

Meadowlark Care Home Service

Mannachie Road
Forres
IV36 2JT

Telephone: 01309 676 307

Type of inspection:
Unannounced

Completed on:
8 September 2025

Service provided by:
Renaissance Care (No1) Limited

Service provider number:
SP2011011731

Service no:
CS2011303089

About the service

Meadowlark service is owned by Renaissance Care (No1) Limited. It is registered to provide a care home service for a maximum of 57 older people, including people with dementia or mental health problems.

Meadowlark is a purpose built home located in Forres. There are three separate units, one of which has been specifically developed to support people living with dementia. All rooms are single occupancy, some have en-suite facilities.

The home is set within its own grounds and includes a pleasant private rear garden, which is overlooked by many of the rooms.

About the inspection

This was an unannounced inspection which took place on 4 September 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

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 with 15 people using the service and 15 of their family and friends
- spoke with 15 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People were treated with dignity and compassion, which helped them feel comfortable in the home.
- Activities were inclusive and meaningful, giving people purpose and enjoyment in their day.
- Mealtimes were calm and dignified, supporting people's nutrition, wellbeing and social connections.
- People's health needs were well supported, helping them stay safe and well.
- Medication was managed safely and sensitively, contributing to people's wellbeing and health.
- People experiencing stress were supported in ways that helped them settle and feel understood.
- Staff were kind and skilled, which supported people's health and wellbeing.
- Management was visible and well-regarded, contributing to a positive culture in the home.
- The environment was clean and homely, promoting people's comfort and independence.

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 setting?	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 were treated with dignity and respect. Interactions were warm and thoughtful, with staff using first names, knocking before entering rooms, and speaking kindly. One person told us, "They know me well. If I'm not feeling right, they just know what I need and sort it out straight away." This attentive approach helped people feel valued and emotionally supported.

People had purpose and enjoyment in their days. They took part in activities that mattered to them such as, joining lively singing sessions, spending time outdoors or relaxing in the privacy of their own rooms. One person told us, "The singing makes me feel good" while another said, "I am never bored." Staff supported people's preferences, and there was a strong culture where everyone saw it as their role to help people have a good day. These everyday moments helped people feel connected and at home in Meadowlark.

Mealtimes were calm and well-managed. People were offered choices, second helpings and support. Food was hot and appetising, and people spoke positively about the experience. Staff chatted warmly and supported people to eat in ways that suited them. Dietary preferences were clearly documented and followed in practice. Drinks were offered regularly, weight was monitored and referrals were made where needed such as, to the GP or dietitian. These approaches helped people stay well-nourished and hydrated and supported their overall health.

People received their medication safely and in ways that suited them. Staff were confident and knowledgeable and records showed clear protocols and oversight. People had the right support in place, including plans for when they needed extra help or became distressed. Staff explained how they used medication sensitively and recorded its effects. Audits showed strong compliance and staff had completed training and competency checks. These practices helped ensure people received their medication as prescribed and contributed to their wellbeing.

People were supported to move and walk safely. Staff used respectful techniques and worked confidently together to support safe movement. For example, we observed someone being supported to stand, with staff explaining each step and checking for comfort throughout. The person smiled and thanked them afterwards, showing that their dignity had been upheld. Care plans included clear guidance on mobility and falls prevention, and staff had completed relevant training. Environmental improvements, such as better lighting and new curtains, helped reduce falls risks. Consequently, falls in the home had recently decreased and people felt safer and more confident.

People who might experience stress or distress were supported thoughtfully. Staff understood individual triggers and used calm, respectful approaches to reduce anxiety. For example, we saw someone being gently redirected during a moment of agitation, with staff using their name, making eye contact and offering a helping hand. Staff monitored changes in behaviour and used written records to identify patterns and tailor support. People were discussed at daily meetings and staff were trained to respond in ways that were sensitive. These approaches promoted emotional safety and helped people feel reassured.

