

Meadowview Respite Care Home Service

Meadowview
Willowbank
Glendaveny
Peterhead
AB42 3DY

Telephone: 01779 477 192

Type of inspection:
Unannounced

Completed on:
5 March 2026

Service provided by:
Aberdeenshire Council

Service provider number:
SP2003000029

Service no:
CS2003000311

About the service

Meadowview respite is a care home for adults with learning disabilities. The service is operated by Aberdeenshire Council. It provides a safe space for people with complex and multiple needs, for a period of assessment and person-centred therapeutic support, with the purpose of finding the right long term care placement.

The service is in a rural location, near to the town of Peterhead. The service provides people with their own bedroom, with shared use of communal facilities such as bathrooms, living room, kitchen, and dining room. The service benefits from an enclosed garden, and has open grounds that people are free to use.

The service has capacity to provide support to three people. At the time of inspection, there was one person living in the service.

About the inspection

This was an unannounced inspection which took place between 02 and 04 March 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 one person using the service
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals
- reviewed the results of eight surveys returned to us

Key messages

- Staff and leaders treated people with kindness and compassion, whilst demonstrating understanding of their complex needs.
- Staff had a very good understanding of people's communication needs.
- The service worked with external professionals, to quickly develop care plans and ensure the most appropriate care was delivered.
- People were involved in planning their menus, while staff monitored their food intake to better understand their dietary needs.
- People benefitted from both comfort and safety in their environment, with furniture designed to meet people's complex needs.
- The service appeared clean, however ineffective cleaning products were used in sanitary areas.

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?	4 - 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 evaluated this key question as very good. Significant strengths impacted positively on people's lives, with very few areas for improvement.

Staff were kind, knowledgeable, and compassionate. People appeared relaxed and looked to staff for reassurance. Staff and leaders spoke about people with warmth, whilst demonstrating understanding of their complex needs. One person told us, "I keep well because staff are respectful and understanding of my needs and wishes". People could build trusting relationships with staff quickly.

People were supported to look their best. Staff followed detailed care plans, setting out people's preferences for personal care.

Staff spoke to people in a calm and reassuring manner, which allowed people to understand them. Staff responded to people's non-verbal communication and allowed people to express their feelings in ways that were meaningful. For example, one person chose to write their feelings down and display these. It was positive that this was shared with the wider staff team, meaning that all staff knew how the person felt in that moment. One visiting professional told us, "The support staff have a wealth of experience and a kind and supportive manner which service users pick up allowing them to feel safe". Staff had a very good understanding of people's communication needs.

The service worked with external professionals, to quickly develop care plans and ensure the most appropriate care was delivered. The service excelled in involving all relevant professionals and families, to ensure the best possible outcomes for people. When people experienced stress and distress, leaders understood the importance of learning from these events. Leaders conducted investigations, fed back to the staff team and shared findings with relevant professionals. Regular meetings were arranged to discuss people's needs and agree how best to support people as their needs changed. People benefitted from joint working and regular access to health and support professionals.

People, often with very complex needs, were supported by a skilled staff team. Staff valued input from professionals, such as Psychologists, and used their guidance to support people well. Almost all staff had recently completed training to enhance their knowledge and competence in supporting adults with complex needs. While staff spoke positively about this training, some staff felt that they needed more confidence to apply the training in practice. Leaders should consider how they support staff to build confidence in their role.

People made decisions about their diet and were involved in planning menus. Food that people liked was made available, for both meals and snacks. Staff monitored when people weren't eating well, to help them build up a clearer picture of people's dietary needs and ensure their weight remained stable.

Staff demonstrated competence and consistency when supporting people to take medication. People received their medication at the right time, including "as required" medication. "As required" care plans, for medication to reduce anxiety, were detailed and based on guidance from the prescriber. Staff had a consistent and clear understanding of when this medication would have a clear benefit for the person, and records indicated that this was used to good effect.

How good is our setting?

4 - Good

We evaluated this key question good. There were a number of important strengths that impacted positively on people's lives, which when taken together, clearly outweighed areas for improvement.

The service was warm with plenty of natural light. Communal areas had a neutral and clutter free décor. The service décor had been thoughtfully planned to reduce sensory overstimulation.

The environment allowed for people to express their right to privacy. People could personalise their bedrooms. Another spare room was currently being used for activities such as playing musical instruments or console games, allowing one person to have additional space to relax. People had free access to a dining room, kitchen and living room. People had ample space to relax and socialise as they pleased. The provider should ensure that the environment is assessed and reviewed regularly, to ensure it meets the changing needs of people who use the respite service.

Furniture was clean and in good condition. Specially designed furniture, such as weighted chairs and fixed base beds, were designed to with people in mind. People could benefit from both comfort and safety in their environment.

People had ample access to outdoor spaces, including an enclosed garden, as well as open grounds to go for longer walks. People were able to benefit from fresh air when they wished.

The environment was kept to a good standard, with regular maintenance and health and safety checks taking place. Whilst we did note some decorative issues, repairs were raised quickly when there were issues in the home, ensuring that people were safe.

The service appeared clean with cleaning products stored securely, reducing the risk of unintended harm. Cleaning schedules were completed consistently, however ineffective cleaning solutions were used in sanitary areas, such as bathrooms. This could result in the spread of infectious illness. **(See area for improvement 1)**

Areas for improvement

1. To ensure that people live in a safe environment, the provider should ensure that cleaning products used meet best practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My environment is secure and safe." (HSCS 5.19)

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?	4 - Good
4.1 People experience high quality facilities	4 - Good

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