
Specialist Adult Care Services

Personalised care helping
and supporting you to live
as independently as possible



Meallmore Ltd
Making Care Mean More





— We All Have Mental Health —

We provide recovery-driven, person-centred care to help and support individuals to live as independently as possible.



At Meallmore, we aim to be a person-led service where people are encouraged to develop and shape their own care plans, with the help and support of our experienced teams. We use a recovery approach in our care service that is designed to maximise social inclusion, but it also recognises that each person's recovery is unique to their individual circumstances.

We help individuals to realise their goals and provide as much support as they need. Through our service, we provide opportunities for individuals who require our support to have meaningful engagements in their local communities, relationships, and work activities.

Gerry Hennessey

Managing Director

“Mental health difficulties are a common human experience. Most people know someone who has experienced a mental health problem.”

The Scottish Association of Mental Health

About Us

Established in 1987, Meallmore is a leading provider of high quality, personalised care and support across Scotland.

In addition to our Specialist Adult Care services, we also provide personalised full-time residential and nursing care for elderly residents, including those living with dementia and its related conditions, respite care, for those looking for short term support, palliative care and end of life care.

We are a widely accredited organisation and have been recognised for our high quality care and positive company culture by healthcare organisations, such as Scottish Care, NACC, Investors in People, and many more.

We have a comprehensive internal quality assurance system in all our homes and use Care Inspectorate grades to ensure our homes remain as safe as possible and of the highest quality.

Meallmore consistently aims to be a great place to live and a great place to work. Our people are at the heart of what we do and work to provide all residents with excellent personalised care and support. It is our aim to be recognised as Scotland's most trusted care provider.



What We Offer

Recognised for our high quality, personalised care, we support individuals aged between 18 and 65 with a wide range of mental health difficulties, learning disabilities and acquired brain injury.

We provide tailored packages of care through our specialist adult care services, which includes:

- A recovery focused assessment process, which takes into consideration the care needs of the individual and ascertain whether our service can fulfil these needs
- Experienced and professional teams of nurses and support workers who are equipped to take care of specific mental health needs
- Ensuite bedrooms and individual flats that are purpose-built for a supported person's rehabilitation
- Complete access to primary and secondary care in the community such as support groups, GP practices, and dentists
- A busy activities programme that encourages community involvement, providing residents with the opportunity to socialise and take part in the local community, promoting independent living
- Comprehensive assistance to individuals in their recovery and helping them to move on from the home

“Meallmore was a stepping stone
back into the community.”

Former Resident

Our mental health facilities are purpose-built, fostering a real sense of community, which is further instilled through shared kitchens and spacious lounge areas in some of our homes. These provide plenty of sociable spaces, along with the opportunity for individuals to cook for themselves where appropriate.

All rooms are single occupancy with ensuite facilities, allowing residents to independently manage their personal care where possible. Some homes have self-contained rehabilitation apartments, which are a vital step in a resident’s journey to independent living.

Our award-winning catering teams offer a nutritious, delicious menu, using seasonal ingredients. Each home has a full laundry and cleaning service, ensuring our homes are kept exceptionally clean and tidy.

Our life skills suite and domestic kitchens support residents with tasks such as housekeeping, cooking, and basic maintenance, with trained staff available to provide support if and when needed.

Who We Care For

Our admission process follows our care pathway assessment, ensuring that we can meet all individual care needs.

We work closely with community mental health teams and health and social workers throughout the referral process, ensuring thorough assessments are conducted to provide individuals with the best personalised care package available for mental health difficulties and dual diagnoses.

Our recovery pathway aims to provide opportunities for the individual to participate in their recovery-focused support, helping them to meet personal outcomes.

We can support individuals who experience complex mental health issues, such as schizophrenia, depression, learning disabilities, and acquired brain injuries, including alcohol related brain injury.

“Personal choice is fundamental to our philosophy and each individual is actively involved in the assessment process.”

Care Home Manager, Hilton Court, Rosyth





Our Admissions Process



Referrals can be made through local community mental health teams and social work departments. We are here to provide as much information as possible, allowing individuals to make an informed decision in choosing what type of care they require.

