

## Sheriff Park Service Care Home Service

9 Sheriff Park Avenue  
Mount Pleasant  
Rutherglen  
Glasgow  
G73 2QH

Telephone: 0141 579 8042

**Type of inspection:**

Unannounced

**Completed on:**

27 September 2019

**Service provided by:**

The Richmond Fellowship Scotland  
Limited

**Service provider number:**

SP2004006282

**Service no:**

CS2003001398

## About the service

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

Sheriff Park Service is a care home which provides accommodation, care and support for a maximum of six people with mental health and addiction problems and/or learning disabilities.

At the time of the inspection there were six people in residence.

The service is provided by The Richmond Fellowship Scotland Limited which is a registered charity.

The home is a two storey detached building in a residential area of Rutherglen. The service is close to local shops and amenities. Accommodation provided is single bedrooms with en suite facilities and a communal lounge and kitchen. There is a large garden area with an activity cabin, patio area, smoking shelter, accessible arts and crafts workshop, several raised beds and a greenhouse.

The service aims to:

- provide a high quality service for individuals to promote their independence and inclusion within society
- achieve what matters to the person
- develop and deliver the best personal support that listens to what people say.

## What people told us

We gathered feedback from residents in the service by sending out questionnaires and speaking to people during the inspection. We received excellent feedback on various aspects of living at Sheriff Park. Everyone told us that the staff were very supportive and gave us many examples of this. We heard how people were supported to have as full a lifestyle as possible, taking into consideration their individual reasons for now living at the service.

Comments received included:

- The service is magnificent.
- Staff are nothing but the best.
- Staff are brilliant.
- I did the right thing moving here.

## 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?	6 - Excellent
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed

How well is our care and support planned?	6 - Excellent
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Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

**6 - Excellent**

In order to answer this question we considered and evaluated the following Quality Indicators

1.1 People experience compassion, dignity and respect - grade is excellent.

1.2 People have a good quality of life as a result of their care and support - grade is excellent.

1.3 People's health benefits from their care and support - grade is excellent.

It is important that staff across the home treat residents with compassion, dignity and respect. Everyone we received feedback from told us that this was an area that all staff excelled in. People gave us numerous examples of how the service had a positive effect on their lives. Our observations throughout the inspection agreed with this feedback. There was a warm and homely atmosphere. Staff we spoke with were so enthusiastic about working there and clearly respected that this was the six residents' home and that they worked around them.

The way people spend their day should promote feelings of purposefulness and wellbeing. We heard lots of excellent feedback around this from people. We focused on what had been happening for people since the last inspection and heard how the gardening project had gone from strength to strength. We spoke with residents, staff and the external horticultural therapist about this. The service had used every inch of the garden for different projects and had managed to have such a good yield this year from their vegetable patches that not only had they used the vegetables themselves, but they had also made up some boxes and sold them at various offices of the provider. We were impressed to hear that the service had been invited to Scottish Parliament to receive an award for their orchard too. Both the residents and staff were currently undertaking A 'Grow and Learn' achievement award with the Royal Caledonian Horticultural Society, which demonstrated a real equal partnership between residents and staff.

It is important for people to enjoy a healthy and balanced diet and we heard about the 'Health and Happy' initiative that they had joined. This involved many aspects including healthy eating and coastal walks. People we spoke with told us about how they each plan their weekly shopping and cook their own meals with varying levels of support from staff to suit their individual strengths.

We heard about the many other initiatives that had been started since the last inspection to support people's mental health and wellbeing including an arts and crafts group, yoga and mindfulness group, house meetings and a peer support group. People were encouraged to be open and relaxed to enable them to talk about any previous or current areas of their lives in a safe and accepting environment. Earlier this year both the residents and staff had completed the mental health first aid course facilitated by The Richmond Fellowship Scotland. This took place over six evenings and demonstrated real commitment and partnership from everyone.

We concluded that Sheriff Park continued to support people who use the service to experience excellent personal outcomes.

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

This key question was not assessed.

## How good is our setting?

This key question was not assessed.

## How well is our care and support planned?

**6 - Excellent**

In order to answer this question we considered and evaluated the following Quality Indicator  
5.1 Assessment and care planning reflects people's' needs and wishes - grade is excellent.

Residents should be confident that their care plans give clear direction on how to deliver their support and that they are reviewed and updated when there are any changes in their health or circumstances. We sampled this and found that plans provided an excellent level of detail to guide staff on what each person was able to manage on their own and at what point they needed to offer support. From reading these you got a real sense that the residents had been involved in devising this and contributing to it on an ongoing basis.

We could really get a sense of what was meaningful to each person in their life, with how the service was supporting each person to achieve this clearly identified. There was excellent step by step information on how they were planning to work towards any actions and updates on how this was progressing, with any changes noted.

We found that reviews took place to ensure that residents and staff had an opportunity to sit down together and review the support they received, look at any areas that anyone would like tried differently and agree any actions going forward. This ensured that reviews were meaningful. People we spoke with told us that they could approach staff at any time if there was something that they wanted done differently and that they would be listened to.

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent

How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent

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