

Oakley Terrace Scheme Care Home Service

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Type of inspection:
Unannounced

Completed on:
3 September 2025

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Service no:
CS2003000933

About the service

Oakley Terrace Scheme is a registered care home for people living with functional mental health problems.

The service is in the east end of Glasgow, close to local shops and transport links. It provides 24-hour residential care and support for up to eight people living with mental health problems. Overnight support is provided by a staff sleepover.

There are eight self-contained bedrooms with en suite toilet and shower facilities.

There are two spacious lounges, one located on each floor of the building. There is also a fully fitted kitchen on each floor, with the kitchen on the first floor being open plan to the lounge area. There are two laundry rooms and communal bathrooms.

The staff office base is located on the ground floor.

About the inspection

This was an unannounced inspection which took place on 2 and 3 September 2025. Feedback was provided in person to the management team on 3 September 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 five people using the service and one family member
- spoke with six staff and management
- spoke with two external professionals
- observed practice and daily life
- reviewed documents
- received electronic feedback from two individuals living in the service, one visiting professionals and two members of staff.

Key messages

- The service demonstrated major strengths in promoting positive outcomes for people
- Peoples health and wellbeing was monitored and effectively communicated to the relevant external agencies
- People's recovery benefited from individualised outcome-focused personal plans
- The highly motivated staff team worked well together to promote a positive experience for individuals
- The excellent accommodation contributed to people experiencing an active and fulfilled life whilst meeting their stated outcomes

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 setting?	6 - Excellent

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.

The service supported people with a clear focus on the future and independence. People were usually supported for up to two years, with the aim of moving on to live independently or with other forms of support in the wider community. We heard examples where people had successfully moved on from the service and were living independently. This showed that the support provided had a positive and lasting impact.

People's health and wellbeing should benefit from their care and support. A team of dedicated and compassionate staff clearly cared for the people they supported. It was evident during the interactions and engagements we witnessed and heard about, that staff treated people with compassion, dignity and respect. One person told us, 'staff are good, very good in fact and a very good bunch of people who are there when I need them', whilst another commented, 'I can raise any concerns or troubles with the staff and they listen and help me'. This helped to make people feel listened to and valued.

Staff responded to changes in both physical and mental health needs and liaised with external health professionals, when required. This helped to keep people well. One external professional commented, 'staff are very proactive, they will email or phone with updates and any concerns that I need to know about'.

People could be confident that they would be supported to develop and maintain meaningful interests or hobbies. This included independent activities in the wider community, gardening, movie nights, arts based activity and games. The provider offered a citywide monthly activity planner. This further promoted access to the wider community and to meet with other individuals. During the inspection we observed staff supporting individuals with activities on request, this included card games. The communal activity planner complimented individual weekly planners in bedrooms. One person told us, 'there is a lot going on (activities), I enjoy going out...I am looking forward to karaoke this afternoon'.

People benefited from access to an individualised diet which was based on their likes and dislikes. When required, staff supported individuals with food shopping and cooking, however, a number of individuals completed this activity independently. When support was offered, we observed staff offering verbal prompting and guidance. This outcome focused approach supported individuals to maintain or develop new skills. Each person had their own space to store their food items. Staff offered discreet support to ensure that individuals managed this aspect of daily life.

Medication was managed well. People were encouraged to manage their own medication. Medication support was based on the level of support individuals required. When this support was offered, this was included in the personal plan or risk assessment. Staff routinely monitored this to ensure they were managing this aspect of their daily life. This helped to keep people well and ensure that any changes were responded to in a timely manner.

Personal plans identified people's wished and planned outcomes. Daily notes recorded the experiences of people. These could be more detailed at times and fully involve individuals supported.

How good is our setting?

6 - Excellent

We found outstanding strengths in aspects of the environment and how these supported positive outcomes for people, therefore, we evaluated this key question as excellent.

People experienced care in an environment that promoted small group living. This fostered a homely and inclusive atmosphere. The assessment and transition process supported people to trial the service before deciding to move in. This helped people feel confident and reassured about their decision.

Following a successful refurbishment, the care home offered a spacious and bright environment with plenty of natural light. People benefited from clean, tastefully decorated, well maintained high-quality accommodation. The facilities and furnishings provided contributed to an excellent experience by supporting both independence and opportunities for social interaction. The service took a proactive and person-centred approach to positive risk taking. Staff worked closely with people to carry out ongoing risk assessments, which helped create the least restrictive environment possible. People told us they felt trusted and respected, and we saw how this contributed to a relaxed and confident atmosphere throughout the home.

Individuals benefited from a variety of communal spaces that enabled choice and independence. Options included a lounge with comfortable seating, a large kitchen, and an additional kitchen/lounge area. This gave people options about where to spend their time and how to engage with others. People were encouraged to spend time in any part of the care home or the wider community, with no restrictions. This approach promoted a strong sense of identity, autonomy and wellbeing. As reflected in 'key question one', the facilities enabled people to cook for themselves. During the inspection, we heard how having two separate kitchen areas allowed an individual to plan and prepare a meal for their family members. This gave the person a meaningful opportunity to build skills and maintain connections without impact on other residents. This linked directly to their personal goals and supported their journey towards greater independence. Two laundry areas with domestic appliances supported people to do their own laundry. This helped to promote self esteem and independence in daily living.

Bedrooms were single occupancy with en suite shower facilities, an additional bathroom with a bath offered further choice and comfort. Each bedroom had a lock and individuals were provided with a key to ensure privacy and security. Bedrooms were personalised in accordance with people's wishes. During the inspection, an individual was in the process of moving into the service. Their bedroom had been freshly redecorated ahead of the move and they were looking forward to personalising this. This promoted a sense of belonging for people. One person told us, 'I have been able to add my own things to my bedroom, I go out most days and pick up new things that I want....much better than my previous place', whilst a visiting professional commented, 'the environment is always spotless and people are encouraged to spend their time where they wish'. People were encouraged, with support from staff when needed, to clean and tidy their bedrooms. This contributed to individual goals and outcomes related to moving on from the service and ensured people had a pleasant place to live.

People benefited from an accessible and well-maintained garden. This had been upgraded over the summer with input from people living in the service. People were able to share their views and shape how the garden worked for them. This gave people a sense of control and accomplishment to see this work completed. A smoking area was provided away from the main garden, and a range of seating offered choice about where to sit. A gardening group, led by people living in the care home, had been established over the summer. People told us about their involvement and shared photographs of growing and harvesting vegetables. This was clearly valued and appreciated by those living at the service and it was evident that people and staff had worked together to make the outdoor space inviting and purposeful.

People could access the garden and wider community independently, which promoted a sense of connection with the outdoors. This contributed towards people improving their health and wellbeing and having positive outcomes.

Maintenance records confirmed equipment checks and servicing had been carried out to ensure people were not exposed to harm and were kept safe.

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 setting?	6 - Excellent
4.1 People experience high quality facilities	6 - Excellent

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