

Riddrievale Service Care Home Service

2 Riddrievale Court
Glasgow
G33 2RN

Telephone: 01417 702 320

Type of inspection:
Unannounced

Completed on:
10 November 2025

Service provided by:
The Mungo Foundation

Service provider number:
SP2003000182

Service no:
CS2006137042

About the service

Riddrievale Service is a care home registered with the Care Inspectorate to provide a respite and short break service, to a maximum of nine people with learning disabilities and/or physical disabilities.

The service is provided by the Mungo Foundation, a social care charity founded on the principles of social justice and social inclusion and dedicated to caring and supporting vulnerable people in our community.

The accommodation is provided over two levels with several communal spaces and accessible outside space for people to enjoy. Of the nine bedrooms, seven have en suite facilities. There are a further four communal bathrooms.

Riddrievale has a minibus to take people from their home or day centre to the service and for social activities.

About the inspection

This was an unannounced follow up inspection which took place on 10 November 2025. The inspection was carried out by two inspectors 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 two people using the service.
- Spoke with three staff.
- Reviewed documents.

Key messages

- The provider made significant environmental improvements since the previous inspection.
- Ongoing environmental upgrades are underway, the provider should continue progressing their action plan to ensure sustained improvement.

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 good is our setting?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our setting?

4 - Good

We have recorded our findings under the section - What the service has done to meet any requirements we made at or since the last inspection.

We found there had been sufficient environmental improvement. We have, therefore, regraded the evaluation of the quality indicator 4.1 upwards from adequate to good.

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

Requirements

Requirement 1

By 31 October 2025, the provider must ensure that people experience an internal environment that is well maintained. To do this the provider must, but not be limited to ensure that:

- a) Temporary repairs to the kitchen area are undertaken to allow adequate cleaning and ensure the integrity of work surface.
- b) Planned pipework replacement is completed to mitigate potential risks in the service
- c) The scheduled environmental improvements are progressed

This is to comply with Regulations 4(1)(a)(d) (Welfare of Users) and Regulation 10(a)(b)(c)(d) (Fitness of Premises) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services Regulations 2011 SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state:

"I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment." (HSCS 5.22).

This requirement was made on 5 August 2025.

Action taken on previous requirement

The provider had made significant improvements to the kitchen environment, including full replacement of units and work surfaces. This refurbishment enabled effective cleaning and created a more hygienic and functional space. Staff told us they were delighted with the changes and now felt more positive about working in the kitchen. People supported by the service were also able to use the kitchen alongside staff, which promoted independence and encouraged participation in meaningful activities.

The provider had completed essential infrastructure upgrades, including pipework replacement and installation of new boilers. As a result, people now had reliable access to hot water, which supports their comfort and wellbeing.

An environmental improvement plan had been submitted, and we observed that works were underway during the inspection, with further improvements scheduled. These developments are expected to enhance the overall environment for people experiencing care. The provider should continue to progress their action plan to ensure the environment continues to improve in line with people's needs and expectations.

Met - within timescales

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 good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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