

# The Campus Project Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
17 May 2024

**Service provided by:**  
The Mungo Foundation

**Service provider number:**  
SP2003000182

**Service no:**  
CS2014327090

## About the service

The Campus Project provides housing support with linked accommodation for separated young people seeking asylum, aged 16 + living in their own homes. The provider of the service is the Mungo Foundation.

The service is situated in the Springburn area of Glasgow, and all amenities are available locally, with good public transport links. Accommodation comprises of two-person shared flats within a small complex of flats. Communal facilities are also available, including games rooms. Staffing is available 24 hours per day, seven days per week.

## About the inspection

This was an unannounced inspection which took place on 7 May 2024 between 11:30 and 19:00, and 8 May 2024 between 10:30 and 21:30. 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 and complaints information, information submitted by the service and intelligence gathered since the last inspection.

To inform our evaluations we:

- spoke with eight young people who were using the service
- spoke with one young person who had previously used the service
- spoke with 11 members of staff and management
- spoke with six stakeholders, including representatives from Social Services, Health, and the Scottish Guardians
- observed practice and daily life
- reviewed documents.

**Key messages**

- The majority of young people told us that they felt safe and were happy with the level of support they received from staff.
- Staff supported young people to ensure young people's safety and wellbeing, this included supporting access to education, health, social services, and other agencies.
- Stakeholders told us that the service was led well and they were confident that young people would be safe, well supported, and plans actioned.
- We observed positive working relationships between staff and young people, which demonstrated mutual understanding, connection, and empathy.
- The service had experienced challenges, including changes to staffing, leadership, and expanding the support that the service offers.
- Risk assessments and care plans for young people required to be further developed and SMART-er (specific, measurable, achievable, relevant, timebound).

**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?	4 - 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 evaluated this key question as very good, where major strengths were identified in supporting positive outcomes for children and young people, and there were few areas for improvement.

The majority of young people told us that they felt safe and were happy with the support they were receiving. This included one young person who had moved on from the service and continued to keep in contact with staff. When talking to one young person about the support they had received, they told us: "They [staff] feel happy with us, they feel sad with us". We heard many of the young people referring to staff as 'granny', 'mama' or 'aunty'.

Young people knew how to contact staff and support was available 24 hours per day, seven days per week. Young people were supported to access the correct services to promote their safety and wellbeing. This included staff accompanying young people to their initial health appointment, registering with GP, Dentist, and Optician. Other supports included food shopping, accessing public transport, and support to appointments and meetings. Young people were supported with their religious beliefs, including accessing local places of worship, supporting dietary requirements, or celebrating religious festivals.

Staff, young people, and stakeholders told us that it was beneficial to have a diverse team, many of whom are multilingual, allowing young people to communicate in their first language. We assessed that the diverse team offered real benefits and provided the basis of very good individualised care and support. This supported relationships, mutual understanding, connection, and empathy. We heard that this was also helpful during meetings, when working alongside interpreters, to avoid miscommunications. Young people were also supported to continue to learn English, by supporting young people to access college to attend ESOL courses (English for Speakers of Other Languages) and staff supporting young people with their studies.

## How good is our leadership?

5 - Very Good

We evaluated this key question as very good, where major strengths were identified in supporting positive outcomes for children and young people, and there were few areas for improvement.

There had been changes to the management team since the last inspection, which had resulted in changes to the service delivery. The majority of staff commented this had resulted in improvements. The management team had an improvement plan in place, as well as a transition plan to support the expansion of the service. Quality assurance processes were in place, which included tracking young people's outcomes and included follow-up actions for staff. These improvement plans and quality assurance processes supported positive outcomes for young people, by ensuring young people had the correct support in place.

Stakeholders told us that partnership working was a strength of the service and provided examples of staff advocating for young people, meaning that young people had the right support. It was pleasing to see that the service had implemented recommendations from the previous inspections, by seeking stakeholder feedback to inform future service development.

Staff told us they felt well supported, having access to regular supervision, and could approach their manager outwith these times. The training provided to staff was comprehensive, which included monthly training, annual training calendar, and a training matrix to track staff's training needs. All staff had attended safeguarding, child protection, and adult support and protection training. It was pleasing to hear that the service continues to develop the team's knowledge and skills, with planned focused work around care planning outcomes and risk assessments.

Young people had regular individual time with their workers, and residents' meetings were in place. The service had developed 'you asked, we did (or if didn't, why not)' which had resulted in key changes to the service. This included purchasing games consoles and opening the common rooms in the evenings. Where changes could not yet be made, progress was detailed, and explanations provided to young people. When young people arrived, they had access to a welcome pack in their first language, this included details of how to make a complaint. One complaint had been received and investigated. We heard that when young people arrived, there was consideration regarding which young people would share flats, and it was pleasing to hear that this is an area of ongoing development. Residents' meetings, feedback forms, and welcome packs promoted young people's participation. Therefore, our evaluation was that the service was responsive and led by the young people.

### How good is our staff team?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes and clearly outweighed areas for improvement.

We heard that there had been some challenges with staffing, which included absences, staff moving on, and new staff starting within the service. The service was planning to expand the support the service provided, with the current compliment of staff. The majority of the staff were registered with the SSSC (Scottish Social Services Council) with conditions. We found that staff required more specialist training, including trauma and neurodiversity, however, it was pleasing to see that the service was in the process of implementing this. The majority of staff and some stakeholders felt that additional staffing would be beneficial, noting that this would allow the provision of additional support to young people and support more community-based activities.

In spite of these pressures, we did not assess it had a material impact on young people's outcomes, and efforts made to mitigate these pressures had some positive effect. These included, the management team considering the mix of skills within the staff team, including their level of experience when devising the service's rota. The service also appointed a temporary team leader during periods of absence. We saw evidence of matching young people with workers, to promote relationships and consistency. The service was creative in providing opportunities for young people in the community, such as working alongside local football clubs, or having 'Campus BBQs'.

We found positive working relationships amongst the staff team, and we were told by those accessing the support that the service was welcoming and supportive. We observed that staff respected young people, and that there was a culture of compassion, empathy, and respect.

Staff stated they felt supported by their colleagues. Staff felt able to seek support, and were comfortable to raise concerns should any arise. All staff members were aware of and knew how to access the organisation's 'Whistleblowing Policy'.

## How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good, where major strengths were identified in supporting positive outcomes for children and young people, and there were few areas for improvement.

All young people had an individual profile, outcomes care plan, and daily logs. These documents were clear and reflected the individual young people. The majority of the personal plans were written from the young person's perspective, they were authentic, and the young person's voice was captured throughout the plan. The care plans were respectfully written, including respecting the young person's confidentiality with the inclusion of a confidentiality statement. Plans were clear, regularly reviewed, and contained up to date information. The grading system in place meant that young people's progress was tracked, and quality assurance processes were in place in the event that young people's outcomes changed.

We found that care plans and risk assessments could be SMART-er (specific, measurable, achievable, relevant, timebound), to ensure that strategies to support young people were clear, and outcome focused. Care planning documents could also be developed further, by translating these into the young person's first language. It was pleasing to see that practice was being developed and training planned to support staff's learning and development.

We assessed that care planning processes were commendably person-centred and the voice of the young person was central to them. The assessment of risk could be more individualised and would enable staff to be clearer on the specific strategies that should be in place for each young person. Whilst this did not impact in anyway on outcomes that we could assess, this could potentially lower the risk of unsafe outcomes on some occasions.

## 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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - 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

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