

Mains House Care Home Service

Main's House
Main Street
NEWTONMORE
PH20 1DF

Telephone: 01540 673888

Type of inspection:
Unannounced

Completed on:
26 February 2026

Service provided by:
NHS Highland

Service provider number:
SP2012011802

Service no:
CS2023000319

About the service

Mains House is registered to provide a care service to a maximum of 29 older people, some of whom may require nursing care. The service is provided by NHS Highland.

The home is a three storey converted Victorian hotel situated in Newtonmore. All bedrooms are single occupancy with en-suite facilities. Large assisted bathrooms are available on every floor.

There is a spacious dining room downstairs and a communal lounge on the ground floor. A lift enables people using the service to access the dining room and upstairs bedrooms which is suitable for use by people with disabilities. The home sits within private grounds.

About the inspection

This was a follow up inspection carried out by one inspector from the Care Inspectorate. We focused on the requirement we made at the last inspection in regard to the environment. The inspection took place between 30 January and 26 February 2026.

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 two people using the service;
- considered improvements made; and
- spoke with the manager and senior staff.

Key messages

There had been improvements made to the outdoor area.

There was a plan in place for further indoor and outdoor environmental improvements.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 31 January 2026, the provider must ensure Mains House is a safe and well-maintained setting for the people who live there, both indoors and outside. To do this, the provider must ensure, as a minimum, but not limited to:

a) any planned environmental improvements should take account of good practice guidance such as the 'King's Fund' tool for people living with dementia;

b) this guidance is used to inform a detailed service improvement plan which includes:

- a plan for access to a safe outdoor space in the near future;
- actions required, dates when planning to achieve them by, who is involved;
- regular evaluations of progress;
- any delays in carrying out actions and identify what the next step is to address any delays; and

c) ensure people living in Mains House, and/or their nominated representative and staff are involved in decisions about the improvements in ways which are meaningful to them.

This is to comply with Regulation 10 (2) (a), (b) and (d) (Fitness of premises) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations Scottish Statutory Instrument 2011 No 210.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I can use an appropriate mix of private and communal areas, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support' (HSCS 5.1); and 'If I live in a care home, I can use a private garden.' (HSCS 5.25).

This requirement was made on 30 July 2025.

Action taken on previous requirement

The front entrance to the care home had been made safe and was easily accessible to people. The provider had a detailed improvement plan for further improvements to the environment. Funding had been secured for improvements to the outdoor area and residents were involved in the planning for this.

Met - within timescales

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

To ensure people living within the service can be confident that staff have the necessary training, skills, and competence to provide safe care and support, the service should ensure:

- a) all staff, including new staff are provided with the necessary skills, knowledge, and competence to recognise and take prompt action in the event of any unexplained bruising to a person's skin;
- b) all staff understand their role in adult support and protection; and
- c) where there are indications of poor practice, this is recognised, and prompt action is taken to address this.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

This area for improvement was made on 30 July 2025.

Action taken since then

We did not consider the area for improvement at this follow up inspection. We will consider it at the next inspection.

Previous area for improvement 2

To ensure people's health and wellbeing benefits from the best diet for them, the service should:

- a) ensure people always receive the right support to eat and drink;
- b) where people are at risk of dehydration, fluid balance charts are accurately maintained;
- c) appropriate action is taken when people have not met their fluid intake target; and
- d) regular and effective audit is undertaken to ensure standards in care planning and documentation are maintained.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'If I need help with eating and drinking, this is carried out in a dignified way and my personal preferences are respected.' (HSCS 1.34); and 'My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.' (HSCS 2.11).

This area for improvement was made on 30 July 2025.

Action taken since then

We did not consider the area for improvement at this follow up inspection. We will consider it at the next inspection.

Previous area for improvement 3

To achieve the best outcomes for people and to meet service users' health, safety and wellbeing needs comply with legal responsibilities, the service should:

a) ensure the timely and correct submission of notifications to the Care Inspectorate are made in accordance with the Care Inspectorate's notification guidance for adult care services, March 2025.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I use a service and organisation that are well led and managed.' (HSCS 4.23); and
'If I might harm myself or others, I know that people have a duty to protect me and others, which may involve contacting relevant agencies.' (HSCS 3.24)

This area for improvement was made on 30 July 2025.

Action taken since then

We did not consider the area for improvement at this follow up inspection. We will consider it at the next inspection.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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