

CASE STUDY

Moorpark Recovery, North Ayrshire

Project management and commissioning of a new residential recovery service

CLIENT Moorpark Recovery	LOCATION Moorpark House, North Ayrshire	SERVICE Residential rehabilitation (alcohol and drugs)
CAPACITY 16 beds	REGULATOR Care Inspectorate	REGISTERED October 2026

The client

Moorpark Recovery is a residential rehabilitation service for people recovering from alcohol and drug use, based at Moorpark House in North Ayrshire. It provides 16 beds. The provider needed a partner to take the service from concept to opening, and to manage the build, regulatory, legal and stakeholder work alongside each other.

Our role

Mac Research and Consultancy led the project management and commissioning of the service from start to finish:

- **Due diligence:** we assessed whether the property was suitable for its intended purpose.
- **Build and premises:** we coordinated the refurbishment programme with contractors and the provider, so the premises met regulatory, fire safety and accessibility requirements and suited a therapeutic recovery setting.
- **Policies and procedures:** we developed the full suite of policies, procedures and the statement of aims and objectives, built around the Health and Social Care Standards and the Care Inspectorate's quality framework, followed by risk assessments and a quality management system.
- **Recruitment:** we designed the staffing model, then supported recruitment, safer recruitment checks and induction for the new team.
- **Training:** we created and commissioned bespoke training for all staff, matched to the service's requirements.
- **Registration:** we prepared and managed the application to the Care Inspectorate, including fitness evidence and responses during the assessment.
- **Legal aspects:** we coordinated the legal and governance work needed for a regulated service, working with the provider's advisers.
- **Stakeholder engagement:** we engaged with North Ayrshire Council, the local Alcohol and Drug Partnership and the Scottish Government, aligning the service with local commissioning priorities and the national approach to expanding residential rehabilitation.
- **Operational oversight:** we now provide full operational oversight of the service, three days a week.

Outcomes

- ✓ Refurbishment completed in September 2026.
- ✓ Service registered with the Care Inspectorate in October 2026.
- ✓ A full, Care Inspectorate-compliant policy framework in place from day one.
- ✓ Full recruitment in line with safer recruitment practice, with a phased plan of start dates for a smooth transition.
- ✓ All clinical staff trained and inducted six weeks before opening.
- ✓ Strong working relationships built with North Ayrshire Council and the Scottish Government.

Planning a new service?

From due diligence to registration and operational oversight, we support providers regulated by the Care Inspectorate and the CQC at every stage.

arlene@macresearchandconsultancy.co.uk