

Meigle Country House Care Home Service

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Type of inspection:
Unannounced

Completed on:
19 September 2025

Service provided by:
Priority Care Group Limited

Service provider number:
SP2003000048

Service no:
CS2003041947

About the service

Meigle Country House is located on the outskirts of Meigle village and sits in its own grounds, with views of the surrounding countryside. The service is registered to provide a care service for up to 23 older people, including up to two people requiring respite/short-term care. All residents are accommodated in single rooms, 22 of which have ensuite facilities. At the time of the inspection there were 21 people living at Meigle Country House, 2 of whom were staying for a period of respite.

Meigle Country House's aims are:

- Building trusting relationships and finding out what is important to people in everyday life.
- To empower and support the staff team to deliver the highest quality care.
- To provide a homely and welcoming environment where everyone feels included.
- To maintain an open and transparent culture to ensure everyone has a say.
- To base all our actions on the principles of care.

About the inspection

This was an unannounced inspection which took place on 10, 11 and 12 September 2025. 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 six people living at Meigle
- 5 family representatives
- 5 members of staff and management
- 3 visiting professionals
- observed practice and daily life, and
- reviewed documents.

Key messages

- People were cared for with kindness and compassion and benefitted from personalised and responsive support.
- Family members felt involved and told us that communication was very good.
- There were good working relationships and staff worked as a team to deliver a high standard of care.
- Management demonstrated a clear understanding of what was working well and what needed to improve.
- People were supported to maintain their independence and social connections.

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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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 the care provided and how these supported positive outcomes for people. We evaluated this key question as very good.

Staff were respectful, patient and kind in their interactions with people. People told us they were very well looked after and staff supported people to ensure they were cared for according to their needs and individual wishes. This helped people to feel well and valued. We received positive feedback from people's representatives who told us that staff were friendly, caring and compassionate. Families told us that communication was very good, that they were kept informed and that they were encouraged to be involved in their loved ones care. This enabled people to maintain meaningful connections with those important to them.

A regular newsletter and Facebook page shared relevant and valuable information with families on activities and developments in the home. This helped keep families informed and updated.

All staff were involved in supporting activities and social events and we saw a wide range of different activities planned for each day. An activities timetable showed the activities planned for each week, these included, quizzes, crafts, baking, exercise classes and visits from the local primary school. Activities were tailored to people's interests and abilities and one to one time was provided for people who chose not to participate in group activities or spent time in their room. There were good links with the local community and people had access to a minibus for local outings and trips further afield. The service had developed a life story for each person that contained information about their past, their likes, dislikes, interests and hobbies. People were involved in making decisions about the service from the environment, menu planning, the decor and activities. This helped promote a sense of belonging.

People benefitted from a warm, comfortable environment that was clean and tidy. People's rooms were personalised and homely which promoted each person's experience, dignity, and respect. Furniture was of good quality and had been laid out in communal areas in a way that encouraged socialising. This contributed positively to a comfortable living environment. Some areas within the home had been recently refurbished providing new and refreshed facilities for people and there were regular environmental audits taking place. This enabled any issues to be identified and resolved quickly.

We observed people's experience during lunch and saw that staff were visible and attentive to people's needs. Mealtimes were a calm and homely affair, the food on offer was nutritious and appetising and people who required assistance were supported with patience and dignity. People told us that the food was very good, there was always a choice and if they didn't like what was on the menu they could ask for something else. The provision of high quality food benefits people's health and wellbeing and ensures their dietary and hydration needs are being met.

People's health benefitted from very good engagement with other health services and the service had very good and well-established links with the local GP practice and other healthcare professionals. When there was a change to someone's health or specialist treatment was required, we saw that appropriate referrals were made. People's health was monitored regularly, for example their skin condition, weight, and mobility. This kind of monitoring and oversight ensures that changes are identified and responded to quickly. Health professionals we spoke with told us that staff were quick to act on health related issues and were responsive to any advice given. This approach helped keep people well and ensured their health needs were being met.

We carried out a medication audit and found that prescribed and as required medications were administered appropriately and documented correctly. Medication processes were audited regularly with clear plans in place when issues were identified. Good practice helps reduce errors and keeps people well.

How good is our leadership?

5 - Very Good

We found significant strengths in the leadership and management of the service which supported positive outcomes for people. We therefore evaluated this key question as very good.

