Sheriff Park Service
Care Home Service

9 Sheriff Park Avenue
Mount Pleasant
Rutherglen
Glasgow
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Telephone: 01415 798 042

Type of inspection:
Unannounced

Completed on:
7 October 2026

Service provided by:
The Richmond Fellowship Scotland Limited

Service provider number:
SP2004006282

Service no:
CS2003001398

About the service

Sheriff Park Service is a care home registered to provide accommodation, care and support for a maximum of six adults who have mental health issues and/or learning disabilities. The provider is The Richmond Fellowship Scotland.

The home is a large, two-storey detached house in Rutherglen, South Lanarkshire. It is situated within a quiet residential area with parking available for visitors and is close to local shops, transport links and community amenities. People supported have private bedrooms with en-suite shower facilities and share a communal lounge and kitchen/dining area. The service also benefits from a well-maintained, accessible garden, an on-site gym and a games room, providing additional opportunities for exercise, recreation and meaningful activity.

At the time of the inspection, there were four people living at the home.

About the inspection

This was an unannounced inspection that took place on 6 and 7 October 2026 between 09:00 and 16:30. This inspection was carried out to provide assurance that key systems and processes continued to support people's safety, wellbeing and rights. Core assurance inspections focus on the areas which are essential to people experiencing safe, high-quality care and support. We report on these under the headings of legal assurances, wellbeing, leadership, staffing, setting, and planned care and support.

To prepare for the inspection, we reviewed information about the service. This included previous inspection findings, registration information, notifications and other intelligence held by the Care Inspectorate.

During the inspection, we confirmed that people continued to experience positive outcomes and receive care and support which met their needs. We did this by:

- spoke with three people experiencing care
- spoke with two relatives
- spoke with five staff members, including management
- observed daily life within the service
- reviewed documents

Key messages

Legal assurances

We found that people were safe and protected from harm because the service was operating legally and in line with their conditions of registration. Appropriate insurance was in place and a range of policies and procedures that promoted good outcomes for people. This meant that people could have confidence in the organisation providing their care and support.

Wellbeing

People experienced care and support that promoted their safety, wellbeing and independence.
Staff demonstrated a clear understanding of their responsibilities in recognising and responding to concerns about people's safety and wellbeing. Staff understood when concerns required escalation and worked effectively with other professionals when needed. This helped ensure people were protected from harm.

Medication arrangements were safe and proportionate to people's needs. Systems promoted both safety and independence, with one person describing how they had regained responsibility for aspects of their medication management and telling us they "love having that independence again". This demonstrated that support was enabling people to maintain important life skills and maximise independence.

Infection prevention and control arrangements supported a safe environment. The home was clean, well maintained and staff followed expected practice. This helped reduce risks and supported people's wellbeing.

People consistently described the positive impact the service had on their lives. One person told us that moving to Sheriff Park was "the best thing I've ever done" and that it had "changed my life", while another described it as "the best place I've ever been". This demonstrated that people experienced care and support which enhanced their quality of life, promoted independence and helped them achieve positive personal outcomes.

Where people required support to manage their finances, clear systems and records were in place. Financial records were well maintained and regularly monitored, providing assurance that people's money was managed appropriately and in line with their wishes and support arrangements.

Leadership

People, relatives and staff spoke positively about the service and its leadership. Relatives praised communication, responsiveness and the quality of support. One described the service as "exceptional" and said they "couldn't speak highly enough of them", while another said they "couldn't fault them at all".

Staff also felt listened to and valued, with one telling us, "our managers are great, they always listen to us and ensure our voices are heard". This positive feedback reflected a service where leadership was visible, approachable and focused on good outcomes for people.

Committed and experienced managers had a clear understanding of the service's performance and used this knowledge to maintain standards and drive improvement. Regular audits, reviews and management oversight helped identify areas for development, manage risks and maintain the quality of care and support.

The service demonstrated a commitment to continuous improvement, informed by feedback, quality assurance and reflection on practice. The ongoing development of My Journal aimed to help people celebrate achievements, identify aspirations and recognise progress towards personal goals. Regular meetings and ongoing discussions also supported people to express their views and influence decisions about their care, support and home environment.

Staffing

People experienced support from a stable and committed staff team who knew them well. Staff demonstrated a detailed understanding of people's individual needs, preferences, routines and aspirations. This helped people receive consistent, personalised support from staff who understood and valued them as individuals.

People spoke positively about their relationships with staff. One person described staff as "amazing", while another told us, "all the staff are wonderful, nothing is too much for them". This feedback reflected the warm, responsive and compassionate approach we observed during the inspection.

Staff were recruited in line with safer recruitment practices, helping ensure people were supported by appropriately recruited staff. Staff benefited from regular supervision, learning opportunities and management oversight. They demonstrated confidence in their roles and responsibilities, providing assurance that they had the knowledge and support needed to meet people's needs and contribute to positive outcomes.

Setting

People lived in a safe, comfortable and well-maintained home environment. Effective systems were in place to monitor health and safety, fire safety, maintenance and environmental risks, providing reassurance that people were supported within a safe setting.

The home was welcoming and personalised throughout. People were proud of their bedrooms and spoke positively about having opportunities to decorate and personalise their living spaces. This supported people's sense of identity, choice and ownership of their home.

The environment promoted both independence and social interaction, enabling people to participate in household activities and maintain meaningful daily routines.

Planned Care and Support

People received highly personalised care and support that reflected what mattered to them. Personal plans demonstrated a strong focus on recovery, independence and meaningful outcomes. The plans reviewed showed a good understanding of people's lives, relationships, aspirations and support needs. They focused on what people wanted to achieve and how staff could help them get there, rather than simply listing the support they needed.

People were actively involved in developing and reviewing their personal plans. They described how their plans helped them work towards goals that mattered to them, including learning new skills, developing confidence, rebuilding relationships and becoming more independent. One person told us they had achieved "more than they thought was possible" during their time in the home, while another described how support had helped them regain independence in important areas of daily life.

The service continued to develop its approach to personal planning, with an increasing emphasis on people's strengths, recovery and aspirations. This supported a positive focus on helping people build on their abilities, work towards personal goals and make progress towards greater independence.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot.

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