The supported individual will undergo a full assessment, which will be conducted by the referring agent. The agent will then liaise with the registered manager to ascertain what individual care needs will need to be supported and gather as much information as possible.

When an individual has been admitted into our care facility, our registered manager will go through the admission process and all the necessary documentation required for their stay. We will also provide a welcome pack and a friendly introduction to the care facility and local area.

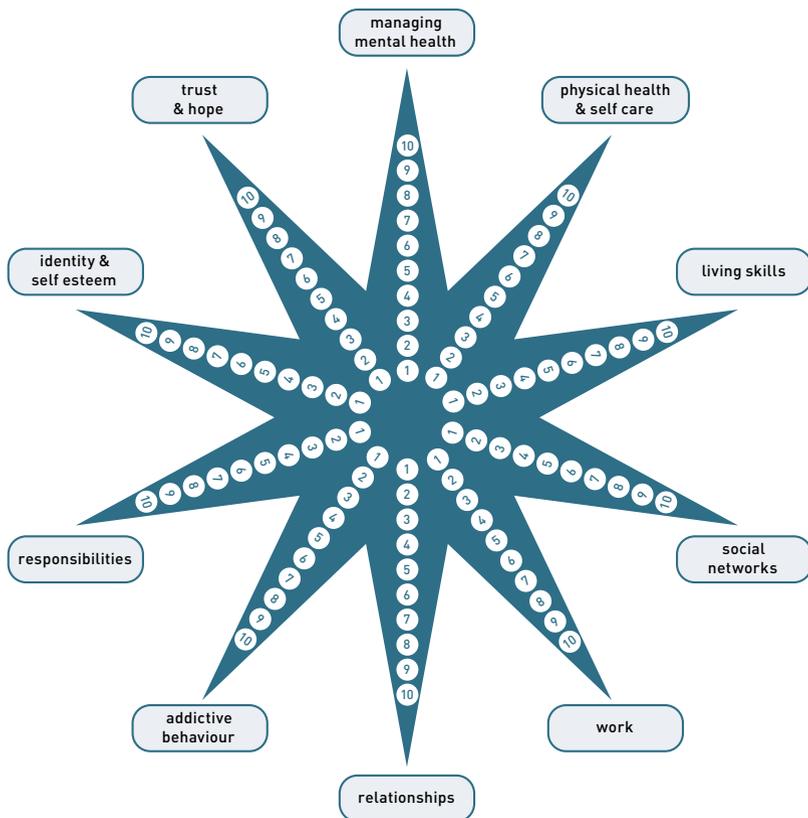
The individual will have an identified mental health nurse who will start the process of agreeing a recovery care plan with them, helping the individual to establish personal outcomes.

In some circumstances, individuals may feel ready to move on from our care facilities. We work with community care services to ensure a smooth transition to a less supported environment.

— Recovery Focused Care Planning —

Our care home teams follow the principles of the 'recovery star' in their provision of high quality care and support to our residents.

We use this approach to help residents set personal goals in life, relationships, work, identity and self-esteem. It provides us with a better understanding of an individual's care needs prior to using our services. It is also an effective tool to help individuals measure their own progress.



Recovery means “...being able to live a meaningful and satisfying life as defined by the person, in the presence or absence of symptoms. Recovery does not mean losing services, income or support. Instead, it involves a partnership; a two way process between the person and the services they use”.

The Scottish Recovery Network



Life with Us

Individuals can stay in our homes for as long as they need and our continuity of care ensures that if a person feels ready to move on, we will be there to support individuals' transitions from care to living independently.

Throughout the relationship, individuals are supported to live independently, knowing that help and support is always available if, and when, they need it.

Our dedicated teams of specialist nurses and mental health support workers are on hand to provide care and support to individuals in their recovery, including them, and their care support network, in the care planning process and helping to agree personal outcomes.

We take the time to match support workers with the interests and needs of individuals who require our services in order to build and maintain therapeutic relationships.

Being part of the supported individual's network, we love sharing moments with them, including celebrating new jobs, sporting achievements, and many other notable occasions.

In the Community

We support and encourage individuals to be an active member within their local community.

