

Mearns House Care Home Service

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Telephone: 01414 657 850

Type of inspection:
Unannounced

Completed on:
11 June 2026

Service provided by:
Mearns Care Limited

Service provider number:
SP2015012561

Service no:
CS2015340329

About the service

Mearns House is a care home service which provides care for up to 68 older people who have a range of needs including physical disabilities, general frailty, and dementia. The provider is Mearns Care Ltd whose parent company is Meallmore Ltd.

The home is purpose-built and is located in a residential area of Newton Mearns, which provides single ensuite accommodation, over two floors. Each floor has access to communal/lounge/dining areas and an outdoor space. Other on-site facilities include a café area, cinema room and hairdresser's salon. There is a pleasant, enclosed garden for residents to enjoy.

At the time of this inspection, there were 54 people using the service.

About the inspection

This was an unannounced inspection which took place on 9, 10 and 11 June 2026 between 09.30 and 21.30. 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 and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- spoke with 11 people using the service and six of their families
- spoke with seven members of staff and the management team
- observed practice and daily life
- reviewed documents.

Key messages

- People's varied health needs were met well by staff, supporting positive health outcomes.
- People had access to dynamic and meaningful activities which enhanced their wellbeing.
- The care home was bright, welcoming and maintained to a high standard of cleanliness.
- People experienced a high level of continuity in their care from a permanent and motivated staff team.
- Robust quality assurance systems supported sustained positive outcomes for people.
- Improvements had been achieved in how the service communicated with people and their families.
- We shared resources to support the development of more meaningful six monthly reviews.

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
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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.

Mearns House was a welcoming care home that was clean, tidy and had a positive atmosphere. An experienced management team supported a stable and motivated workforce who knew people's needs and wishes well. This resulted in people experiencing consistent, responsive care from staff who were familiar with them, supporting positive health and wellbeing outcomes.

People living at the service had access to stimulating and meaningful activities. The varied programme, delivered by a mix of activity co-ordinators and external groups, provided opportunities for enjoyment, cognitive stimulation and physical activity. Activities included golf, football, dance and reminiscing sessions, offering a positive balance of movement, stimulation and fun.

Each person was invited to participate in a new initiative known as the wishing tree. People had the opportunity to request a unique experience that was important to them. Staff supported people to take part in special moments including visiting a classic car show, horse stables, a steam train and personalised shopping trips, amongst others. This demonstrated a strong commitment to personalised care and supporting outcomes that were meaningful to people. One person told us how much they appreciated their experience and how it had enhanced their confidence and wellbeing.

The service ensured that people who could not participate in group or outdoor activities experienced engagement through regular one-to-one time. This often included sensory activities, singing, reading and conversation, which supported people's emotional wellbeing and reduced the risk of isolation. Staff were also undertaking additional training in massage, aromatherapy and other sensory approaches, which should further enhance people's experiences.

People's health needs were varied and often complex, including support with nutrition, skin integrity, diabetes and the management of falls risk. These needs were thoroughly assessed, planned for and met using appropriate tools and interventions. Staff demonstrated a clear understanding of people's needs and how to support them safely and effectively. There was further reassurance that robust auditing and quality assurance systems supported the consistent and effective delivery of care at a high standard.

The service had developed positive working relationships with external professionals and agencies. When people required additional support, for example in the management of wounds, falls, or eating and drinking, prompt referrals were made. A visiting professional told us: "Communication with the care home is excellent and I have confidence that the advice we give is followed by the staff team. In my experience, they are pro-active." This provided added assurance that people experienced coordinated and responsive care.

The service's strong staffing arrangements contributed to the positive outcomes experienced by people. Staffing levels were higher than those recommended by dependency tools, and shifts were consistently covered by permanent staff, with no use of agency. Staff demonstrated high levels of motivation and understanding in their role. Observations confirmed that staff were knowledgeable, compassionate and had developed positive relationships with people, contributing to a caring and supportive environment.

Improvements were noted in how the service communicated with people and their families. A new relative-

led group had been established, providing a forum for families to meet with the leadership team to discuss what was working well and what could be improved. This, alongside regular residents' meetings, strengthened people's opportunities to influence key aspects of the service, including activities, mealtimes and environmental changes. We encouraged the management team to continue to develop this forum to ensure it remains meaningful and further enhances people's involvement and influence.

People's care plans were detailed, person-centred and well written. Staff had clear guidance on how to meet people's health and social needs, and how to reduce risks, in ways that were personal and important to them. Robust quality assurance processes supported the effectiveness of care planning in meeting people's needs and wishes.

We found that people's six monthly reviews could be further developed to make them more dynamic and meaningful. Current reviews appeared functional and relied on sets of fixed, generic questions. We shared suggestions to support a more personalised approach, including reflecting on people's health and social experiences, gathering feedback in a more natural way and setting clear goals for the next period. This would better reflect the service's person-centred approach and support more meaningful involvement, further enhancing outcomes for people.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service should ensure that all concerns and complaints raised by people and/or their representatives are recorded, investigated and responded to in a timely manner and follows their complaints procedure where appropriate. This should include, but not be limited to, concerns raised to care staff, nurses, during reviews or made directly to the management team. These should form part of the home's quality assurance and be welcomed and responded to in a spirit of partnership.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me.' (HSCS 1.19).

This area for improvement was made on 21 June 2025.

Action taken since then

The service had formal and appropriate policies, procedures and systems that ensured all concerns and complaints were managed effectively.

This area for improvement was met.

Previous area for improvement 2

To ensure that people experience an environment that is well looked after, the service should carry out a room by room audit to enable them to devise an environmental action plan. This action plan should then be worked through until completed.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22).

This area for improvement was made on 21 June 2025.

Action taken since then

The service had robust environmental and infection prevention and control quality assurance systems, including frequent audits of all areas of the care home, to promote people's wellbeing.

This area for improvement was met.

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

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