

The Richmond Fellowship Scotland - Glasgow North and East Housing Support Housing Support Service

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Type of inspection:
Unannounced

Completed on:
21 May 2025

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Service no:
CS2004077044

About the service

The Richmond Fellowship Scotland - Housing Support Glasgow North and West offers a housing support and care at home service to adults with learning disabilities, mental health problems and drug and alcohol misuse problems living in their own homes and in the community.

The service is provided by three teams based in the north and east 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 90 people.

About the inspection

This was an unannounced inspection which took place on 14, 15, 19, 20 and 21 May 2025. It was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- spoke with 15 people using the service and three of their families
- spoke with staff and management
- spoke with associated professionals
- observed practice and daily life
- reviewed documents.

Key messages

- Staff developed meaningful relationships with people based on warmth, respect and compassion.
- People felt valued as individuals and were confident in how the service responded to their needs.
- People welcomed the flexibility of the service and a creative approach in supporting them to achieve their goals.
- Staffing levels were very good, and people's care and support benefited from consistent staff teams.

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 evaluated this key question as very good because we found major strengths that supported positive outcomes for people. We found some examples of very effective practice, where the service had taken opportunities to strive for excellence within its culture of continuous improvement.

People living at the service were supported to improve their health and wellbeing and achieve very good outcomes. People, many of whom had spent considerable time in hospital and other settings, were now living in their own homes in the community, and developing their confidence and independence skills. This had resulted in people experiencing far fewer periods of stress and distress and risk of harm.

People had the opportunity to spend time in their community, attending clubs, using local amenities and developing a healthy routine of activities. Some people were supported to enhance their daily living skills and were completing their own shopping, laundry and cooking with assistance. This gave people a real sense of pride, and some were preparing to live more independently in the community, building on the skills they had achieved.

We observed interactions between staff and people and saw compassionate and empowering practice. Staff, who were generally experienced and permanent workers, demonstrated genuine passion in improving people's wellbeing. There was a strong value base evident across the service that promoted positive rapport and working relationships.

Staff supported people with care, kindness and compassion. Staff were mindful of people's dignity and respectful of their homes and possessions. Staff empowered people by ensuring they were supported to make choices and decisions in their lives. For example, choosing their personal clothing and style, and personal grooming. People were enabled to choose the décor and furnishings in their homes, and communal areas where accommodation was shared. This maintained people's sense of identity and improved their self-esteem and self-confidence.

It was apparent that trusting relationships had been built. We observed warm and comfortable interactions. Humour was used appropriately and people and staff clearly enjoyed spending time together.

Staff had a thorough understanding of people's needs. They could promptly identify when people's mental and/or physical needs increased and liaised effectively with visiting professionals including community psychiatric nurses and social workers. This pro-active, multi-disciplinary approach helped to keep people safe and well.

We spoke with health professionals who told us staff made appropriate referrals at the right time. Staff engaged well with health professionals and implemented guidance and interventions to the best of their ability. Staff were competent and confident. Professionals described positive relationships and communication with the service. Comments included: "Every single day they [staff] strive to make things better for people. The entire team are brimming with care and compassion" and "Brilliant communication. Adapt to needs of the individual. No matter how challenging their shift is - they also come back with a smile."

People's representatives told us they were involved in decision-making regarding health issues, where this was appropriate. They were kept up-to-date with all relevant information and were assured that people were well cared for.

Where people experienced stress and distress, the provider's in-house positive behaviour support team provided specialist support for staff. This included working alongside staff to carry out assessments and provide support and learning. Work was ongoing to reduce the restraint and restrictive practice people could be subject to. The provider demonstrated a commitment to upholding people's human rights and we noted an increase in staff's awareness and knowledge which was leading to reduced restrictions. This improved people's outcomes and experiences.

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.

We were wholly assured that staffing arrangements were right and staff worked well together. People were supported by the right number of appropriately trained staff. Staffing arrangements were continuously reviewed and discussed with all parties to ensure people's needs and outcomes were fully met.

Safe staffing plans had been developed for each service. These detailed the rationale for staffing levels in shared services. People's services were commissioned by social work services. The level of support commissioned was based upon an assessment of people's care and support needs. Where people's needs changed or increased, the provider liaised with social workers to address any gaps. This was to ensure people's health, safety and wellbeing.

The service's approach to staffing arrangements and development had resulted in a skilled workforce. Staff had a strong understanding of people's needs and wishes, had developed positive rapport with people, and were highly motivated to enhance their life experiences. There was positive morale across the service and staff told us they felt supported in their role.

Workers had regular group and one-to-one meetings to discuss their practice and wellbeing. A range of forums and surveys gave staff an opportunity to influence service development which gave them a sense of inclusion. This culture enhanced staff performance and outcomes for people.

People using the service, their representatives and professionals were confident that staff had the skills, knowledge and training to provide consistent, safe and effective care and support.

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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