

# The Richmond Fellowship Scotland - Dundee Services Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
3 November 2025

**Service provided by:**  
The Richmond Fellowship Scotland  
Limited

**Service provider number:**  
SP2004006282

**Service no:**  
CS2017354899

## About the service

The Richmond Fellowship Scotland - Dundee Services registered with the Care Inspectorate in 2017. It is a combined housing support and care at home service which provides people with support in four locations across Dundee, as well as two outreach teams for people living in the community. The service aims to listen to what people want, and what matters to them and aims to deliver the best personal support to help them achieve this.

## About the inspection

This was a full inspection which took place on 20, 21 and 22 October 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
- spoke to nine members of staff
- observed practice and daily life
- inspected service documents
- spoke with visiting professionals.

## Key messages

- All of the supported people we spoke to, told us that they were very happy with their support and spoke positively about the staff.
- The service put supported people at the heart of their work and had found innovative ways to improve people's support.
- Staff had undertaken a comprehensive range of relevant training, which they told us was informative, had increased their knowledge and was relevant to their roles.
- We found that the staff group was well motivated and approached their work in a caring and sensitive manner.
- Staff told us that their seniors and the manager were accessible, approachable and supportive.
- The staff we spoke to told us that they were part of a mutually supportive team. The service encouraged more experienced staff members to mentor their less experienced colleagues.
- The service had a wide range of well written and relevant policies and procedures in place, which underpinned the quality of support it provided.
- We heard from other professionals that the service communicated well with them and was excellent at supporting people with complex support requirements.
- The service had detailed plans to improve all the communal outdoor areas.

## 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 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?

6 - Excellent

We evaluated how well the service supported the health and well-being of people experiencing care and support and concluded that the performance of the service in this area was excellent. We identified that the performance of the service was sector leading and supported experiences and outcomes for people which were of an outstandingly high quality. We concluded that there was a demonstrable track record of innovation, effective practice and high quality performance across a range of its activities. We were confident that excellent performance will be maintained.

People should get the most out of life because the organisation who support and cares for them have an enabling attitude and believe in their potential. People told us they were actively involved in planning and reviewing their support plans. This ensured that people's support was delivered in accordance with their wishes and reflected their changing support requirements. Support plans contained comprehensive assessments of individual's strengths and support requirements. People were consulted about the activities and outings that interested them and were supported to access a wide range of opportunities in the community. The service sought to match the interests of supported people with those of staff members. This enhanced the experiences of supported people and helped them to forge closer working relationships with staff.

People should benefit from different organisations working together and sharing information where this is appropriate. Some people supported by the service had complex support requirements. The service had a clear understanding of how to manage risk effectively. Where specific risks were identified significant risk assessment and management plans were in place. We heard from professionals that the service was excellent at adhering to multi-agency risk assessment and management plans and effectively communicated any concerns. The service sought advice when this was necessary and worked autonomously where this was appropriate. This ensured the safety of supported people and the wider public and enhanced the confidence that other agencies had in the service.

People should experience stability in their care and support from people who know their needs, choices and wishes. At our last inspection, we heard that on occasions staff from the outreach service were sometimes late for appointments. In addition, staff told us that they did not always have enough time to support people as well as they would like to. The outreach service had since been re-organised into two smaller teams. Each team covered a smaller geographical area meaning that staff spent less time commuting between visits. Supported people, told us that they welcomed this change because they had a smaller cohort of staff working with them, which led to greater consistency. This meant that they had also been able to build up more trusting and closer working relationships with staff. Furthermore, there were no reports from supported people of outreach staff being late for visits.

People should experience high quality support that is based on relevant evidence, guidance and best practice, from a service that is well led and managed. We saw that the service's policies and procedures underpinned much of the good practice we saw and heard about. Staff understood what was required of them to ensure the safety and well-being of the people they supported. Social workers told us that the service referred adult protection concerns to them appropriately.

People should experience an environment that is well looked after and well maintained. Each supported person had their own tenancy with a housing provider; therefore, the Richmond Fellowship did not have direct responsibility for the condition of people's properties. However, the service understood that one factor that can detract from people's experience of dignity can be their physical environment. The service supported people, often in partnership with their representatives, to lobby landlords to improve the fabric of buildings as well as upgrading outside areas. Where it had been difficult to secure positive change, the service had been imaginative and innovative and looked at other ways of funding improvements. An example of this was the service's success in funding and adapting one property, which had enabled two newly supported people to continue to live together, when this would not have otherwise been possible.

We concluded that the service had developed and delivered excellent personal supports. They had listened to what people wanted, understood what mattered to them and had supported them to achieve.

### How good is our staff team?

### 5 - Very Good

We evaluated if staffing arrangements were right and if staff worked well together. Overall, we concluded that the performance of the service in this area was very good. We identified that there were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

Staff clearly understood the importance of providing people with person centred support and knew what this meant in practice. Supported people told us that staff treated them with compassion, dignity and respect. Staff felt respected, listened to and valued by the organisation. They felt very well supported by their seniors and the manager, describing them as approachable, accessible and knowledgeable. Staff said that they were part of a mutually supportive team.

People should have confidence in the staff who support them because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes of conduct. New staff had an induction programme, which included familiarisation with the organisation, its values and what it aimed to achieve through its support. Staff were required to attend essential training and encouraged to attend a wider range of other available training courses. We saw from records that the completion rate for staff training was very good. Staff told us that their training was relevant, it expanded their knowledge base and improved their skills. For example, staff had received training in adult support and protection. They knew how to manage safeguarding concerns and when and from whom they should seek advice. The service referred adult support and protection concerns on to the local authority in accordance with established procedures.

People who receive support should benefit from a culture of continuous improvement, with the organisation that supports them having robust and transparent quality assurance processes. The service had effective policies and procedures for any staff disciplinary matters. Safe and effective recruitment practices were in place and staff were recruited in accordance with good practice and national safer recruitment guidance. We saw that staff supervision was conducted on a regular basis by seniors. There was good information in supervision notes and we saw that staff were encouraged to be reflective on their practice. Staff told us that supervision was a supportive experience, where they were encouraged, and felt safe, to discuss areas where they needed to develop in their role.

We saw that staff practice was periodically observed and appraised, which provided a good learning and development opportunity for staff and helped seniors measure the quality of their staff member's work. The service supported established staff to mentor their less experienced colleagues, which has benefited the whole staff group. Established staff have shared their knowledge and experience with colleagues and new staff have received ongoing support in a more formalised and measurable way. This initiative also identified staff members who might be suitable for more senior or management roles, in the future.

We found that staffing levels were good. We heard that on a few occasions there were a few staffing 'pinch points', but this seemed to reflect the varying levels of support asked of staff throughout the day and occasionally during peak holiday times.

## 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
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
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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