

Alderwood House Care Home Service

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Type of inspection:
Unannounced

Completed on:
6 March 2026

Service provided by:
Alderwood House Limited

Service provider number:
SP2020013476

Service no:
CS2020379050

About the service

Alderwood House care home is registered to provide care to 33 adults with a non-acute mental health diagnosis. The provider is Alderwood House Limited, part of the Meallmore organisation.

The service provides spacious accommodation with en-suite facilities on a single floor with a large enclosed garden. It has other various sized communal areas for people to engage with as they wish.

At the time of inspection, the service was supporting 32 people.

About the inspection

This was an unannounced inspection which took place on 3 March and 4 March 2026 between 09:00 and 16:30. The inspection was carried out by two 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 four people using the service and considered four returned questionnaires
- spoke with one relative and considered four returned questionnaires
- spoke with eight staff members and management and considered 14 returned questionnaires
- spoke with three visiting professionals and considered eight returned questionnaires
- observed practice and daily life
- reviewed documents.

Key messages

- People were happy with the care and support they received in the service.
- The service worked closely with health and social care professionals to ensure people's needs were met.
- External professionals spoke positively about the care and support provided.
- Care and support was person-centred and reflected current needs.
- The service continued to develop new areas of practise around areas including menopause and the Recovery Star.
- The service should continue to develop activities programmes made available for people to support ongoing recovery.

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.

People experienced warmth, kindness and compassion in how they were supported and cared for. The service was very good at ensuring people maintained relationships with those important to them.

People and their families told us: "I am very pleased with this home and so happy that my family member is finally in a safe environment after many years of asking for this type of assisted living for them. I feel they are thriving being there and having made new friends within the home, it is everything they needed. My mind is finally at rest not having the worry about them living on their own and being very vulnerable" and "The staff are kind and friendly, easy to approach."

People benefited from a comprehensive holistic health assessment, screening and care and support. This included collaborative working between the service and external professionals. A visiting professional told us: "Alderwood offers an amazing, holistic, person-centred service. The staff team and manager are enthusiastic about the care they provide and demonstrate a wealth of knowledge and compassion."

People benefited from access to a tasty, varied and a well-balanced diet. They could choose from a variety of meals, snacks and drinks which reflected their cultural and dietary needs and preferences, including fresh fruit and vegetables. People enjoyed their meals in an unhurried, relaxed atmosphere when and where they wanted to.

Where identified as part of care plans, people were supported to prepare their own meals. People were supported to be independent with all aspects of daily living. For instance, some people were supported to complete their laundry, ironing and other tasks. This ensured people were able to take control of their day-to-day routines which contributed to ongoing and continuous recovery within their lives. This meant people could build and maintain their confidence and self-esteem.

Staff benefited from a robust training plan including areas such as trauma-informed practice, de-escalation techniques and alcohol related brain acquired injury. In addition, staff accessed relevant training from external health partners. This meant people could be assured people's health needs were supported by skilled and competent staff.

A visiting professional told us: "The care home staff team consistently deliver high-quality standards of care, demonstrating compassion, professionalism, and a strong commitment to residents' wellbeing. Staff work collaboratively and communicate effectively to ensure care is person-centred, safe, and responsive to individual needs."

Medication was administered safely and recorded well in line with the prescribers' instructions.

Most people experienced very positive outcomes. We were assured that when experiences were not positive for people, the service was proactive in taking immediate steps to improve this. The service worked closely with health and social care professionals in efforts to ensure the service was meeting people's health and wellbeing needs in line with their wishes and preferences.

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.

People benefited from a warm, comfortable and welcoming environment with plenty of fresh air and natural light.

The environment and fixtures and fittings were of a high standard. The environment was clean and fresh with no malodours. People were supported and encouraged to personalise their rooms and door. This meant people had sufficient space to meet their needs and wishes which promoted a sense of belonging and ownership.

People could access freely a range of areas within the home including outdoor space to sit in for quiet time, leisure activities and sociable hubs. These communal areas were to a high standard and people benefited from the homely environment. We saw good signage throughout the home supporting orientation for people.

A visiting professional told us: "The setting is to a high standard and this benefits [people] greatly."

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 staff input into the improvement of care and support in the service is recognised fully, staff meeting records should include a review of previous meeting minutes. Records should also include an action plan that identifies what is to be done, the owner of the relevant tasks and the timescale for completion. This should then form part of an ongoing review of actions at subsequent meetings to assist in improving people's care and support.

This is to ensure that care and support is consistent with Health and Social Care Standard (HSCS) which state that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This area for improvement was made on 20 March 2025.

Action taken since then

Staff meetings were taking place monthly. Minutes of meetings included a note of actions to be taken and a timeframe for completion. Staff members were identified as owners of tasks.

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

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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