

# East Renfrewshire Dementia Services Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
11 December 2025

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

**Service provider number:**  
SP2004006282

**Service no:**  
CS2012310841

## About the service

East Renfrewshire Dementia Services is a combined care at home and housing support service registered to support adults and older people living with dementia. The service is based in Neilston and supports people throughout East Renfrewshire. The provider is The Richmond Fellowship Scotland.

Care and support can be provided in people's own homes and/or in the community. The service aims to support people to maintain their independence at home, access their local communities, and engage with local services, activities, and social groups. Staff also support people's relatives and carers through facilitating peer support and social opportunities as well as signposting to other useful local services.

There were 72 people using the service at the time of this inspection.

## About the inspection

This was an unannounced inspection which took place between 9 and 11 December 2025. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with three people using the service and seven of their friends and family members
- spoke with six members staff and management
- observed practice and daily life
- reviewed documents

## Key messages

- People had access to meaningful stimulating and therapeutic activities.
- Support was flexible and tailored to meet people's needs and wishes.
- People were supported by familiar staff who were skilled, experienced, and highly motivated.
- Relatives and unpaid carers received important support and advice.
- Personal plans, known as support plans, were outcome-focused, and supported positive experiences for people.
- A robust quality assurance system ensured the service performed at a consistently high standard.

## 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
How well is our care and support planned?	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 evaluated this key question as very good because the service demonstrated major strengths that supported positive outcomes for people. There were no significant areas for improvement.

People using the service were supported to achieve very positive outcomes. People were able to continue to live in their own home, maintain and even strengthen their meaningful connections in the community, and experienced improved mental and physical wellbeing.

We received particularly positive feedback from people and their relatives about how the service had improved their lives. A person told us "The social interaction has been great for my health. They have changed the way I looked at things, and helped me be more positive about life". Many people complimented the caring nature and dedication of their support staff. A person told us "The staff are incredible. They truly care about people. The time spent with [my loved one] is incredibly valuable".

The service was outcome-focused which meant they gained real insight into people's goals and worked hard to achieve them. People who wanted to form relationships in the community had access to regular group activities. This included Singing For The Brain, which were musical sessions that promoted people's memory, self-expression, and friendship. There was an array of other activities which promoted movement, socialisation, and meaningful connections with peers. Creative Breaks ensured people had regular trips to places of interest, theatre productions, and music shows. These opportunities had enhanced people's health and wellbeing, and promoted social inclusion.

People who could not or did not want to engage in activities in the community received one-to-one visits from staff at a reliable time that was convenient for them. This involved creating reminiscing boxes, reading, singing, and various sensory activities. People and families praised the quality of these visits, describing them as more than meetings or discussions, but invaluable relationships that had supported people's cognition, mood, and confidence. A family member told us "The visit from staff are so impactful. It's not just about remembering the past, they make new memories together. It is the highlight of the week".

The support did not only benefit people receiving the service, it also offered family members reassurance and periods of respite from their caring role. Additionally, family members received advice, emotional support, and signposting to essential services. Relatives also had the opportunity to go on short breaks with the service, providing a sense of fun and peer support. This service for carers provided meaningful practical and emotional support which benefitted all.

We recognise that the evaluation of this key question has reduced from excellent to very good since the last inspection. It is important to note that there has been no decline in the quality of staff performance or the experiences of people. The previous award of excellent included examples of particularly unique and innovative practice that was sector leading. This was not as evidenced as strongly in this inspection. We were pleased to hear about the service's plan for fresh initiatives, subject to new funding streams, and will consider these in future when they are fully implemented.

**How good is our staff team?****5 – Very Good**

We evaluated this key question as very good because the service demonstrated major strengths that supported positive outcomes for people. There were no significant areas for improvement.

People could be reassured that staff were recruited safely in line with national recruitment guidance. New members of staff were supported with a thorough induction programme and shadowing process of experienced workers. This ensured that staff were prepared well for their role and meeting people's needs and wishes.

Workers had access to a comprehensive training system that covered all essential, and some important additional courses, to understand dementia and people's other physical and emotional needs.

Staff benefitted from ongoing support from management with regular one-to-one and team meetings. These were seen as meaningful, helping management to measure staff performance, support workers with any professional or personal issues, and plan further development. Staff told us they felt valued by their leadership team.

The service had regular events and programmes to promote staff wellbeing and morale. This ranged from formal support services, such as employee assistance, to fun social activities. Staff expressed that all members of the service worked well together and had open lines of communication with management, which made them feel confident and supported.

We were pleased to see high levels of continuity in people's support. The majority of the staff had worked in the service for many years. This had not produced complacency as staff clearly demonstrated real passion for their role and worked hard to ensure people continued to have positive life experiences. The consistency within the staff team meant that people were supported by familiar workers who had genuine knowledge and interest in their wellbeing. Continuity had also developed trust between relatives and the service as families knew who was providing support to their loved one, and described the support as reliable and impactful. Our own observations echoed the positive feedback from people and relatives, with staff demonstrating particularly positive values and practice, which promoted very good outcomes for people.

**How well is our care and support planned?****5 – Very Good**

We evaluated this key question as very good because the service demonstrated major strengths that supported positive outcomes for people. There were no significant areas for improvement.

Every person using the service had a personal plan, known as a support plan. These detailed people's needs and desired outcomes well.

Support plans were person-centred, meaning they were fully based on people's individual needs and choices. The service captured people's life histories, likes and dislikes, and what was important to them.

Plans were also outcome-focused in that they clearly articulated what people wanted to achieve from their support. Staff worked with people and their families to establish goals that were meaningful to them, and tracked their progress to ensure the support was effective in helping people realise their goals. This made people's support more purposeful and dynamic.

Whilst the service did not routinely support people with personal care, medication, or other health interventions, we were pleased to see that plans contained comprehensive information about people's

health needs. This gave staff insight into any potential risks to people's wellbeing, plan ways to support people in emergencies, and work in collaboration with partner agencies to promote people's health and safety. We noted effective communication by the service with other agencies and health professionals. It was recognised that staff's intimate knowledge of people contributed to their overall wellbeing.

People had six-monthly reviews to ensure their plans were accurate and up-to-date. These were also useful forums for people and their relatives to provide feedback to the service, which was valued. This was an example of inclusive practice that helped maintain people's very good outcomes.

## 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?	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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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