

# Turnaround Residential Offender Accommodation Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
15 May 2024

**Service provided by:**  
Turning Point Scotland

**Service provider number:**  
SP2003002813

**Service no:**  
CS2009193289

## About the service

Turnaround Residential is an offender accommodation service which was registered in July 2009. It is managed by Turning Point Scotland and provides an offending based programme which is delivered over six weeks to men who have a previous history of offending. Individuals can elect to leave the programme earlier if they feel ready to do so. The service is based in the Glennifer Braes area of Paisley. Each man supported has his own room. There are communal living facilities, a clinic, a computer room, a recreational social space, a games room and gardens.

The service accommodates up to 10 individuals. At the time of the inspection visit there were 8 service users resident within the service. Turnaround Residential aims to offer a meaningful and engaging service which tackles the root causes of offending, reduces drug and alcohol dependency and increases resilience and capacity for change. The service receives referrals from across Scotland.

## About the inspection

This was an unannounced inspection which took place between the 09 and 15 May 2024. The inspection was carried out by two 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.

To inform our evaluations of the service we:

- met with a number of people supported by the service
- spoke with external professionals.
- spoke with staff and management
- reviewed documents

**Key messages**

- People were supported to have high quality, positive experiences and outcomes.
- People were supported by familiar, consistent, high-quality staff.
- There was very good communication between people and the service.
- The service should continue to ensure that staff are well supported and are of the highest quality to meet people's needs..

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

We spoke to people who were supported in the service. Most people told us that the service supported them to a high standard. People were supported to attend both structured therapeutic and social activities. People were familiar with the staff that supported them and were provided with their supports in line with the service's six-week programme of support which was augmented by additional one-to-one supports.

Some further comments were made to us during our conversations with people in the programme. These did not impact significantly on people's outcomes but sharing them may assist the service in its development. Some people found a small minority of staff to be a little authoritarian in their approach. This had been raised with the management team prior to inspection who had dealt with this issue. It is important in encouraging positive outcomes for people in a relatively short, structured programme that staff are consistent in their approach and show kindness and caring support in interacting with people that have complex needs. Other comments were made about the varying quality of the food provided in the service and the need for a wider variety of activity as some felt the offering during the programme was somewhat mundane. It was clarified that on Monday's, as part of the programme, residents were provided with choice regarding group activities for the week so that these can be provided in line with the majority preference.

More positively people and referrers also told us:

"I am happy with the service."

"Room is fine, food is ok."

" Staff are great"

"This service has proved invaluable in a lot of my clients recovery journeys."

"The staff are always very kind, compassionate and caring."

"I feel Turnaround helps prevent my service users going to prison."

The service clearly had a very good knowledge of people's needs and was proactive in linking people with activities and one-to-one support they needed therapeutically and would enjoy socially. They worked with people for up to six weeks and if needs dictated for a small agreed extended period. This evidenced the service proactively supported and promoted people's independence and could adjust and adapt supports as necessary. When speaking to people supported and reviewing documentation it was clear that people's suitability and wellbeing was fully considered and formed the focus in planning their supports and activities.

Support planning documentation contained a very good level of information necessary to provide for people's needs whilst attending the rolling programme. We found the assessment process to be thorough. This included medical and health assessments. Suitability assessments were carried out for all to ensure the risk managed was commensurate with low tariff repeat offending. A suitable drug detoxification element was put in place if safe and required. These elements were all managed to a very good standard and meant

the feedback received for many people completing the programme was positive. There were, however, some people who having completed the programme required further support from alternative providers or needed to go through the programme again at a later stage.

## How good is our staff team?

### 5 - Very Good

We found significant strengths in most aspects of staffing which led to some high quality, positive outcomes for people, therefore, we evaluated this key question as very good.

Staff spoken to presented as happy working in the service and demonstrated a good knowledge of people's needs and how these could best be met. They gave an overall impression of a close team of staff who worked well together so that people experienced a very good level of care.

We could see, on checking training records, that staff were subject to a full and comprehensive training package that was delivered both online and in face-to-face lessons. Staff had completed their training in key areas and management had good oversight of the level of completions and respectfully followed up if staff were behind with their training to maintain a competent, effective workforce.

Staff took part regularly in supervision meetings with a senior member of staff. This is time staff have with their seniors to discuss practice, development and raise any personal issues that may impact on work. Staff felt these were useful meetings where not only the services, but their needs and issues were discussed and considered. Some staff did feel that when their regular supervisor was absent that aspects of their managerial support could have been better managed. The supervision meetings and associated processes are important to monitor staff wellbeing and practice to ensure people supported experience a good quality of care and support from a competent workforce.

Staff gave examples of how supportive the management were in situations where people had become quite agitated, and staff had had to support someone in difficult, challenging circumstances. Others felt similar situations described could have been dealt with better by the management team as they had felt less supported. It is important that alongside the voices and issues of people supported being heard the voices of staff concerns and practice difficulties are heard and recognised. Good practice should be supported and promoted within the service particularly after dealing with situations that challenge staff. This is to provide a safe environment and ensure all involved in the service have acknowledged and influential input into service development and improvement. This ultimately benefits staff practice and improves the quality of care and support people receive from the service staff team.

## 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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