We encourage all supported individuals to engage with their local community and participate in community life. We would promote full community citizenship and facilitate opportunities that would help our people to take part.

Individuals are free to leave our facility as they please and when it is safe to do so. We support individuals to maintain as much independence as possible and encourage them to attend appointments, visit the local shops, undertake voluntary work, or attend study placements.

“Meallmore helped me to get a volunteer job in the local charity shop while I was at the home to help build up my confidence with the public and in the workplace.”

Former Resident, Kinmylies Lodge, Inverness



— Adapting to Covid-19 —

The way we provide care has changed in response to coronavirus. We want to assure you that we have implemented all the necessary precautions to make our homes as safe as possible for our residents, visitors, and staff.

We adhere to public health guidance and have implemented rigorous infection control procedures and training to help minimise the spread of the virus. Sanitisation stations are found throughout our homes and we follow all physical distancing guidance where possible.

Our homes undergo regular deep cleanings and all visitors and staff are required to undergo a temperature check prior to entering the building, as well as a Covid-19 questionnaire. All visitors are tested as part of our efforts to lower the risk of transmission.

Our Covid-19 handbook is available to all enquirers and residents, providing information on the rigorous infection control procedures we continue to implement that help to minimise the spread of the virus.

For more information on our visitors' policy and regular updates on Meallmore's procedures, visit: www.meallmore.co.uk/coronavirus

Life in our Homes

We want supported individuals to have an enjoyable experience at our homes and we encourage everyone to take part in a range of events both in our facility and the local community.

We cater to individuals' capabilities and interests, providing residents an opportunity to take part in group activities or enjoy them individually. Through these activities, we try to engage residents in helping them to develop the confidence and skills required for independent living.

Our homes offer a busy programme of events and activities, developed in partnership with residents. Our activities can be centred around key events throughout the year, including religious holidays, but we also offer many activities that encourage physical and mental wellbeing.

Sporting events, yoga and meditation, drama and music, and general physical activity are all part of our recovery planning. We aim to involve supported individuals in local events and community groups where possible and when it is safe to do so.

We have found that supported individuals thoroughly enjoy these activities and these contribute to their progress, helping them to reach their 'recovery star' goals.

Our People

The knowledge, skills and experience of our management and staff teams ensure a thorough understanding of the complex mental health and social care needs of our residents.

In addition to our experienced Registered Nurses, all staff working in our Specialist Adult Care facilities are qualified or working towards a Scottish Vocational Qualification (SVQ) relevant to their position in health and social care. We also provide a comprehensive induction programme and ongoing training to help further develop their skills for working in the mental health sector.

All managers are qualified in mental health practices and have the knowledge and experience to manage mental health services.

We continually update our knowledge in all mandatory areas and have access to a retained psychiatrist for support in our learning. Some additional topics we focus on are:

- Scotland's Mental Health First Aid
- Recovery focus rehabilitation care planning
- MAPA (Management of Aggression & Potential Aggression)
- Mental Health (Care and Treatment Scotland Act 2003)
- Adults with Incapacity Scotland Act 2000
- 10 Essential Shared Capabilities NHS Education for Scotland
- Realising Recovery
- Infection Control Training

— Community Partnerships —

We work closely with community mental health teams, local social work teams, GPs, Consultant Psychiatrists, and Care Managers to ensure the individual's comprehensive care and support needs are met.

We are committed to ensuring the individuals' and other important people in their life are involved in all aspects of their recovery journey.

We work closely with all placing authorities to ensure our facilities are available to everyone despite geographical location.

"The staff at Meallmore are excellent in promoting independence and putting the person at the centre of their care. I am very impressed and will be recommending your service to others. Keep up the good work!"

James Restrick, Specialist Occupational Therapist for Brain Injury



Contact Us

We support individuals living in our services with mental health difficulties, learning disabilities and acquired brain injury.

The Oaks, Baillieston, Glasgow

Hilton Court, Rosyth, Fife

Kinmylies Lodge, Inverness

Alderwood House, Dumbarton

Willow Lodge, Falkirk

For full details of all our care homes please visit

meallmore.co.uk/homes

Telephone:

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