

## Meldrum Gardens Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
19 June 2025

**Service provided by:**  
South Lanarkshire Council

**Service provider number:**  
SP2003003481

**Service no:**  
CS2003001334

## About the service

Meldrum Gardens Care Home is a purpose-built home situated in Greenhills, East Kilbride. The service is registered to provide care and support to a maximum of 40 older people. The provider is South Lanarkshire Council.

The care home has 35 apartment style rooms with en-suite shower, kitchen and living facilities over two floors. There is a passenger lift providing access to the upper floor, a communal lounge, dining area and two additional bathrooms on each floor. It has easy access to local amenities and transport links.

There are courtyard style gardens which offer places to sit for people to enjoy being outside. There are car parking spaces to the front of the building.

At the time of this inspection, there were 28 people living in their own apartments at the home.

## About the inspection

This was an unannounced inspection which took place on 17 and 19 June 2025 between 07:10 and 13:45 hours. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the 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/spoke with 10 people, who are supported by the provider and spoke to eight relatives.
- For people unable to express their views, we observed interactions with staff and how they spent their time.
- Received eight completed questionnaires: eight from people supported.
- Spoke with nine staff and the management team.
- Observed practice and daily life.
- Reviewed documents.
- Received feedback from four external professionals.

## Key messages

- We saw warm and caring relationships between people and the staff team.
- Management had good oversight of the home.
- People experienced very good outcomes and were supported by motivated compassionate staff.
- The home was clean, fresh, and tidy throughout.
- People had access to a range of meaningful and social opportunities.
- Transport links should be explored to access the community.

## 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

There were a number of major strengths to support positive outcomes for people, with very few areas for improvement, therefore we evaluated this key question as very good.

People were treated with kindness and compassion. Meaningful relationships had developed between people and staff, with some staff having worked there for many years. This demonstrated warm and trusting relationships, and we observed a shared sense of humour. People supported told us "It is lovely here" and they "wouldn't change anything". Relatives told us the "care and support in Meldrum Gardens is first class" and "staff should be proud" of the support they provide. Systems were in place to support effective communication, and we were confident staff had a good understanding of people's needs.

Meaningful connections were a focus within the care home and people had individualised activity planners. The service had local community links and opportunities for activities, both inside and outside of the home. One person told us they would like to get out more, however, the service experienced challenges in securing suitable and consistent transport. Accessing opportunities in the community is important in promoting and maintaining people's wellbeing (see area for improvement one).

We observed people playing games, smiling and heard laughter together. Overall, responses received were positive and staff promoted activities based on people's preferences. Most relatives felt their loved ones were supported to participate in meaningful activities, however, some felt staff could spend more time with people. Feedback was gathered at the end of activities to confirm whether people enjoyed this. The service should continue gathering views of people as this informs service delivery and contributes to improving outcomes for people.

People stayed connected with friends and family visiting or through technology. New technology is due to be introduced which will be accessible through people's television in their rooms. This reassured us that people maintain connections with their loved ones which improves their wellbeing.

People could choose where they wanted to eat during mealtimes. Dining rooms were set out nicely with music or the television playing in the background, which gave a homely feel. Drinks and snacks were available outside mealtimes which helped maintain people's health. Staff provided choice, supported people where required and promoted independence with daily living tasks when this was safe. For example, a resident was supervised to make their own cup of coffee in the dining room. This gives people a sense of responsibility and accomplishment.

People's health benefited from the support that was provided. Monitoring of health needs were documented appropriately, such as bowel managements, weights, food and fluid. Staff were responsive to changes in people's health needs and escalated where required. There was evidence of partnership working across agencies, which showed a proactive approach to minimise risk to people when needs changed. Champions were also in place to manage different aspects of care such as medication, personal plans, meaningful connections. This ensured people received timely care and supported effective oversight of people's health needs being met, which helps keep people safe.

People could be confident that medication was appropriately managed meaning they received the right medication at the right time. This included oversight of 'as required' medication (PRN) and staff followed protocols, which promoted the rights of people.

We were confident that people's medication needs were being regularly reviewed and monitored.

Personal plans were person-centred and included people's life stories, what's important to them and their goals. People and their families were involved in six monthly reviews and families told us there was good communication with staff. Risk assessments were in place for people at risk of harm due to stress and distress or nutritional needs. Management reviewed people's care records on a regular basis, to ensure information was up to date and identify any inconsistencies. This gave us confidence that people were receiving the correct care and that their health was being monitored.

### Areas for improvement

1. The provider should explore transport options to support people access the community. This will contribute to improving people's social and mental wellbeing.

This is to ensure care and support is consistent with Health and Social Care Standard (HSCS) which state that: 'I am supported to participate fully as a citizen in my local community in the way that I want' (HSCS 1.10) and 'I experience care and support free from isolation because the location and type of premises enable me to be an active member of the local community if this is appropriate' (HSCS 5.9).

### How good is our setting?

### 5 - Very Good

There were a number of major strengths to support positive outcomes for people, with very few areas for improvement, therefore we evaluated this key question as very good.

People benefitted from living in a clean, bright, well-maintained environment. The home was decorated with modern furnishings and promoted small group living. People had the choice to spend time in their own apartment or shared living spaces and were observed to freely access different areas. The service had a large cinema room, hairdressing salon and shop where people could purchase small items. This meant that people could choose where to spend their day and have privacy when they wanted.

People's rooms were personalised to their own taste, with some bringing specific items of furniture and family photos. All rooms provided a spacious apartment style living with kitchen areas and full en-suite facilities. Appropriate signage with visual prompts placed around the home to support people's familiarity with their surroundings. This meant that the environment supported good outcomes for people by giving them a comfortable place to live.

The environmental plan was live and showed a timeline of actions taken towards achieving outstanding outcomes. Management reviewed this four weekly or sooner if needed, and actions were incorporated into the service improvement plan. The provider should continue completing actions in a timely response to ensure people experience a high-quality environment.

Regular maintenance checks and repairs within the home were in place to keep people safe. A champion was identified in this area for increased oversight. They were responsible for communication with agencies to ensure tasks were being followed up and completed. Ensuring maintenance checks are carried out in a timely manner promotes the safety of people experiencing care.

Daily cleaning schedules were in place with regular audits completed, to ensure standards of cleanliness were being maintained. We seen people's rooms to be cleaned, today and personalised touches. The laundry was well organised with processes in place to manage people's personal items.

Staff were trained on infection control procedures and were knowledgeable in how to reduce cross contamination. This assured us as that the staff were taking the necessary precautions to prevent the spread of infections.

People could access outdoor space and fresh air. Whilst there was ongoing work in one of the gardens, the home had other well maintained, enclosed gardens with plants and deck chairs. There was a sunflower growing competition taking place between each unit during the inspection which people were involved in. There was a balcony on the first floor where people could sit weather dependent with support. This provided people with an enjoyable space to spend time outside and contributes to their overall wellbeing.

## 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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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