

Renaissance@Malin Court Care Home Service

Malin Court
Maidens
GIRVAN
KA26 9PB

Telephone: 01655331457

Type of inspection:
Unannounced

Completed on:
16 January 2026

Service provided by:
Renaissance Care (No 9) Limited

Service provider number:
SP2021000048

Service no:
CS2021000079

About the service

Renaissance@Malin Court was registered on 1 June 2021 to provide care for 32 older people. The provider is Renaissance Care (No 9) Limited.

The home is located on the outskirts of the village of Maidens, South Ayrshire. All the bedroom accommodation has en-suite shower and kitchen facilities. There is a mix of single and shared accommodation. The bedrooms offer views across the countryside and the Firth of Clyde coast.

There is a choice of sitting rooms for people and their families to enjoy. The home boasts a large dining room, which is serviced by a hospitality team. The home has well managed grounds and an internal secure courtyard area.

About the inspection

This was an unannounced inspection which took place on 14, 15 and 16 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 eight people using the service and six of their relatives/visitors
- Spoke with 14 staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- Welcoming and friendly staff creating homely atmosphere.
- Continuity of staffing good mix of experienced and new staff working well together.
- Mealtimes experience very good with restaurant staff working well beside the care staff.
- Staff teams well led and managed with effective quality assurance and self evaluation in place.
- Positive feedback from people living in the service and from their relatives and visitors.
- Maintaining standards and continuing to develop the service.
- Provider has put considerable investment into improving and upgrading the environment.
- Staff demonstrated commitment and compassion in their ethos and culture within the service.

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 children/people, therefore we evaluated this key question as very good.

People experienced very good health and wellbeing outcomes, supported by a staff team that consistently demonstrated warmth, kindness and meaningful engagement. Residents and relatives repeatedly described staff as caring, friendly and supportive, and this was reflected in the positive interactions observed throughout the inspection. Newer staff reported feeling welcomed and supported, which contributed to a stable and confident team.

People benefitted from a high standard of dining experience, with meals prepared to a high standard of quality. Mealtimes were supported by a dedicated hospitality staff. This helped to create a pleasant, sociable and enjoyable experience for people living there. We observed staff taking their time to sit with people, offer choices and support them with dignity and patience. The blend of care staff and hospitality staff worked well together in providing a unique and very good standard of service and support to people with respect to their nutritional needs.

All meals were presented well, and people were supported to eat in their own apartments offering choices. The relaxed atmosphere within the service evidenced a culture where people's preferences shaped their day. Staff understood the importance of supporting people to enjoy their meal without rushing. Staff showed that they were aware of people's food and drink preferences and their specific dietary needs.

Care and support plans were detailed, extensive and regularly reviewed through the electronic care planning system. Clinical risks were clearly assessed and addressed through appropriate interventions, with evidence of ongoing communication with GPs, physiotherapy, dietitian and other professionals.

The introduction of tools such as an app to help identify if person may be experiencing pain, further strengthened staff responses to people's pain and discomfort. Nurses and carers demonstrated good knowledge of individual's needs, histories and routines.

Relatives confirmed that staff were proactive in sharing updates, which offered reassurance and comfort, including end of life care when necessary.

Management oversight of clinical needs was strong, with regular risk meetings, action plans and clear communication of updates to the staff team. Staff were being further developed through meetings, supervision and a structured annual training programme.

The overall atmosphere within the home was warm and positive, with laughter, supportive exchanges and a clear sense of team cohesion. These factors contributed to consistent and very good health and wellbeing outcomes for people.

Staff knew people well and understood how best to support them. Staff demonstrated skill, care and kindness when supporting people. They engaged with people with a calm and competent manner.

We saw very good examples of genuine, warm connections, which resulted in positive responses from people being supported. This increased people's sense of belonging.

The ethos within this care home helped to inform the standard and quality of care and support provided. This was regularly reviewed and reflected the involvement of people and their relatives in this process.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the care home environment and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The setting at Malin Court provides a very good environment that supports people's independence, comfort and quality of life. We saw that there had been significant investment by the provider to enhance and upgrade the environment and this was achieved to a high standard with good quality materials, fittings and décor throughout the home. New flooring and contrasting grab rails enhanced safety and appearance, improving navigation for people with mobility or visual needs.

The provider also ensured that the home environment benefited from the new decoration, refurbishment and also retained its unique character and country house feel. Individual's bedrooms were more like apartments and varied in layout and features, with kitchenettes, ensuite toilets and showers and plenty of space for personal furnishings, adding to the individuality of people's living spaces and supporting and promoting a sense of personal identity. Communal areas were very well presented and comfortable offering ample space for activities and entertainment.

The long serving maintenance staff member, demonstrated extensive knowledge of the building and systems, ensuring issues were addressed promptly and effectively. This included regular daily, weekly, monthly and quarterly audits provided consistent oversight of environmental safety, including emergency lighting, water temperatures, bedrails, window restrictors and carbon monoxide checks. Maintenance arrangements were robust and well managed. Records for fire safety, electrical checks, moving and handling equipment, legionella, and all other statutory servicing were up to date and well organised.

The domestic and housekeeping staff work well to as part of the team and engage with people in the home they ensure the home is kept clean, tidy and well presented at all times.

The manager and staff team have also begun considering options for further improvements to the decoration following recent upgrades.

Overall, the environment was safe, well maintained, comfortable and thoughtfully designed, contributing to people experiencing a very good standard of living.

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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