

The Richmond Fellowship Scotland - Edinburgh Housing Support Service

46/2 Duff Street
Edinburgh
EH11 2HR

Telephone: 01313 131 894

Type of inspection:
Announced (short notice)

Completed on:
2 July 2025

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Service no:
CS2004077051

About the service

The Richmond Fellowship Scotland - Edinburgh is registered to provide a service to adults with learning disabilities, mental ill health, substance misuse problems and/or individuals who have had historical or on-going input from criminal justice services, in their own homes. The service is available over 24 hours with a staff sleepover service.

The service operates from an office base in the Dalry area of Edinburgh. At the time of the inspection a service was being provided to 62 people.

About the inspection

This was a short notice announced inspection which took place on 24 and 25 June 2025 between 10:00 and 17:45. Further inspection activity was completed remotely between 26 June and 1 July 2025. The inspection was carried out by one inspector from the Care Inspectorate.

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 12 people using the service and three family members
- spoke with staff and management
- observed practice and daily life
- reviewed documentation

Key messages

- People enjoyed warm and friendly relationships with staff and were treated with dignity and kindness.
- People led active lives which helped promote positive physical and mental wellbeing.
- Managers and senior staff worked well with external agencies to ensure up to date guidance and best practice were implemented.
- Staff had opportunities to reflect on their practice with a particular focus on supporting positive outcomes for people using the service.
- People's care and support was consistent and stable because staff teams worked well together.
- Information in personal plans included people's needs, preferences and wishes, which helped staff understand what was important to them.
- People were encouraged and supported to have meaningful input into reviewing their own care and support.

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
How well is our care and support planned?	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 children/people, therefore we evaluated this key question as very good.

Staff were observed interacting positively with people using the service, often sharing light-hearted banter and engaging in warm non-verbal communication such as smiles and eye contact. Staff treated people with dignity and kindness, fostering a respectful atmosphere at home.

Individuals who were able to give direct feedback spoke highly of their staff, with one person describing them as "amazing". Another described how the service had been life-changing, helping them move from a feeling of isolation to one of peace where they could enjoy life more. Overall, the quality of staff engagement clearly contributed to improved outcomes and quality of life for people.

People were supported to pursue their interests and enjoy a variety of activities both at home and in their local communities. Managers and senior staff were proactive in promoting inclusive events where people could join in with others who shared similar interests. Many individuals had enjoyed recent holidays and some were in the process of planning trips away. People maintained active lives which helped promote positive wellbeing.

Managers and senior staff linked closely with external agencies, including specialist healthcare professionals, and endorsed a team approach to providing people's care and support. Staff were knowledgeable about people's health needs, providing individualised support based on up-to-date guidance and best practice. Where people experienced stress and distress, staff were well trained and had clear direction to help the individual de-escalate or cope with challenging situations. People could be confident of having the right support to help maintain their physical and mental health and wellbeing.

Effective processes were in place to manage medication and ensure people had the right support to take prescribed medicines. Whilst most information around medication was accurate, we found a few minor anomalies which the managers agreed to address immediately. Regular checks and audits were implemented which meant any medication issues arising could be identified and resolved quickly. People benefitted from medication support which was safe and well managed.

People were assisted to prepare meals, snacks and drinks which helped build their independence and life skills. Where individuals had complex eating and drinking needs or dietary requirements, staff were trained and clear strategies were in place to promote safety and good health outcomes. Staff provided support which was attentive and sensitive to each person's unique circumstances.

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 levels were regularly reviewed by managers and were based on individual need. Where people's needs changed, managers were proactive discussing amendments with external agencies to ensure sufficient support remained in place.

Support was provided by small teams of staff with the relevant skills and training to support each person's outcomes. People were familiar with their staff and there were robust contingencies in place in case of staffing emergencies.

We found one situation where the team was quite large however, presenting potential difficulties for people to anticipate who they would see next. We spoke with the manager who took immediate action to review the situation and ensure people were happy with the continuity of staff providing their support.

Staff were very positive about support from managers. Senior staff were readily available to offer valuable guidance and advice to staff, including out of office hours. Regular one-to-one and team meetings provided staff with opportunities to discuss and reflect on their practice, with a particular focus on supporting positive outcomes for people using the service.

We observed examples of very good teamwork between colleagues. For example, staff demonstrated clear and effective communication whilst supporting people with moving and handling and mealtime support. People could be assured of having stable and consistent support because staff worked well together.

Recruitment processes were thorough and completed in line with current guidance. Prior to lone working all staff were required to carry out a period of induction and shadowing with more experienced colleagues. All staff were provided with a variety of training opportunities, both face to face and via an online learning platform. Consequently, people could be confident their staff were recruited safely and they were well trained.

How well is our care and support planned?

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 be confident staff have sufficient and accurate information to deliver their care and support safely and in line with their wishes. Well executed personal plans were in place for everyone, with information and guidance about the person's needs and planned outcomes. Information about people's preferences and how to support decision making helped staff understand what was important in the person's life. Comprehensive risk assessments were completed, giving effective measures outlined for staff to follow to keep people safe.

People using the service were empowered to have meaningful input into reviewing their own support. Individuals' needs were regularly reviewed, with a range of methods skilfully employed to support them express their views on both current and future goals and outcomes.

Written records including daily recordings and other documentation used to review people's care and support, were maintained to a good standard. People could be confident staff had sufficient and accurate information to help them meet their planned outcomes.

Where people were not able to fully express their wishes and preferences, individuals with the legal authority were involved in helping shape and direct people's care and support. We were assured to see measures in place to maximise support to protect and uphold people's rights.

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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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Compass House
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