

# Meadowburn Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
18 February 2026

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Service no:**  
CS2018371804

## About the service

Meadowburn Care Home is a care home service registered to provide care to a maximum of 120 older people. The service was registered on 22 October 2019. The service provider is Glasgow City Council.

The home consists of eight units of 15 beds for older people. The ground floor consists of Daisy, Aster, Bluebell and Poppy. The upper level consists of Marigold, Foxglove, Cornflower and Honeysuckle. Each bedroom has accessible en-suite toilet and shower facilities.

People in the home have access to a range of communal areas including activity rooms, lounges and dining areas. Other facilities throughout the home which people use include a cinema room and hairdressing facility.

## About the inspection

This was an unannounced inspection which took place between 17 February and 18 February 2026. The inspection was carried out by three inspectors 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 four of their family members
- spoke with 17 staff and management
- spoke with four visiting professionals
- received electronic feedback from 12 people using the service and 16 family members
- observed practice and daily life
- reviewed documents.

**Key messages**

- People benefited from positive relationships with a committed staff team who knew them well.
- People were very happy with the care and support they received in the service.
- People had access to a range of activities based on their preferences.
- People benefited from a pleasant, spacious and well maintained environment.

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

We saw warm and genuine interactions between staff and people being supported. The choices and preferences of people living in the care home were supported well by staff who were familiar with individuals' needs. One relative commented "Great staff. Great service. Always positive. Always helpful". It was evident during the interactions and engagements we witnessed and heard about, that staff treated people with dignity and respect. One person told us "We have lovely staff here. I have been here for years and the staff have always been the same" whilst a relative commented "I cannot complain in any way regarding their (person supported) carers. They are great". This helped to make people feel valued.

People had access to a wide range of external professionals including local GP practices, district nurses, community psychiatric nurses and dieticians. This meant people benefitted from a multidisciplinary approach to their healthcare. Staff made appropriate referrals when additional support was required. One external professional commented "I am confident that the staff listen and take forward my advice". This helped to keep people well.

People should expect to enjoy their meals in a relaxed environment. Mealtimes were an enjoyable experience for individuals. When offering assistance, staff supported people to enjoy their meal in a kind and patient manner. Staff took their time to offer options during the mealtime and supported people in making choices. This included offering visual choices to help people choose what they would like to eat. When required, appropriate monitoring of people's food and fluid intake was undertaken. Clear records of what individuals had been offered and what they had consumed meant that changes to planned care could be made where needed. This promoted health and wellbeing through improved nutrition and hydration.

Medication was managed well, and individuals were supported to take the right medication at the right time. Individuals had their own medication stored within their bedrooms, in a locked cabinet. This allowed for medication to be administered at a suitable time for those receiving care and support. There was guidance available for staff on the administration of "as required" medication. Staff followed as required medication protocols to respond to individual's needs. This helped to keep people well.

Resident meetings were used to gather views from people living in the care home. One person told us "I join in with the monthly residents meetings and any concerns or worries are dealt with to the best of staff abilities". This demonstrates that the staff team were responsive to feedback. People were supported to take part in a wide variety of meaningful activities that reflected their interests, preferences, and abilities. This included in the individual units and the wider care home environment, such as the cinema room. Meaningful activities included games, musical events, accessing the local community, arts and crafts, music and movement events. Links with the local community helped keep people connected. It was clear people enjoyed these activities. One person told us "I go to group activities. Staff will bring me down to the dining room, living room when things are on. I go on outings". This helped people to get the most out of life.

## How good is our setting?

5 - Very Good

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

The layout of the environment meant people could move around easily. This promoted individuals' independence. The environment was clean, tidy and clutter free. One person commented "A beautifully decorated clean and safe welcoming environment". Daily cleaning tasks and regular deep cleans of bedrooms helped to maintain the environment for people. Staff decorated the home in accordance with celebrations throughout the year. We saw photographs of the Christmas period and Easter themed decorations were in progress. This helped with orientation to time for people living with dementia. It was positive that previously planned work to replace the corridor carpet in one unit had been completed. This had enhanced the environment for people living in the care home.

There were a range of communal spaces where individuals could spend their time. This was both in each individual unit and the wider care home. This included spaces such as a cinema room, foyer area, hairdressers, activity room and meeting rooms. Individuals who were able, could access these spaces independently. We observed planned activities and events taking place in these spaces during the inspection. This offered the choice of socialisation opportunities or quite private time.

The service benefitted from various garden areas. These could be accessed independently by individuals who were able. This meant that individuals had a choice of area to spend their time, when the weather permitted. The gardens had been well maintained over the winter months and were prepared and ready for use when the weather improved. The central garden provided an additional space for individuals to spend their time, the "Bothy". This could also be used by people and their families for celebrating special events. One relative commented "she (person supported) can go outside when weather permits".

Bedrooms were well equipped and personalised. This promoted a sense of belonging. A small refrigerator allowed individuals to have their own cold drinks and snacks in their bedroom promoting choice and independence. One person commented "The room is very comfortable, clean and spacious".

Each unit had a system in place to report and request repairs when required. We saw that repairs were followed up in a timely manner. Maintenance records confirmed that equipment checks were completed routinely. One person told us it is a "clean, modern and well equipped care home".

## 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

In order that people receive the appropriate level of support, assessments should accurately and consistently inform associated support plans and should be updated to reflect changes to individuals needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

**This area for improvement was made on 5 June 2024.**

#### Action taken since then

Overall, assessments were completed well and in detail. These were used to inform support plans that were reflective of individuals needs. We shared one instance when one plan had not been updated as expected. However, this had been identified by the care home management team and clear plans were in place to rectify this. We also received positive feedback from an external professional who had been involved in auditing of some healthcare assessments. This had been a positive experience.

This area for improvement has been met.

### 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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