The service was well led and the management team were focused on ensuring people received a high standard of care. People we spoke with, including visiting professionals and family members told us that the home was well run, they were made to feel welcome and they were confident that any issues or concerns they raised would be dealt with. This contributes to people feeling valued and listened to.

The manager had a good presence in the home and staff told us that the manager was approachable and knowledgeable. This promoted a happy and positive culture.

There were appropriate policies in place and these were updated as required. There were regular and planned meetings for residents and staff in all roles, this supported good communication and provided the manager with good oversight of the needs of the service. There was a comprehensive and effective system of audits in place that were completed on a regular basis. The service regularly evaluated people's experiences of care, through verbal conversations and written surveys. Feedback from people, their representatives and staff was incorporated in to the service improvement plan and helped support continuous improvement.

We found the right people had been informed about significant events which included families, guardians, other professionals and the Care Inspectorate. Records of incidents and accidents showed that staff had taken the right steps to keep people safe and learn from events. This reduces the likelihood of repeat occurrences, helps minimise risk and supports good outcomes for people.

How good is our staff team?

5 - Very Good

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

People were cared for by a regular staff team, this meant people received consistent support from people they knew and who knew their individual needs and preferences. At the time of our inspection staffing levels were appropriate to people's needs and this enabled people to be cared for appropriately and timeously. We saw that staff worked together as a team and were committed to providing a high standard of care. Call bells were answered quickly and people told us they didn't have to wait long if they needed support. This meant staff had time to engage in meaningful interactions and provide person centred care and support. This provided reassurance to people and their families.

Staff received regular supervisions and appraisals and this supported staff to feel more confident in their roles. Observations of staff practice were undertaken to assess staff learning and competence and we saw records of observations and reflective discussions. This helped to highlight good practice as well as any areas for improvement.

Staff had access to a wide range of training appropriate to their role. A training plan documented what training had been completed and when refreshers were due. This provided the management team with good oversight of people's individual learning needs and ensured people were supported by appropriately trained and skilled staff.

How well is our care and support planned?

5 - Very Good

Personal plans should reflect people's wishes and be regularly updated to reflect their changing needs. We evaluated performance against this key question as very good.

We looked at a sample of care plans and saw that these contained very good information that informed all aspects of people's care and support. People and their families were involved in developing their care plan, this helped ensure that the support people received was tailored to their needs and wishes. Care plans provided insight into a person's life, their background, family circumstances, wishes, strengths and preferences. Plans were well written and contained information to lead and guide staff on how best to support the person. Risk assessments were person centred and enabled people rather than restricting people's actions or activities. Care plans were reviewed and audited routinely and we saw clear evidence of any required change to a person's support being acted on in a timely manner. This helps ensure that people's care is effective and relevant to their needs.

Six monthly reviews were up to date and in line with legislative requirements. There was a tracker in place to ensure management oversight and that care reviews were completed in a timely manner. Input from people and their representatives to the review process was evident and reviews also provided for people and their families to feedback on the service provided.

The review process provided an example of inclusive practice that helped maintain very good outcomes for people.

There were consent forms in place for sharing information and the use of any equipment that might restrict a person's movement, for example, bed rails or sensor mats. These were signed by the person or their representative. We saw supporting legal documentation relating to people's capacity, including powers of attorney and guardianship orders. Where a person was unable to make decisions for themselves, the views of their representative had been sought and appropriately considered. This ensures that people are protected and their rights are upheld.

We looked at a sample of anticipatory care plans, these were discussed with people and their families and documented people's future wishes. This helps ensure that people's preferences are known should their condition deteriorate.

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

It is important that quality assurance systems are used effectively to identify actions and make improvements when required. Although the service had an improvement/development plan, this lacked detail and it was not clear how feedback from people and the outcome of audits fed in to identified actions and improvements, or how these had been addressed and progressed.

This area for improvement was made on 21 February 2024.

Action taken since then

There were a range of quality assurance measures in place. Outcomes from audits and feedback from people linked to the services development plan which documented the actions required and the timescales for them being met. This area for improvement has been met in full.

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
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
How good is our leadership?	5 - Very Good
2.4 Staff are led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good
5.2 Carers, friends and family members are encouraged to be involved	5 - Very Good

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