

## The Richmond Fellowship Scotland - East Renfrewshire & South Lanarkshire 2 Housing Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

3 May 2019

**Service provided by:**

The Richmond Fellowship Scotland  
Limited

**Service provider number:**

SP2004006282

**Service no:**

CS2004061337

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service provides a housing support and care at home service to around 400 individuals with a learning disability or mental health problems who live in East Renfrewshire and South Lanarkshire.

The people being supported receive different levels of support depending on their assessed needs, from several hours per week combining group activity and/or one to one support, to more intensive 24 hour support.

Staff are based in area offices in East Renfrewshire and South Lanarkshire.

The service's mission statement is: We believe in and work towards promoting:

- choice
- community Involvement
- helpful staff
- opportunities
- in control of your own life
- care
- empowerment.

## What people told us

People told us that they were happy and satisfied with their support and that they were enabled to do what they wished to do.

Some service users stated that the service has supported them over some very rough times in their lives.

TRFS has been a lifeline

I like coming here and meeting my friends

## Self assessment

Self Assessments were not required of services in this inspection year

## From this inspection we graded this service as:

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

## What the service does well

The service provides a wide range of support to people with a wide range of needs and does it very well.

We saw that people using the service had very good support plans which were person centred and clear. People's reviews took place at the correct times and people were supported to contribute and attend these meetings. People told us that what they were supported to do was what they wished.

People had good support to keep healthy through being supported to make and attend medical appointments at the local community practice or with specialist services. A range of healthy activities were also supported, which included healthy eating support, sports and fitness.

People who needed it were supported with their medication well which ensured that they had maximum benefit from it.

Staff's practice was very good. We observed respectful communication which upheld the dignity of the person using the service. This encouraged people being supported to confidently engage with their supports.

The service employs a methodology called 'Active Support' which focuses on encouraging and enabling people's independence and engagement with their support. This has led to people being confident in contributing to their support through developing a good sense of accomplishment and ownership of their successes.

In the course of the inspection we visited people in their homes who were being supported to live their lives the way they wished to and were enabled to access experiences and activities that they had chosen. Each person visited had a highly personalised home which met their needs and expressed their interests and personality.

We visited people being supported during activities including a regular lunch gathering in the local community and a support group. In both activities people told us that they enjoyed being part of the group and that they were supported by their workers and by each other. Groups like these fulfil the need for people using services to use community facilities and take part in community activities.

We saw that the service management is flexible and supportive of staff and provides sound leadership which enables the service to maintain high standards. Staff at all levels are encouraged to engage with improvement activities and enthusiastically plan service development.

Training is comprehensive and staff are supported to take part and maintain their knowledge and skills. This contributes to the enthusiastic and skilled staff which we encountered during the inspection.

Notably the service is leading in an initiative which is piloting support to people experiencing mental health crises and presenting to services which are not able to support them such as accident and emergency units.. These individuals are connected to the service who provide a fourteen day short term crisis based support service which creating a support plan which is based on supporting the person through the crisis and creating links to longer term supports.

We spent time with the team and saw that the project was having success engaging with people and also was gathering evaluative information to measure the effectiveness of the approach. This will be used to inform policy makers at a national level. We considered this a very much needed service and a sector leading approach.

## What the service could do better

We consider the service to be doing excellently and are confident that the service will continue to have an improvement focus and continue to identify targets for the coming year.

In particular we are interested in the continuing development of 'active support', the mental health crisis support pilot as it goes forward to formal evaluation and how the 'crookfur project' impacts on the people using the service.

## 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).

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

There are no outstanding recommendations.

### Inspection and grading history

| Date        | Type                     | Gradings  |
|-------------|--------------------------|---|
| 15 Jun 2018 | Unannounced              | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 5 - Very good<br>Management and leadership Not assessed  |
| 2 Aug 2017  | Unannounced              | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 5 - Very good<br>Management and leadership Not assessed  |
| 17 Oct 2016 | Unannounced              | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing Not assessed<br>Management and leadership 5 - Very good  |
| 17 Dec 2015 | Unannounced              | Care and support 4 - Good<br>Environment Not assessed<br>Staffing 5 - Very good<br>Management and leadership 5 - Very good      |
| 24 Mar 2015 | Announced (short notice) | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 5 - Very good<br>Management and leadership 5 - Very good |
| 15 Jan 2014 | Announced (short notice) | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 5 - Very good  |

| Date        | Type        | Gradings                  |               |
|-------------|-------------|---------------------------|---------------|
|             |             | Management and leadership | 5 - Very good |
| 28 Sep 2012 | Unannounced | Care and support          | 5 - Very good |
|             |             | Environment               | Not assessed  |
|             |             | Staffing                  | 5 - Very good |
|             |             | Management and leadership | 5 - Very good |
| 16 Jun 2010 | Announced   | Care and support          | 5 - Very good |
|             |             | Environment               | Not assessed  |
|             |             | Staffing                  | Not assessed  |
|             |             | Management and leadership | 5 - Very good |
| 17 Jul 2009 | Announced   | Care and support          | 5 - Very good |
|             |             | Environment               | Not assessed  |
|             |             | Staffing                  | 5 - Very good |
|             |             | Management and leadership | 5 - Very good |
| 25 Aug 2008 | Announced   | Care and support          | 5 - Very good |
|             |             | Environment               | Not assessed  |
|             |             | Staffing                  | 5 - Very good |
|             |             | Management and leadership | 4 - Good      |

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