

The Richmond Fellowship Scotland - Glasgow South West & East Housing Support Housing Support Service

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Type of inspection:
Unannounced

Completed on:
30 April 2025

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Service no:
CS2004061357

About the service

The Richmond Fellowship Scotland - Glasgow South West offers a housing support and care at home service to adults with learning disabilities, mental health problems and physical disabilities living in their own homes. The provider is The Richmond Fellowship Scotland Limited.

The service is provided by two teams based in the Priesthill and Kinning Park areas of Glasgow. During this inspection, we visited and spoke with people and staff in these areas.

At the time of the inspection, the service was supporting 34 people.

About the inspection

This was an unannounced inspection which took place on 29 and 30 April 2025. The inspection was carried out by one inspector from the Care Inspectorate. A second inspector assisted by making phone calls to people using the service and their relatives.

To prepare for the inspection we reviewed information about this service. This included registration information and information submitted by the service. In making our evaluations of the service we:

- spoke with six people using the service and one of their families
- spoke with staff and management
- spoke with associated professionals
- observed practice and daily life
- reviewed documents.

Key messages

- The service ensured people's support was flexible and personal to them.
- People's health needs were escalated to other health professionals when needed.
- People were involved in planning their support.
- Communication with professionals was very good.
- The staff team knew people very well.

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 staff team?	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 should expect to experience warmth, kindness and compassion in how they are supported and cared for. We observed warm and compassionate care and interactions between people and staff which were kind and friendly. It was clear that carers knew people well and had supported them often over a sustained period of time. This meant that interactions were personal and meaningful, and that carers knew how to meet people's needs.

We were confident that people's dignity was respected, and their day-to-day needs were met. People told us: "I like all the staff" and "I'm really happy with my support."

People were enabled to get the most out of their day with options to develop and explore their interests and aspirations. This was evident through people's care plans. A range of communication techniques were used to ensure that everyone who wished to, could communicate their hopes, aspirations, wishes and preferences. Personal support plans sampled were person-centred and detailed what was important to individuals to enable staff to provide safe, effective and consistent care.

Risk assessments were in place which detailed and directed staff on any hazards identified. Training bespoke to people's care needs in areas such as positive behaviour support, communication and distressed behaviours ensured that people received the right care and support. Staff training with specific health care conditions had also been facilitated to ensure that staff were up-to-date with best practice guidance. This ensured that people were being supported by a well-trained workforce.

People's health needs were being monitored and well-recorded, and staff understood their role in supporting people's access to healthcare. Staff recognised changing health needs and shared this information quickly with the right people. When health or care professionals were required, the service responded by making appointments and referrals to the correct professional. Where needed, people had continued to receive their support whilst in hospital. This ensured people felt safe with their care and support being provided by staff who knew them well.

There were systems in place for staff to provide support with prescribed medication and administration following best practice guidance.

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, therefore we evaluated this key question as very good.

Staffing arrangements for the service were working well. The service had taken account of the importance of matching staff to people, along with considerations of compatibility and continuity. Many staff had worked in the service for some time and knew people's needs well. Staff demonstrated detailed knowledge and skills when supporting people. This was also commented on by families who felt their relatives were being supported by the right staff. People can be confident that staff were recruited in a way which had been informed by all aspects of safer recruitment guidance.

People using the service and staff benefited from a warm atmosphere because there were good working relationships. There was effective communication between staff as there had been regular team meetings. This had created opportunities for discussion about their work and how best to improve outcomes for people.

All staff spoke positively about their experience of working within the service. They felt supported within their roles and felt they worked well together as teams. Staff spoke positively about their team colleagues, the importance of good team working and the flexibility needed to enable people to have as much control of their day-to-day life as possible.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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