

Shettleston Project Housing Support Service

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Type of inspection:
Unannounced

Completed on:
12 September 2024

Service provided by:
Blue Triangle (Glasgow) Housing
Association Ltd

Service provider number:
SP2003000162

Service no:
CS2004079121

About the service

Shettleston Project is a housing support service located in Glasgow. The service is provided for young people who are homeless or at risk of being homeless. Young people receive a wide range of support to help them with independence skills and their emotional wellbeing.

About the inspection

This was an unannounced inspection which took place on 29 and 30 July 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;
- spoke with five staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals.

Key messages

- Staff understood the needs of the young people and advocated on their behalf.
- Young people received individualised care.
- Staff provided high quality, nurturing care.
- There was a very good level of staff support available to the young people.
- Staff were trauma responsive in their approach.

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 supported people, therefore we evaluated this key question as very good.

Staff understood the needs of supported people and supported them well. One supported person told us it was a "great place and one of the best (they) know". An external professional told us that "young people seem to thrive there" and they could "Highly recommend Shettleston Road".

Staff were pro-active in providing individualised daily support to the young people whilst still promoting independence. This helped young people build confidence and increase their self-esteem.

Care plans were individualised and supported people told us they understood these and were asked for their input when they were being created. In discussion with staff we heard about ways they made plans creative and interesting to ensure supported people understood them and were at the centre of them. Plans were updated regularly and audited externally.

When there were concerns, there was a clear plan to help support people, through clear routines and 1-1 support. Staff and supported people celebrated the achievements they had made, and the independence skills they had developed. This helped supported people develop emotionally and give them a sense of achievement. One social worker told us a supported person they worked with was "doing amazing" and was impressed with the high standard of nurturing care. She went on to tell us the person she works with felt like "an adult and makes (their) own choices". They were better prepared to discuss issues with staff who spend time with them and help them to make better choices.

Supported people told us they were helped to make and attend appointments regarding health and wellbeing. Staff were able to accompany supported people if this was requested. Supported people were helped to make healthy lifestyle choices and we observed lots of this in interactions between staff and supported people.

We observed staff helping supported people to make good food choices, and donations of food are distributed regularly to supported people to help them eat a well balanced diet.

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 young people, therefore we evaluated this key question as very good.

The service had reviewed the needs of the service and increased staffing levels to support this. The supported people we spoke to told us, "There is always someone here if I need them." We recognised the benefit of this where people were able to be supported to appointments, activities, and build positive relationships with staff in line with the principles of The Promise. This directly impacted on positive outcomes for supported people.

Supported people had a consistent routine with staff who knew them well. We found this allowed staff to advocate on their behalf and ensure they were receiving the support from external professionals which they were entitled to. This ensured they had the supports they need in the future to help them succeed.

The team was highly skilled and experienced. Training supported the individual needs of supported people. Staff were able to identify relevant training which would have a direct benefit to supported people and the provider supported staff to undertake training.

Staff worked well together as a team and recognised their individual strengths. There was a recognition that some staff had better connections with the supported people, and they would undertake certain tasks to support better engagement and positive outcomes.

The management team recognised the importance of team building. There were regular opportunities for the team to come together as a whole and reflect on their practice. This supported good working relationships and a culture where staff were able to have confidence to challenge one another. There had been a change of manager shortly before the inspection. The new manager was being supported well by the external manager.

The team had undertaken training in relation to trauma informed practice. Staff understood the importance of building relationships with young people and understanding their trauma.

We were able to see when young people were upset, staff spent time trying to understand the support they needed and worked with them to overcome any worries they had. This ensured that supported people learned new skills to help support them in the future.

Complaints

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