

# The Oaks Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
18 March 2026

**Service provided by:**  
Rhindsdale House Limited

**Service provider number:**  
SP2014012255

**Service no:**  
CS2014323954

## About the service

The Oaks is a care home service for adults with an enduring or recovering mental disorder. It is a two-storey, purpose-built building located in the east end of Glasgow, near to local transport links, shops and other community facilities. The home can accommodate 33 people and at the time of the inspection had no vacancies.

The service is provided by Rhindsdale House Ltd, a limited company, part of the corporate structure of Meallmore Ltd which has been providing care services in Scotland for many years.

The accommodation provided is a mix of four self-contained flats and individual en-suite bedrooms. There are communal bathrooms, a cinema room, and a number of domestic-sized sitting and dining rooms. Residents have access to shared kitchen facilities to prepare meals and snacks.

A large, enclosed garden offers people a range of outdoor seating areas. The garden has flower beds and vegetable planters. There is also a designated smoking area for residents' use.

## About the inspection

This was an unannounced inspection which took place on 16 and 17 March 2026. The inspection was carried out by three inspectors from the Care Inspectorate.

Feedback was provided to the senior management team on 18 March 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 eight people using the service,
- spoke with six family representatives,
- spoke with seven staff and management,
- Reviewed care inspectorate questionnaires returned by 12 people using the service, 18 staff, eight visiting professionals and one family member.
- observed practice and daily life,
- reviewed documents.

**Key messages**

- People placed strong trust in the care and support offered by staff.
- A committed, compassionate and knowledgeable staff team supported people to achieve positive outcomes.
- A strongly embedded process for regular discussion and review of people's goals meant that they could appreciate and own progress they had made.
- A very well designed, decorated and maintained environment generated a sense of community and nurtured recovery.
- A wide range of social activities and opportunities for group discussions promoted purposeful engagement within and outwith the home.
- Staff actively encouraged the involvement of family and significant others in people's care and support, helping to build the conditions for sustained 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.

Residents received highly person centred, compassionate support delivered by a strong, dedicated care team. One person told us, "Sometimes I get overwhelmed but The Oaks is the best place to be if you want to get better." A visiting professional said, "The care is very patient focussed and of a very high standard and people are treated with compassion, dignity and respect." People could be confident about experiencing consistent support from a caring and skilled staff team, respectful of their needs and wishes.

People placed trust in the staff supporting them. One person told us that they sometimes, "tested the boundaries," and staff were, "firm but fair." We saw people approaching staff confident that they would be listened to. We observed staff sensitively engaging with people who were experiencing difficulties, resolving these calmly, to the benefit of the individual's wellbeing in that moment and beyond.

The service made use of the "Star Recovery Tool" to engage with people on their recovery journey. Regular and frequent meetings captured people's progress, as well as honestly recording their setbacks. This process informed people's personal plans and the goals they wanted to focus on to move forward. Appropriate risk assessments and their associated protocols minimised risk and helped to keep people safe. Formal reviews took place every six months to which family and external professionals were invited. A visiting professional said, "Staff work very hard to involve me in care planning and provide evidence that it is well thought out as well as suggestions for improvement." People's support was tailored to them and they could experience a sense of achievement with the progress they were making.

One person said, "This place is my home. It is the best home by far." People felt a sense of ownership over where they lived, and told us they felt safe, key benefits to their wellbeing.

A wide range of activities was available to people both within the home and in the community. Facilities within the home enabled cooking and baking classes to improve people's skills and increase independence. Movie nights, quiz nights and bingo nights were held regularly and offered the opportunity to build social skills in a safe environment, as did a weekly breakfast club. Contributions from residents like curry nights where they prepared meals for anyone else living in the home promoted a sense of self-esteem. Recovery café's held three times a week facilitated group discussion on topics relevant to people's recovery. A recent talk had been given by an external professional on prostate cancer, promoting health awareness. People were also able to take advantage of the music and drama therapy available to develop self awareness and expression. Activities outside the home ranged from shopping to swimming, exercise classes to a monthly visit to a nightclub. People's sense of purpose, belonging and wellbeing benefitted from feeling part of a community in their home and a recognised part of the outside community.

In addition to en-suite bedrooms, there were flats where people moving towards greater independence could develop more independent living skills. People had also successfully moved on from the home, having been supported to bring about positive changes and to achieve the skills and confidence to build a life in the wider community.

People's health needs were well met. Medication administration was robust and regularly audited. People were supported to make medical appointments and to attend these independently if possible. Staff had good working relationships with health professionals, promptly addressing people's health needs. One visiting professional said, "I have always been very impressed with the staff and their communication."

People should expect that their finances be kept safe and used appropriately. Management had recently revised their financial procedures to improve the oversight and safeguarding of people's monies. People were actively supported to make financial decisions and family and others informed where appropriate.

Visits from members of the local community were encouraged by staff, for example through open days. Family visits were also encouraged and contributed to people's recovery. One person told us, "My family are my support network, they are encouraged by staff and management to be positively involved in my care." Staff had supported people to sustain existing relationships. They had also helped to re-establish family connections. This significant commitment to family contact and involvement, and the sense of self and wider belonging that it promoted, was particularly impactful on people's wellbeing.

Staff were supporting people towards achieving sustainable recovery. One family member observed that their relative was "thriving" in the home, as well as building connections outside it, saying, "They have now got the chance to live a normal 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 Oaks provided a well equipped, decorated and maintained living environment for people which communicated that they were valued. The setting was thoughtfully designed to promote independence, dignity and inclusion. A range of domestic-sized communal areas including living rooms, shared kitchens, a cinema room and dining areas promoted people spending time together socially. A visiting professional said, "The Oaks is a lovely, homely environment that is welcoming." Individual rooms and flats enabled people to spend time on their own as they wished. Bedrooms were personalised and reflected individual preferences, helping people living there to feel a sense of ownership and belonging.

Overall, communal areas were spacious, clean, and well-maintained, offering a homely atmosphere that encouraged social interaction and relaxation.

Infection prevention and control measures were in place and ensured a safe and hygienic setting. We noted a small number of instances where minor improvements could be made to decoration, fittings and cleaning, particularly in the communal bathrooms and toilets, which we were assured would be undertaken.

There was good oversight by the maintenance team, with clear and well-kept records. Environmental safety checks, and equipment maintenance checks were in place and up to date, which supported people's safety and wellbeing. Management assured us a damaged window restrictor would be repaired or replaced.

The gardens were well-kept and easily accessible, providing opportunities for fresh air and physical activity. People were supported to use these areas regularly, contributing to their physical and emotional wellbeing. Part of the outdoor area was predominantly used by people to smoke. The presentation of this area detracted slightly from the otherwise very pleasant and well maintained outside space.

We found that there was a commitment and energy directed towards maintaining a high quality environment. This ensured that people living in the home experienced a setting that was not only safe and functional, but also nurturing and empowering. It meant that people felt valued and could benefit from living in an environment which actively facilitated their recovery journey.

## 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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