

## RVH Support Services Ltd Support Service

Clovenstone Croft  
Kintore  
Inverurie  
AB51 0YS

Telephone: 07455700907

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
19 June 2025

**Service provided by:**  
RVH Support Services Ltd

**Service provider number:**  
SP2023000446

**Service no:**  
CS2024000145

## About the service

RVH Support Services Ltd is a care at home provider. Care and support is provided to people living in their own homes. The service is currently offered to people in Aberdeenshire. The service's office is based in the Provider's own home.

At the time of our inspection there were seven people receiving care and support from the service.

## About the inspection

This was a short notice type 1 inspection which took place on 13, 16, 17, 18 and 19 of June 2024. 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 with two people using the service and seven of their family or representatives
- spoke with four staff and management
- observed practice
- reviewed documents.

Prior to our inspection, we asked the service to issue questionnaires to people and to staff. We received seven completed questionnaires from people and three from staff.

## Key messages

- People were very satisfied with the quality of the service they received.
- The staff team was stable and there was consistency in who supported each person.
- The service people received contributed to improved outcomes for people.
- Staff were respectful of being in people's homes.
- The manager was visible and accessible to people and their relatives.
- There were good overview of medication management.
- There was a commitment to ensuring that the reputation of the quality of the service provided was maintained.
- Staff recruitment was in line with safer recruitment guidance.
- The staff team was stable and this contributed to consistency in the standards of the service provided.
- There was a good training plan in place and medication competency observations meant that an assessment of compliance with medication management took place.
- People had a file in their homes that contained, care plans, daily records and a timetable of visits.
- Daily recordings were detailed and outcome focused.

## 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 leadership?	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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People were very satisfied with the quality of the support they received from the service. People said, 'Much more settled and content living in her own home independently knowing that RVH come daily to provide help' and 'Just as importantly person appreciates the friendliness and interest in her that they provide'. Prior to agreement to accept the care package, managers completed robust assessments of the expectations of the person and what the service could provide to meet these expectations. This meant that the service offered, focused on what the person needed and wanted. This contributed to the high levels of satisfaction that people expressed.

Care plans were agreed with people. The inclusion of people in their care plans meant that the support service they received was right for them. People had easy access to their plans and this meant they could revisit them to ensure that the documented support remained appropriate.

People and their families spoke very positively about the staff team. They referred to staff as being 'professional', 'kind hearted', 'lovely' and 'caring'. It was clear that respectful trusting relationships had formed.

On occasion, there was initial resistance and acceptance of the need for support. However, with consistency of staff and the understanding and professional support of staff, there was acceptance of the support. One person said that, 'They could not do without the service provided'.

We felt that the person-centred approach and the skills and abilities of the staff team, had contributed to improved outcomes.

People and their families were involved in regular reviews of their agreed support. This meant there was an opportunity for them to highlight what was working and what needed changed. Due to the confidence people had, they also saw reviews as the opportunity to discuss additional support that they may need in the future. People were seen as experts in the decision making and their input was valued.

Daily records were detailed and kept in the person's home. This meant that relatives and friends could read what had happened that day. This enabled them to have conversations with the person about their day, without putting pressure on them to try and remember.

A clear timetable of days and times of visits was available in people's homes. This also contained the name of the staff member who would be visiting. People said that, 'There was never deviation from this timetable'. This meant that people could plan their day.

It was important for people to know who would be coming to their home. People said that, 'Staff were respectful of their home and it was never treated as their workplace'. This contributed to the confidence and high levels of satisfaction people had in the service they received.

## How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The manager was visible and accessible to people. They visited people regularly and this helped them to assess the quality of the service provided and if people had any concerns. Everyone who received support knew the manager and were confident that any concern they raised would be dealt with.

There were good systems in place for auditing medication management. This meant that compliance with safe medication management could be assessed, and any further staff development in medication management could be identified.

There was good use of the self-evaluation process. This helped inform how the service could be developed. Throughout this process, manager's focus was on people and improving the service for them.

People were involved in the recruitment of staff. This demonstrated a commitment to including and involving people. It was important that new staff would fit into the team and help maintain the high standards and high levels of satisfaction.

The positive relationship with people and their relatives meant that there could be conversations about the need to add further services. The trust in the manager meant that any additions to the support package would be accepted and agreed as necessary.

The reputation of the provider informed a determination to provide a very good service. This was evident in the review process and the visits to people. The commitment to ensuring that when recruiting staff, there was an assessment of their skills and knowledge, and how they would fit into the team. It was important for people to receive consistency in the standards of their support.

Staff said that, 'The manager is very supportive and approachable'. Staff felt valued, included and that there was consideration given to their wellbeing. This contributed to staff stability, which contributed to consistency in the service provided.

## How good is our staff team?

**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The recruitment of staff was in line with safe recruitment guidance. The interview process helped identify prospective staff's insight into the role and their expectations. This enabled the manager to assess the candidate's abilities and what they can bring to the team. People could be confident that the consistency in the quality of the service they received, informed decision making when recruiting staff.

Staff were positive about the staff team. There was awareness and respect of colleagues and what they brought to the team. One staff member spoke about the skills of a colleague and how this had improved outcomes for one person. They recognised the value in their professional learning through working with colleagues who had different skills and knowledge. This showed a commitment to staff's professional development.

Staff recognised their role and responsibility in developing trusting relationships with people. There was awareness that this may take time and that when formed, this would improve outcomes.

Staff said they felt included by managers and that their input about the service they provided was valued. It was important for the staff team to work together to ensure that the service they provided continued to be of a very good standard.

The previous experience of staff was considered when training was planned. Medication training and assessment of staffs' competency with medication management was good. Regular competency assessments meant that the manager could be confident that people received their medications appropriately and as prescribed.

The manager had put a programme of mandatory training in place. This training was appropriate to the type of service provided. It was positive that additional training could be added in response to any changes to the clinical needs of people or to cover gaps in the knowledge and skills of staff.

The stability in the staff team showed that staff were happy in their role. However, it also meant that people knew staff well and were informed in advance of who would be supporting them. This contributed to the consistency in their support and the high levels of satisfaction they expressed.

## How well is our care and support planned?

**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People had a file in their homes that contained their care plans and programme of visits. Everyone knew about this file and said that they had accessed to read the contents. This meant that people were kept informed about the support that was planned and gave them the opportunity to assess if it was accurate.

Care plans clearly showed that people and their relatives had been involved in deciding the support they wanted. This inclusion demonstrated that people were seen as experts in determining what they wanted. People would be more likely to accept the planned support when involved in the planning of it.

Daily records were also contained in the folder. These were detailed records completed by staff on the support provided on each visit. These were outcome focused recordings, with a focus on what people experienced and got from each visit. This showed that there was not a task approach to the service provided and that it was important to focus on good outcomes.

A timetable of the days and times of visits was also in the file. This document also recorded the staff member who would be visiting. This information helped people to plan their days around the visits.

Regular reviews of the service people received took place. This enabled a conversation to take place about the quality of the service they received and what was working and what needed to change. The service was committed to ensuring that people got the support they needed and wanted.

## 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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



## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.