

# The Richmond Fellowship Scotland - Perth & Kinross

## Housing Support Service

Perth Area Office  
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Telephone: 01738 440012

**Type of inspection:**

Unannounced

**Completed on:**

31 January 2019

**Service provided by:**

The Richmond Fellowship Scotland  
Limited

**Service provider number:**

SP2004006282

**Service no:**

CS2004061307

## About the service

This service registered with the Care Inspectorate on 1 April 2011

The Richmond Fellowship Scotland is a charitable organisation providing services for people who have mental health difficulties, learning disabilities, autism, dementia and alcohol related problems. The Perth service does this from three different bases and includes outreach to people in the community.

The stated aims and objectives of the service are:

"The service aims to promote inclusion and maximise individual potential. The service believes that everyone is unique and everyone has something to contribute. Through our work we give the people we support the opportunity to express their unique strengths, qualities, talents and abilities. We are person centred, imaginative, flexible and adaptable with a strong value based ethos which is evident in everything that we do and a strong focus on wellness recovery."

At the time of inspection 75 people were being supported by the service.

## What people told us

"It's a better life here".

"They don't judge me".

"I have great admiration and respect for all of the staff within the service. As the clients' welfare guardian I have always found them to be very attentive, caring and respectful towards both their clients and myself".

"Staff, and in particular my key worker, really care about my needs".

"I am happy that my support hours have gone up and I get more visits. This means I can do more social activities in and around Perth. I also have the chance to put my weekly support hours together and go to the cinema or go out on day trips".

"I am happy with the support I get and all staff are amazing. They are all really helpful and pleasant to talk with".

"I am treated very respectfully".

"I am very happy with the service, all staff are lovely and friendly".

"Overall, I am very happy with the service. I could not ask for anything better".

"I like the staff, I like chatting with staff, I like cooking with staff".

"If it wasn't for the staff I wouldn't be in the community. The staff do a fantastic job. I need to say a massive thank you to them for all that they do. The staff always help guide me to be a good person and do the right thing".

"I am very satisfied with my support. I get lots of support to go out and about".

"I want staff to have more time to spend with me doing the things I want to do and not have to wait".

"I like Richmond Fellowship as it gives me the support I need and I find the staff very helpful and kind".

"I know my way about Perth a lot better since my support started. I also know the bus times and services thanks to my support. My support helps me keep on top of my bills and letters".

"When new staff start, before they would come with other staff, but now new staff arrive alone".

## Self assessment

We did not request a self-assessment but did discuss the service's development and improvement plan as part of our inspection.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

## What the service does well

We found that each different service base provided extremely proactive, flexible and person led support. We could see from people's support plans, and from detailed discussions with them and their staff teams, that the service had an excellent understanding of everyone's needs, lifestyle choices and hopes for the future. For example, one person had recently been supported to buy their own flat whilst others had moved into their own tenancies with support needs that had reduced significantly over time as a result of the service's input.

Review meetings took place at least every six months and were often more frequent than that if required. These meetings involved the person supported, if they chose to attend, and other key people involved in their lives. We attended one of these meetings and we observed a real willingness from the service to ensure that the person had a very creative support package that met their quite complex support needs. They also spent time focussing on potential future health and care needs. This all meant that the person was receiving the right support and care at the right time and that it could adapt if their needs, choices and decisions changed.

Partnership working involving health professionals, social workers, mental health officers and also families was another particular strength of the service. It was very apparent that the people they worked with, and supported, held them in very high regard. Indeed some told us that they thought it was an "exceptionally good service" and that "they are fantastic". The service was extremely proactive in asking for input, guidance and advice from health and social care professionals. This resulted in very consistent and stable care and support because people worked together in the best interests of the people supported by the service.

We felt that there was an excellent staffing mix in terms of knowledge and skills, and workers who brought a great amount of enthusiasm and positive life experience to their roles. There was a real emphasis on providing

training and development opportunities based on the individual needs of the people they supported. For example, training on drug and alcohol awareness, mental health, first aid, hoarding, self-harm, stoma care, talking mats and so on. As a result, people supported by the service could be confident that the workers were trained, competent and skilled in supporting them with their particular needs.

New staff all had a comprehensive three week induction that consisted of class room based training, e-learning and time spent getting to know people who used the service on shadow shifts. Staff that we spoke with throughout the inspection spoke very favourably about their induction and also about the excellent support they received during their probationary period and thereafter.

Finally, one of the most impressive aspects of the service's support for people was that the staff, including senior staff, went out of their way to ensure that people were supported to be as independent and in control of their lives as they wanted to be, whilst recognising the need to keep them safe from the risk of harm.

## What the service could do better

The service should continue to look for creative ways to involve people who use the service in the recruitment of staff and in overall service development.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
4 Sep 2017	Unannounced	Care and support Environment 6 - Excellent Not assessed

Date	Type	Gradings	
		Staffing	Not assessed
		Management and leadership	6 - Excellent
2 Dec 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
2 Oct 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
26 Sep 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Nov 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Jun 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
18 Aug 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 May 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	4 - Good

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