

The Richmond Fellowship Scotland - Dumfries Housing Support Service

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Type of inspection:
Unannounced

Completed on:
21 November 2025

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Service no:
CS2004061383

About the service

The Richmond Fellowship Scotland - Dumfries service is registered to provide housing support and care at home to adults in their own homes and in shared accommodation. The provider is The Richmond Fellowship Scotland Limited.

The service is a dispersed service covering Dumfries and Galloway which is a very large geographical area. The registered manager co-ordinates the overall running of the service from the main office base in Dumfries. Three services managers and team leaders manage the staff teams who provide direct support to people throughout the region.

Individual support ranges from a few hours per week to 24 hours a day for people living in the following areas of Dumfries and Galloway: Dumfries, Castle Douglas, Annandale, Eskdale, Newton Stewart and Stranraer.

Their aim is to work in partnership with each person, their families and professionals and community groups to develop services, housing opportunities and communities which are inclusive, appropriate, flexible and responsive.

At the time of the inspection, 82 adults were being supported by the service. We visited and spoke with people and staff from the Annan, Lockerbie, Dumfries, Castle Douglas, Newton Stewart and Stranraer areas.

About the inspection

This was an unannounced inspection which took place between 17 to 20 November 2025. The inspection was carried out by one inspector and an inspection volunteer from the Care Inspectorate.

Our inspection volunteers are members of the public who have relevant lived experience of care either themselves or as a family carer. They speak to and spend time with people and families during inspections to ensure their views and experiences are reflected accurately in 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 since the last inspection.

In making our evaluations of the service we:

- spoke with 13 people using the service and eight relatives/family members
- spoke with 23 staff and management
- spoke with or received communications with four visiting professionals
- observed practice and daily life
- reviewed documents
- looked at responses to our own surveys - we received three responses from people using the service, 20 from staff and one from a visiting professional.

Key messages

- People enjoyed warm, caring and trusting relationships with staff supporting them.
- Staff encouraged people to be independent, offering them guidance and encouragement as needed.
- People's health needs were escalated to health professionals when needed.
- People had regular reviews of support and relatives were encouraged to be involved.
- People benefited from continuity of care provided by familiar staff who understood their needs and preferences.
- Staff had access to training specific to the needs of the people they were supporting.

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

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.

People should experience warmth, kindness and compassion in their care. During the inspection, we observed staff providing respectful, person-centred support to people supported. Staff knew individuals well and used this knowledge to deliver care that met their needs and preferences. These warm and genuine interactions helped people feel valued and respected.

We received positive comments from people supported and people appeared happy and comfortable with the staff in our presence. Comments included:

"I really like my support workers they are really good, and they help me."

"I moved from a care home and with staff help, I now have reduced support that has increased my independence."

"The staff are great."

People supported were encouraged to be independent through support with daily living tasks such as meal preparation, shopping and housework, where appropriate. This led to a reduction in support needs for some people. People were enabled to get the most out of life and get involved in a wide range of activities they enjoyed and which enhanced their wellbeing, including holidays, social groups and cultural events. Participatory funding enabled people to make choices about activities, resulting in inclusive events such as cinema nights, days out and seasonal celebrations.

Staff were providing ongoing support to the families and relatives of people supported. Significant events in people's lives were being celebrated with the support from the staff. This helped to make people feel valued. Comments received from relatives included:

"The family feel very lucky with the level of support [relative] receives from the team."

"Good communication with the staff team experienced, regular calls with updates and always contacted promptly regarding anything significant."

"It's the best, I could not ask to for better."

People were supported to express their wishes and preferences through a range of effective communication methods. Personal plans sampled were person-centred, clearly outlining what mattered most to each person, enabling staff to deliver safe, consistent and tailored care.

People's health and wellbeing needs were met through timely access to community healthcare and support from health and social care professionals. Positive feedback was received from visiting professionals about the overall support provided. Staff recognised changes in people's health and acted promptly, sharing information with the right professionals. Clear protocols and accurate records ensured that advice and updates were implemented effectively, meaning people received relevant and appropriate care.

Prescribed medication was being managed safely through robust procedures and accurate documentation. Where there were any errors, appropriate actions were taken to seek prompt medical advice to ensure the person was safe. Staff supported people in a way that respected dignity and promoted safety, resulting in improved health outcomes and confidence that people were well cared for.

Risk assessments in place guided staff in managing identified risks, promoting safety. Bespoke training ensured staff had the skills to meet individual needs, including specific healthcare conditions, keeping practice aligned with current guidance. As a result, people benefited from care delivered by a confident and well-trained workforce.

People's legal status was accurately recorded and used to guide decisions about their current and future healthcare, ensuring that support was safe, appropriate and in line with legal requirements.

How good is our staff team?

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.

People who use care services should feel confident that the staff providing their care and support have the right skills, knowledge and experience to meet their needs. Feedback received from people supported, relatives and professionals was positive about the care and support and communication and responsiveness of the staff and management team. We found the management team had oversight of the staff skills and performance.

People could be assured that staff were recruited safely and in line with the safer recruitment guidance. New staff received a structured induction and shadowing opportunities.

Staffing arrangements supported positive experiences for people. The service carefully matched staff to people, considering relationships, compatibility and continuity, which helped build trusting relationships. Many staff had long-standing experience within the service and demonstrated detailed knowledge and skills when providing support. Since the last inspection, there had been some changes in the management team. Relatives confirmed that their relatives were supported by the right staff which promoted trust and confidence.

Staff, overall, provided positive feedback regarding their experience of working in the service. They consistently reported feeling well-supported in their roles and that effective teamwork that takes place. It was evident that staff had a real commitment to providing support to people they work with. Staff highlighted the need to be flexible so that people can have as much choice and control over their daily lives as possible.

Staff wellbeing was actively promoted with employees expressing confidence in approaching management for support when required. They were also aware of additional wellbeing resources provided by the organisation should it be required.

Regular supervision, appraisals and observations promoted reflective practice and continuous improvement in care quality. These processes enabled staff to identify strategies that enhance outcomes for people using the service. Following recent management changes, a clear plan was implemented to strengthen supervision and maintain consistency, ensuring staff continue to receive effective guidance and support.

Team meetings were taking place and promoted effective communication and provided opportunities for staff to reflect on their practice and share ideas. This approach helped identify ways to improve outcomes for people and maintain high-quality care.

Staff training and development were supported through a blended approach of online and face-to-face learning, with the management team maintaining oversight of completion. The provider is committed to ensuring staff achieve required qualifications for their professional registration with ongoing support.

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

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