

The Richmond Fellowship Scotland - Highland Service D Housing Support Service

Inverness

Type of inspection:

Unannounced

Completed on:

6 February 2026

Service provided by:

The Richmond Fellowship Scotland
Limited

Service provider number:

SP2004006282

Service no:

CS2016348351

About the service

The Richmond Fellowship Scotland - Highland Service D provides a combined care at home and housing support service to people with learning disabilities, physical disabilities, and mental health concerns living in their own homes. The service provides a range of support ranging from a few hours of outreach support a week to 24-hour support arrangements.

The service supports people living in the Inverness area.

The provider of the service is The Richmond Fellowship (Scotland).

About the inspection

This was an unannounced inspection which took place on 2-5 February 2026. 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 or spent time with eight people using the service and one of their family, and reviewed 13 questionnaires
- spoke with 12 staff and management, and reviewed 30 questionnaires
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Staff developed meaningful relationships with people and supported them with dignity, warmth, and compassion.
- People's goals and aspirations were encouraged and celebrated.
- People's health and wellbeing was promoted based on relevant evidence, professional guidance and best practice.
- Managers and leaders were responsive to feedback and used learning to continually improve the service.
- Managers ensured people received a quality service by using thorough systems and processes to monitor people's experiences.
- Staff were flexible and worked together as a team to support positive outcomes for people.
- Staff were skilled, knowledgeable, and trained, evidencing continued professional development.
- People's care and support was reviewed on a regular basis to ensure the service responded to people's changing needs or goals.

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 how people's health and wellbeing benefited from their care, and how this supported positive outcomes. We therefore evaluated this key question as very good.

We observed skilled support that was based on knowing the person well. Staff cared for people with kindness and warmth within a meaningful relationship and actively engaged with the individual. One person told us, "You guys are amazing, I am very happy with the support I am receiving" and another person said, "The support workers are fantastic, and I trust them". Staff were committed to delivering the best service possible with the individual at the centre of their own support. One staff member told us "We provide person-centred support and take pride in building trusting relationships and delivering high-quality care" and another confirmed "The service has enabled the person I support to become an independent and confident person who enjoys socialising." This meant people were listened to and felt able to share what was important for them.

People were encouraged to achieve their goals at their own pace and supported to learn new skills. An important goal over the year had been to enable several people to go on holiday. Another example was how staff supported a person to have their hair cut and share their joy in what they achieved with their family. Staff used creative approaches in communicating with people to promote their choices. One family member told us "Our relative's support has been very reliable, they are happy to go out and able to communicate with support workers as they know them well and our relative feels confident with them" and another confirmed "Our relative is living their best life now, they have thrived since being there and I am very pleased". This meant people were as fully involved as possible in making decisions about their physical and emotional wellbeing.

Staff understood their role in supporting people to access healthcare and responded to changing needs. One example was how staff were following up on chiropody care and another was how mobility needs for a person had changed and staff were updating their information. People's support plans were person-centred, detailed, and reviewed regularly. People benefited from a robust medication management system that followed good practice guidance. People's finances were monitored with clear guidelines on how to ensure their money was accounted for and managed. Appropriate legal documentation was in place to ensure people's rights were protected if they were unable to fully express their own wishes. One professional told us, "I have found the support provided to be of good quality, the person is supported to have an active and full life" and another corroborated "There is a desire and focus on being person-centred in the care provided." This meant people were safe and supported to make informed health and lifestyle choices.

The service could improve by ensuring consistent and prompt communication with families, legal representatives, and professionals as appropriate about changes to people's health or circumstances.

How good is our staff team?

5 - Very Good

We found significant strengths in how staffing supported positive outcomes for people. We therefore evaluated this key question as very good.

Staff were recruited safely and welcomed into a team with a comprehensive introduction to their role. Staffing arrangements were continuously assessed to consider compatibility and continuity of care for people. We heard about regular updates and communication with relevant partnership agencies. One professional told us, "They have always got back to me in good time and information has been forthcoming" and another corroborated "There has always been good quality information indicating the person is well cared for and supported to lead a full life."

