Meadowlark
Care Home Service

Mannachie Road
Forres
IV36 2JT

Telephone: 01309 676 307

Type of inspection:
Unannounced

Completed on:
13 October 2026

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 ensuite 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 13 October 2026. 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 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 two of their family;
- spoke with 10 staff and management;
- reviewed survey responses from eight people living in the home;
- reviewed survey responses from 16 staff;
- reviewed survey responses from 16 relatives;
- had e-mail contact with two professionals;
- observed practice and daily life;
- reviewed documents.

Key messages

- People lived in a clean, welcoming and personalised environment, which supported their wellbeing and sense of belonging.
- People were supported by staff who knew them well, which helped ensure care was responsive to their individual needs and preferences.
- People benefited from meaningful opportunities for social interaction and engagement throughout the day.
- People benefited from detailed care planning and effective monitoring of their health needs, helping to ensure appropriate support was provided.
- People were supported by staff who understood their medication needs, which helped promote safe and effective care.
- People benefited from positive mealtime experiences, which supported both nutritional wellbeing and opportunities for social connection.
- Quality assurance and clinical oversight systems supported the monitoring of people's health and wellbeing and promoted continuous improvement.

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 lived in an environment that supported their wellbeing. The home was clean, tidy and welcoming. Bedrooms were personalised with photographs and memorabilia. People spoke positively about the environment, with one person telling us, "It's always nice and clean here," whilst another said, "It feels like home." Relatives also described the home as welcoming and spoke positively about both the environment and the care provided. A familiar and personalised environment can support people's sense of belonging and security, helping to promote positive emotional wellbeing and mental health.

People experienced positive relationships with staff who knew them well. Staff interacted with people in a natural and compassionate manner. People were addressed by their preferred names, and staff were able to describe people's preferences, routines, health needs and support requirements. One person told us, "The staff are wonderful," whilst another said, "I couldn't ask for a better place to live." Family members also described staff as caring and supportive. One relative told us staff were "always nice" and that they were kept appropriately updated about their family member's wellbeing. This meant people experienced care from staff who were invested in their wellbeing and understood them as individuals.

People were supported to receive their medication safely and in line with their assessed needs. Staff were knowledgeable about people's medication requirements and appropriate oversight systems were in place, including competency assessments, auditing and monitoring processes. This helped ensure people received the support they needed to maintain their health and wellbeing.

People were supported to enjoy meaningful lives. People spent time socialising with others, participating in activities, enjoying communal spaces and engaging in conversation throughout the day. Positive interactions were evident across the home and were not limited to organised activities. Staff created opportunities for companionship, humour and engagement through everyday interactions. This helped people maintain relationships, reduce isolation and experience positive daily interactions that supported their emotional wellbeing.

People benefited from an enjoyable dining experience. The dining room had a welcoming and sociable atmosphere, with people chatting, laughing and enjoying each other's company. Tables were attractively presented with tablecloths and napkins, contributing to a homely environment. Staff provided support in a calm and unhurried manner and were attentive to people's needs. People told us they enjoyed the food. One person told us, "The food is always good," whilst another commented, "I enjoy my meals." Hot meals were also delivered promptly to people who had chosen to remain in their bedrooms. This meant mealtimes were a positive and meaningful part of people's day and promoted both nutrition and social wellbeing.

People benefited from a proactive approach to nutrition and wellbeing. Staff demonstrated a good understanding of people who required enhanced nutritional support and were able to explain the interventions in place to support them. Nutritional audits had resulted in additional awareness sessions for staff covering food fortification, dietary requirements and nutritional care. This demonstrated a commitment to learning and continuous improvement which helped support positive health outcomes for people.

People benefited from detailed care planning and effective monitoring of their health needs. Care plans reflected people's individual needs and provided clear guidance for staff regarding areas such as nutrition, mobility, skin integrity and personal care. Records demonstrated ongoing oversight of health needs and involvement from healthcare professionals where required. This helped ensure people received consistent, person-centred care.

People experienced positive outcomes because there were effective systems in place to monitor and improve the quality of care. Regular audits, clinical reviews and monitoring systems supported oversight of people's care and wellbeing. Falls analysis, nutritional monitoring and care plan audits were used to identify areas for action and support continuous improvement. Weekly clinical reviews provided additional oversight of changing health needs, referrals and risks. This helped ensure concerns were identified promptly and appropriate action was taken to support people's wellbeing.

Overall, people benefited from care and support that promoted their health, wellbeing and overall quality of life.

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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