

## Airthrey Care Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
15 January 2026

**Service provided by:**  
Airthrey Care Ltd

**Service provider number:**  
SP2003002718

**Service no:**  
CS2006128186

## About the service

Airthrey Care is a purpose built care home for up to 52 people. The service is provided by Meallmore Ltd. The home is within a residential area in the village of Airth. It consists of two connected single storey buildings, referred to as Airthrey Care and Mercat House.

All bedrooms have ensuite facilities. There are a variety of communal lounges and dining rooms throughout the home. The home also has a large garden and courtyard.

## About the inspection

This was an unannounced inspection which took place on 13 and 14 January 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 12 people using the service and 19 of their family members including pre-inspection surveys.
- Spoke with 23 staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with visiting professionals.

## Key messages

- People living in the service benefitted from high quality care and support.
- Staff were kind, respectful and creatively encouraged people to be as independent as possible.
- People benefitted from parts of the setting that had recently been refurbished to a high standard.
- The service needed to improve the recording of cleaning to demonstrate this was consistently completed.
- Regular monitoring and maintenance of the setting and equipment kept people safe and secure.

## 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 which supported positive outcomes for people, therefore we evaluated this key question as very good.

People living in the service benefitted from thorough health screening and care and support. People looked well cared for and were dressed and groomed well according to their personal preferences. One relative said, "They know my relative well. They like to be clean shaven and have a tie on and staff do that." And another said, "Staff don't rush my relative in any way. They value her point of view and give her choices." Personal support plans were informed by health assessments that adhered to evidence based guidance, and were updated regularly. The leadership team had a clear overview of people's clinical care needs and discussed any emerging trends with staff. Staff referred people to external health professionals when needed and this was clearly recorded in people's personal support plans. One visiting professional said there was, "Phenomenal communication with our team....there is always progression on every visit." As a result, people experiencing care could expect to experience high quality care and support.

The service promoted health and wellbeing in their daily routine and through the use of focus areas. Staff had recently completed focused learning on choking prevention and management, for instance. The leadership team had scheduled further learning on dementia care and support with a focus on the experience of people living in the service and an aim to achieve excellence in dementia care. This meant people experiencing care were benefitting from a range of opportunities and health education that aimed to promote health and wellbeing.

Medication management was safe and effective. The leadership team completed regular medication audits, discussed any required improvements with staff and followed these up to ensure they had been actioned. We discussed with the leadership team the need to further personalise information on people's medication profile page, specifically about people's preferences about how they like to take their medicines. The leadership team discussed this with staff who started working to improve the information prior to the end of the inspection. We also discussed the need to update the organisation's medication policy to reflect best practice guidance around homely remedies. The senior leadership team had amended the policy, which was under review and was scheduled to be published soon. We will review both these areas at the next inspection.

People were encouraged to be as independent as possible. People experiencing care were involved in making decisions about their care and support at organised reviews of their care and informally by staff offering choice to people. Staff encouraged and supported people to move regularly through walking or participating in exercises or fun activities. Staff worked diligently with people, who needed support to eat and drink, to encourage independence and offered prompting and support when needed. There was a system in place to ensure regular access to drinks and snacks that people could access if they were thirsty or hungry between meals. One relative said, "There is nothing wrong with my relative's appetite. They can easily get a snack if they want." And another said their relative had, "put on weight, which is good as they had been forgetting to eat at home." Staff were kind and respectful in their interactions with people which fostered a sense of trust, resulting in people getting the most out of life because staff had an enabling attitude and believed in their potential.

**How good is our setting?****5 - Very Good**

We found significant strengths in aspects of the care provided which supported positive outcomes for people, therefore we evaluated this key question as very good.

The setting had been designed for high quality care and support. The layout of the home made it easy for people to enjoy walking. There was very good way-finding signage in a format suitable for those living with dementia. People had a choice of lively or quiet areas to sit or socialise in, including outdoor spaces that had been designed well. There was lots of natural light and sufficient space to meet people's needs and wishes. The leadership team had recently completed an assessment of how dementia friendly the setting was and highlighted some areas for improvement but had not yet completed the action plan for this, though intended to do so soon. We will review this at the next inspection. Staff had trialled the use of a semi-opaque material on the glass of one fire exit door to distract people with a cognitive decline leaving the home, unknown, through this door. The trial was successful and the service decided to add this material to the glass on the other fire exits. Staff encouraged people to discuss their views about the setting. Some areas of the home had recently been refurbished to a high standard and further improvements had been scheduled for this year. This meant people were benefitting from a pleasant and comfortable environment. One person said, "It is beautiful in here, it was done up a wee while ago, but people must gasp when they see it."

The setting was clean, homely and well organised. The laundry area had separate dirty and clean areas, with one door for entry and another for exit to prevent cross contamination. All areas of the home were very clean during the inspection and the home smelled fresh. On a small amount of days cleaning had not been recorded fully for some communal areas. We discussed this with the leadership team who assured us they would discuss with the housekeeping team why this may be happening and work to resolve this. We will review this at the next inspection.

There were clear planned arrangements for monitoring and maintaining the setting. Systems in place were organised well and followed by staff who were clear about their responsibility to report any necessary repairs or improvements needed. There was accessible guidance for maintenance staff on each check they needed to do. Safety certificates were up to date. This meant people could be confident their setting was safe.

**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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