



Our Complaints Procedure

We set very high standards for ourselves and aim to provide quality services. It is important that you tell us if we do not get things right. We take complaints very seriously and always carry out a full investigation. Details of our complaints procedure can be found in the Complaints leaflet which is given to people at the start of their support. If you prefer, you can complain directly to the Care Commission.

The Care Commission

The Care Commission is a government body which registers and inspects our services. They are responsible for making sure that our services meet the national care standards and regulations.

Your service can tell you more about national care standards and the Care Commission. You can contact the Care Commission on 01382 207200.

About The Richmond Fellowship Scotland

Our mission is to develop and deliver best personal supports that listen to what people want and achieve what matters for the person. Our services are personalised, respectful, imaginative, flexible, outcome focused and cost effective.

Cover image: Grant Boath from Angus



> Angus Supported Living Service

Angus Supported Living Service

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Elliot Industrial Estate
Arbroath, DD11 2NF

T: 01241 434 41



“The staff treat people with respect, honesty and friendliness”



> Angus Supported Living Service

About the service

The Angus Supported Living Service has been providing support throughout the Angus area since 2003. The service meets the needs of people with severe and enduring mental health problems and learning disabilities

The service has grown steadily over the years. Our team has experience of supporting people with a range of needs including: autism, visual impairment, drug and alcohol issues, homelessness, older people with dementia related illnesses, and those with financial, employment or mobility problems.

We strongly believe in the recovery process and that with the right support people can go on to live full and rewarding lives. We work closely with medical professionals, social workers, occupational therapists, Citizens Advice Bureau and many other agencies to provide a high quality service for the people we support.

“The staff are nice and pleasant, they listen with interest”

The type of support we offer

The Richmond Fellowship Scotland employs a person centered approach to planning all support. This means we work with people to plan exactly what kind of support is required. This could include housing support in the form of budgeting, paying bills, shopping. Social inclusion plays a large role in our support; we want to help people to build relationships, get involved in leisure activities and feel part of the local community. We also help people get back to work or register for training and provide whatever help and advice we can. We offer 24 hour support packages where appropriate.

Who works at the Service?

We have a Team Manager who oversees the effective running of the service. We have a team of 9 Support Workers and 2 Senior Support Workers. This gives us flexibility to arrange the visits at times that suit the people we support and the opportunity to build up good working relationships with other stakeholders.

Referrals and funding

The Social Work Department is usually responsible for assessing your needs and referring you to our services. Our services are funded from Social Work budgets. Social Work Services may ask you to make a contribution to the cost of the service. Please speak to your Social Worker or our Team Manager for further information. Individuals can also self fund their support.

Staff training

It is important that your support is provided by caring, competent and knowledgeable staff. We provide a range of training to promote high standards of practice. All of our staff complete an in-depth induction programme during their first six months. This covers general care and support and those areas that are relevant to the people they are supporting. Staff continue a programme of learning and development throughout their employment. We support our staff to achieve SVQ qualifications in health and social care.