

Sheriff Park Service Care Home Service

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Telephone: 01415 798 042

Type of inspection:
Unannounced

Completed on:
15 August 2025

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Service no:
CS2003001398

About the service

Sheriff Park Service is a care home registered to provide accommodation, care and support for up to six adults living with mental health issues and/or learning disabilities. The provider is The Richmond Fellowship Scotland Limited.

Located in a quiet residential area of Rutherglen, South Lanarkshire, the home is a spacious, two-storey detached property. It offers convenient access to local shops, public transport and community amenities, with on-site parking available for visitors.

Each person has a private bedroom equipped with en suite facilities. Shared spaces include a comfortable communal lounge and a combined kitchen and dining area. The property also features a large and accessible garden for people to use.

At the time of the inspection there were six people living at the home.

About the inspection

This was an unannounced inspection which took place between 13 and 15 August 2025. One inspector carried out the inspection.

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 throughout the inspection year.

To inform our evaluation we:

- spoke with six people using the service and one relative
- spoke with six staff members and management
- observed practice and daily life
- reviewed documents
- spoke and communicated with three visiting professionals
- reviewed feedback from people living in the home and staff through questionnaires issued and returned to us prior to the inspection.

Key messages

- People supported spoke very positively about the care and support received.
- People were supported to achieve meaningful and positive outcomes tailored to their interests.
- People's health needs were effectively monitored and managed.
- Support was provided by a consistent and experienced staff team.
- The homely and welcoming environment contributed to people feeling safe, relaxed and comfortable in their surroundings.
- External professionals spoke very highly of the care provided.

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 good is our setting?	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. We evaluated this key question as very good.

We observed positive staff interactions with people who experienced care and found that engagement was warm and respectful. People told us staff were very approachable and proactive in providing support when needed.

People spoke very positively about living at Sheriff Park, describing it as a supportive and welcoming environment. They highlighted strong relationships with staff, with regular keyworker meetings and opportunities to pursue personal interests. Shared holidays that took place and group activities were especially valued, contributing to a sense of community and wellbeing. Individuals expressed feeling safe, respected and happy, another described it to us as a place where they were living a good life.

People experienced very positive outcomes as a result of the care and support provided. A wide range of meaningful individual and group activities, such as gardening, exercise, concerts, community events, holidays and outings were planned for and taking place to promote physical, emotional and social wellbeing. These opportunities were tailored to personal interests and contributed to a strong sense of inclusion and purpose.

One relative reported very good communication from the service. They appreciated being kept informed through the newsletters and direct contact, and expressed high satisfaction with the care and support provided to their relative.

Participation was embedded in the service's culture. For example, people supported independently produced the summer newsletter without any staff involvement. One individual actively contributed to the provider's national participation group, sharing lived experience to help inform staff recruitment. This ensured people have a meaningful voice in shaping their support and the team delivering it.

People's health and wellbeing was being supported through person-centred care planning, assessments and timely access to healthcare professionals. Health education and inclusive communication empowered individuals to make informed decisions and actively participate in their health and care.

Prescribed medication was being managed safely and regularly reviewed. People were encouraged to take an active role in managing their own medication and treatment.

Visiting professionals spoke very positively of staff delivering trauma-informed, person-centred care and of them experiencing consistent communication and responsiveness. We were told any advice given was followed and implemented safely. Reviews held followed a consistent structure, and were reflective of each person's unique journey, highlighting a strengths-based approach.

Nutrition and independence were being promoted through active involvement in meal planning, shopping and cooking, supporting life skills development and contributing to healthier outcomes including improved diet and budgeting.

Personal plans we sampled were person-centred and people were able to set their own goals and outcomes and were involved in developing their plans. Appropriate reviews were undertaken to ensure people benefited from their planned care interventions. This meant that people could be confident their planned care was right for them.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care staff provided and how these supported positive outcomes for people. We evaluated this key question as very good.

People and relatives spoke very positively about staff and the support provided, with comments such as "staff are fantastic" and "I can't fault the care and support." People benefited from a very stable and committed staff team who worked collaboratively to deliver high-quality, respectful care. This meant that people were supported by staff who knew people's needs and wishes well.

Staffing levels were regularly assessed and monitored to ensure safe and responsive support, with a dependency tool used for informing staff rotas. This helped to reassure people and their families that their needs would be met reliably.

Staff consistently told us of a strong sense of teamwork and dedication to provide support to the people in the service. Staff were confident in their roles and felt very well-supported by an approachable management team, with regular access to advice and guidance when needed. This contributed to a positive working environment and ensured consistency in care delivery.

Effective communication was embedded in the staff team's daily practice through detailed handovers and further supported by regular team meetings that provided space for reflection, shared learning and continuous improvement.

Feedback received from visiting professionals consistently told us of very respectful relationships between staff and people supported. The team leader's knowledge of each person and active involvement in their care, helped promote a positive culture and contributed to good outcomes for the people supported in the service.

Staff had access to a blended training programme with online and face-to-face training, covering key areas such as mental health, medication and personal planning. Delivered through a blend of face-to-face and online formats, the training promoted best practice and role clarity. Training records confirmed that staff consistently received regular, relevant training aligned to the needs of the people they supported.

Staff wellbeing was prioritised through peer support, formal supervision and access to wider organisational resources. Supervision records confirmed that sessions were planned and delivered consistently, providing opportunities for staff to reflect on their practice, receive feedback and enhance their professional development. This investment in staff helped to contribute to the respectful and compassionate care experienced by people using the service.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the setting and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People benefited from high-quality, well-maintained facilities that promoted comfort, independence and wellbeing. The environment was welcoming, and relaxed, with plenty of natural light, fresh air and space to meet individual needs and preferences.

The home was clean, well-maintained, and comfortably furnished, creating a warm, homely atmosphere. Communal areas were of a high standard, supporting relaxation and independence. People and staff worked together to maintain the cleanliness, promoting pride in the environment and a shared sense of responsibility.

We could see the kitchen was actively used by people to prepare meals and snacks and meet, supporting independence and daily living skills. People could choose to use private and communal areas and were able to have private space when they wanted.

People's rooms were personalised with their own furniture and belongings, reflecting their identities and preferences. People were encouraged to take pride in their personal space and to clean and maintain it regularly. The layout of the home supported privacy and choice. The small group living model contributed to a calm, comfortable and supportive environment.

Outdoor areas can help enhance people's physical and mental health, social interaction and a sense of fulfilment. People had access to outdoor spaces that were being used regularly for leisure and wellbeing activities, including gardening, growing fruit, vegetables, arts and crafts and exercise. While the size and upkeep of the garden presented some challenges; efforts were being made to involve volunteers to help develop this more and support its maintenance.

People were actively involved in shaping their environment, regularly sharing feedback on what works well and what could be improved. Following a consultation, the hallways were personalised with art work, music and bands important to them. This inclusive approach ensures people feel involved, heard and empowered to influence meaningful changes.

Maintenance checks were carried out consistently, and external contractors were in place to ensure equipment servicing meets legislative and landlord requirements.

Although some minor areas, such as flooring and decoration in specific rooms, required attention, the overall environment was in a good state of repair and supported positive outcomes for people.

Displayed guidance supported staff in maintaining effective infection control, including correct personal protective equipment use and disposal. This helped to minimise the risks of infection and ensure safe care.

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 good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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