

# Riverside Project Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
26 February 2026

**Service provided by:**  
Talbot Association Limited

**Service provider number:**  
SP2003000185

**Service no:**  
CS2003000940

## About the service

The Riverside Project is registered as care home providing support and accommodation to 12 adults with a history of homelessness and mental health problems. The provider is Talbot Association Limited. There were 12 people being supported by the service at the time of this inspection.

The service is located in a residential area in Govan, close to local shops and transport links. The service is provided from a purpose-built property, with accommodation on three levels. Residents have access to communal spaces on two of the floors. All bedrooms are single occupancy and have ensuite facilities.

## About the inspection

This was an unannounced which took place on 26 February 2026 between 11.45 and 14.15 hours. The inspection was carried out by one 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 four people using the service
- spoke with three staff and management
- reviewed documents

## Key messages

- A smoking policy had been developed and implemented meaning the service had a structured approach in place to meet regulatory expectations around smoking management.
- Areas within the home that had been impacted by smoking had been redecorated, meaning the service had taken steps to maintain the quality of the environment in line with expected standards.
- Furniture that needed to be replaced had been removed and new furniture purchased meaning previous concerns regarding the condition of furniture had been addressed.
- Systems were in place to ensure environmental issues were identified and resolved promptly.
- The provider had met the requirements made at a previous inspection, demonstrating appropriate improvement.

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

### Requirements

#### Requirement 1

By 3 October 2025 the provider must ensure that any furniture that has been identified as needing to be condemned because it presents a risk to health due to being damaged or being difficult to clean is removed and where necessary replaced.

To do this the provider must at a minimum:

- a) Conduct an environmental audit detailing any furniture identified as requiring to be removed and replaced.
- b) Develop a plan to remove and where necessary replace furniture that has been identified in the environmental audit.
- c) Ensure that there is a robust system in place to identify and replace furniture that fails meet expected standards, on an ongoing basis.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations (2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices. (HSCS 5.21) and '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 7 August 2025.**

**Action taken on previous requirement**

Furniture identified through audit as needing replaced had been removed and renewed, with ongoing monitoring systems in place to ensure any future items not meeting acceptable standards are promptly addressed.

Where cosmetic improvement was needed due to nicotine damage, redecorating had taken place. There was a significant improvement in one of the communal lounges, where redecoration helped to compliment the new furniture and flooring and improve the overall quality of the environment for people using the space.

By preventing indoor smoke exposure, the smoking restrictions will help to preserve the condition and extend the lifespan of furniture, reducing the risk of smoke related staining, odour retention and deterioration.

This requirement has been met.

**Met - within timescales****Requirement 2**

By 3 October 2025 the provider must write and implement a no smoking policy to ensure that people are cared for in a smoke free environment at the premises used for the provision of the care service.

To do this the provider must at a minimum:

- a) Ensure that the policy identifies the areas where smoking is not permitted within the care home.
- b) Ensure that the policy identifies who must comply with the smoking policy e.g. care staff, residents, visitors and relatives of those receiving care.
- c) Indicate when the policy will be reviewed.
- d) Specify what action the provider will take if the policy is not adhered to.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations (2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells'. (HSCS 5.18)

This takes account of the Smoking, Health and Social Care (Scotland) Act 2005.

**This requirement was made on 7 August 2025.**

**Action taken on previous requirement**

A smoking policy had been developed and implemented, stating that smoking was not permitted within the building. This had been communicated to people in advance of its introduction, and a designated smoking shelter had been provided outside for those who wished to smoke.

Some people commented that the introduction of this policy had helped them to reduce or stop smoking, which had a positive impact on their health and enabled them to save money. Staff also acknowledged the positive effect on the environment, as well as the current and potential future health benefits for people.

The smoking policy ensures that the restriction of smoking within the building mitigates the risk of second-hand smoke for others in the service, including staff and visitors

Ongoing monitoring by staff and prompt addressing of concerns will be key to ensuring the smoking policy is consistently followed, maintain these benefits, and ensure the provider adheres to smoking legislation relating to care homes in Scotland.

**Met - within timescales**

## 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 promote people's independence, the provider should regularly assess the level of support people need to take their prescribed medication to ensure this is consistent with their abilities and to promote independence.

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 meets my needs and is right for me' (HSCS 1.19).

**This area for improvement was made on 17 May 2024.**

#### Action taken since then

We did not assess this area for improvement at this inspection.

### 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).

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