People's health needs were supported safely and with compassion. Wound care was managed effectively, with clear records and clinical oversight. Staff monitored healing, made referrals and followed up to ensure the right care was in place. Pain was assessed regularly and acted on quickly, helping people stay comfortable. Support around end-of-life care was respectful and thoughtfully planned. People had plans in place that set out their wishes, and staff were familiar with these. These approaches helped people remain comfortable and experience care that upheld their dignity and wellbeing.

Care planning helped people receive the right support at the right time. Personal plans reflected people's preferences, routines and support needs in a way that staff understood and followed. For example, they included how people liked to spend their day, how they preferred to be approached and what helped them feel calm. These details were reflected in staff practice and contributed to warm and gentle care. Plans also included key health information and were updated regularly using the home's digital system. This supported safe, consistent care and helped staff respond quickly when people's needs changed. These approaches helped maintain both physical and emotional wellbeing.

People were supported by a high-quality staff team. Staff were visible and engaged throughout the home and people described them as, "kind," "helpful" and "always there when you need them." We observed warm interactions, with staff chatting gently, offering reassurance and responding promptly to requests for help. These everyday moments helped people feel valued. Staffing levels met people's needs, and training records showed high compliance. Staff worked well together and shared responsibility for helping people. This created a nurturing environment where people felt supported and at ease.

People were supported by a high-quality management team. Staff told us they felt supported by their leaders, describing management as, "wonderful," "approachable" and "always there to help." Management was present in the day-to-day life of the home and engaged warmly with people and staff. This resulted in a culture of trust and shared responsibility. This trusting leadership helped staff work well together, enabling consistent and compassionate care that promoted people's wellbeing.

Overall, people experienced warm, respectful and person-centred care that supported both their physical and emotional needs. Staff knew people well and responded with kindness, skill and attentiveness. Health needs were met safely and compassionately and people were supported to stay well, feel comfortable and enjoy their days. These significant strengths were consistently evident across staff practice, care planning and the day-to-day experiences of people living in the home.

How good is our setting?

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.

Meadowlark was clean, homely and responsive to people's needs. Bedrooms were personalised and respected with people describing their rooms as, "quiet and peaceful" and "a place to relax with my own things around me." Staff asked permission before entering and people told us they felt safe and comfortable in their personal spaces.

Communal areas were welcoming and well-used. The lounges were comfortable and inviting, with people choosing to spend time there throughout the day. During the afternoon singing, the atmosphere was joyful and inclusive, with people laughing, clapping and joining in. This reflected how the environment supported connection with others. Dining spaces were clean, well-lit and thoughtfully arranged. The layout and design of these areas helped create a relaxed and sociable atmosphere during mealtimes. This helped people to enjoy shared experiences, build relationships and feel part of a community.

Outdoor spaces were accessible and well-used. The garden was tidy and inviting, with seating available and safe pathways. One person told us, "I like to get out for a walk every day, it's good for you." Staff supported people to access the outdoors safely, which promoted independence and enjoyment of nature.

The environment was clean, safe and well-maintained. Staff demonstrated strong awareness of infection prevention and control procedures. Domestic staff followed clear routines and used personal protective equipment appropriately. People and families consistently described the home as, "always spotless" which matched our observations. Safety systems were in place. Regular checks were carried out on water temperatures, equipment and fire doors. Repairs were logged and prioritised using the home's digital system and staff knew how to report issues. These measures helped ensure the environment remained comfortable and hazard-free.

The home had an organised approach to ongoing maintenance. Small areas of the environment, such as chipped paintwork and scuffed skirting boards, had been identified for touch-up and logged for action. While these did not significantly impact people's experiences, addressing them will help maintain high standards. Management explained that outdoor improvements had been prioritised over summer. As colder days approach, the focus will shift to indoor areas. These actions reflected a person-centred commitment to keeping the environment comfortable, safe and enjoyable for people. We will follow up on progress around the home's touch-up and upkeep tasks at future inspections.

Overall, the facilities at Meadowlark supported people to live in a safe, comfortable and enabling environment. The home was clean and welcoming, and systems were in place to maintain quality. These strengths contributed to people's wellbeing and helped create a calm and inclusive atmosphere.

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

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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