We observed the right number of staff with the right skills and at the right times for ensuring people's support met their needs. One family member told us "My relative knows who's coming in and what they will do. If there's ever a change, we know in advance and the line of communication is clear." However, we heard of challenges in ensuring that everyone shared this experience. The provider was managing a situation where necessary adjustments were made to staffing which added some pressures. We heard feedback from most staff we spoke with that this had led to improvements. Any negative impact on people's wellbeing was being monitored. We observed a calm, warm atmosphere with meaningful interactions between staff and people receiving support. Staff told us, "The change has helped the service to move in a more positive direction" and another corroborated "Everything now is much better." We discussed with the provider how staff who have previously worked in the team were helping to build more consistency, so people's support was more stable.

Staff were competent, knowledgeable, and skilled based on regular supervision and training. We observed staff being mentored within their role and heard positive feedback about how staff supported each other. We heard from some staff that changes to their rota did occur, but they understood the need to respond flexibly to changing circumstances. One staff member told us, "I am very impressed with the smooth communication and training" and another confirmed "As a team player amongst my colleagues I am able to carry out daily tasks with every experience shared." This meant people using the service benefited from staff who were confident and worked together well.

Staff and managers communicated effectively as a team. Staff described managers as responsive and accessible. Staff used a range of methods for sharing information. One staff member told us, "Teamwork is ultimate here and the management is fantastic" and another confirmed "We are all here for each other and committed to bringing the best of ourselves for the people we support". This meant staff had opportunities to discuss their work and how best to improve outcomes for people.

The service could improve by continuing to work on ensuring consistent staff teams. This includes regular communication and updates with people, their families, and relevant professionals to gather feedback on progress.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support positive outcomes for people who use the service, the service provider should make sure, at a minimum, that staff are well informed as to what a person's wishes and goals in life are, and that they come together as a team in enabling a person to achieve these. Consistent staff teams, with shared understanding of a person's needs and wishes, will lead to better outcomes for a person.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support is consistent and stable because people work together well' (HSCS 3.19) and 'I experience stability in my care and support from people who know my needs, choices and wishes, even if there are changes in the service or organisation' (HSCS 4.15).

This area for improvement was made on 17 January 2025.

Action taken since then

We saw evidence of support plans which were audited, reviewed, and updated, using a range of person-centred tools. We observed staff who understood what was important for people in achieving their goals and aspirations. Staff were coming together and sharing information, including discussion of ideas about how best to support people to achieve their outcomes.

This area for improvement has been met.

Previous area for improvement 2

To support people to keep well and safe, the service provider should ensure, at a minimum, that quality assurance and monitoring checks by all staff, senior support workers and the team manager are undertaken on a regular basis to the standard expected in the service's own policies and procedures.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 17 January 2025.

Action taken since then

We saw evidence of thorough and effective quality assurance and monitoring systems. Staff updated relevant paperwork which was subsequently checked by managers. Managers audited key areas of performance on a regular basis to ensure compliance with the expected professional and organisational standards. This included evidence of learning from complaints and incidents so people within the service benefited from continuous learning.

This area for improvement has been met.

Previous area for improvement 3

To make sure people experience high quality care and support which will enable positive outcomes for people, the service provider should make sure, at a minimum, staff receive supervision on a regular basis and at suitable intervals. This will promote staff's abilities and their experience of being supported and appreciated.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14)

This area for improvement was made on 17 January 2025.

Action taken since then

Staff were receiving regular supervision with opportunities to reflect upon their practice. We observed managers mentoring staff and heard how staff benefited from extensive training which supported their continued professional development. Managers were proactive in welcoming new staff and understood diverse cultural backgrounds.

This area for improvement has been met.

Previous area for improvement 4

To ensure people's care is stable and provided in a planned and safe way and they are able to get the most out of life, the service provider should, as a minimum, make sure people are informed in good time the staff rotas for their support visits.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HSCS 4.23).

This area for improvement was made on 17 January 2025.

Action taken since then

We heard about improvements in communicating rota changes to supported people, their family or legal representative. Managers were aware of the communication methods a person preferred. Changes to support were recorded as part of quality assurance so that it could be monitored and kept to a minimum.

This area for improvement has been met.

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.