11 relatives, and received feedback via our survey from 16 relatives
- spoke with 12 staff and management, and received feedback via our survey from two staff
- observed practice and daily life
- reviewed documents

Key messages

- People had formed very good relationships with the staff supporting them.
- People received responsive support from people who knew them well and what was important to them.
- People were supported to enjoy a variety of activities which enhanced their daily lives.
- Staff were very committed to the service.
- The management team had a very 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

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.

People experienced warm, kind and compassionate care. Staff had a very good understanding how to support people and treated people with dignity and respect, helping people feel valued, supported and listened too.

People had personal plans which contained very good information about their assessed needs to support their health and wellbeing. People benefited from ongoing healthcare assessments and regular reviews, which helped ensure they received care and support based on good practice. Staff communicated effectively about any changes in people's health and wellbeing, supporting timely responses and positive health outcomes.

People could be assured that the care home provided well-coordinated and responsive healthcare by liaising with a range of professionals such as dietician's, behaviour support services, social work and GPs to ensure people's needs were responded to appropriately.

People benefitted from a safe and effective medication management system that was managed in line with good practice. Weekly GP reviews helped ensure medication continued to meet people's health needs, and any changes were identified and acted on promptly.

People had opportunities to stay active and take part in activities they enjoyed. Regular support from volunteers helped provide a varied programme of activities, promoting wellbeing and social connections.

People should expect to be given support with eating and drinking in a dignified way and have their personal preferences respected. Mealtimes appeared to be a calm, pleasant part of the day. People were encouraged and enabled to eat their meals independently with just the right level of support from staff, where needed. We observed plenty of snacks and drinks to be available throughout the day, including to those people who preferred to stay in their bedrooms. Feedback from people spoken with indicated they were happy with the quality of meals they were receiving. Comments included; 'the food is lovely, I get plenty to eat and I really enjoy my meals."

Where people were unable to fully express their views; those with legal authority to make decisions on their behalf were identified and supported by the appropriate legal documentation. This helped protect people's rights and ensured care and support were provided lawfully.

People using the service were consistently involved in the development and improvement of the service. Regular meetings took place and these were well attended by people using the service. People had given their views on a range of topics including activities, meals and recruitment of new staff. There was evidence that changes were frequently made as a result of these views. We were confident that people's needs and wishes were the main focus when decisions and improvements were being made.

Complaints

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

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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