

# Scottish Veterans Residences - Bellrock Housing Support Service

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Glasgow  
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**Type of inspection:**  
Unannounced

**Completed on:**  
23 January 2025

**Service provided by:**  
Scottish Veterans Residences

**Service provider number:**  
SP2004005816

**Service no:**  
CS2013320732

## About the service

Bellrock Close is registered with the Care Inspectorate to provide a housing support service. The service provides transitional support with health and wellbeing; education, training and employability and future housing needs.

The service mission statement states -

"Our mission is to provide quality support and accommodation to as many ex-service/Merchant Marine personnel as possible, for as long as they need it, in order to assist those that are able, to return to independent living".

The service is available to armed forces veterans and ex merchant mariners or reservists and supports up to 30 people within self contained flats at Bellrock Close. The accommodation is of a high quality with excellent on site facilities which include a gym, IT suite, training kitchen and café and extensive gardens.

The service is owned and managed by Scottish Veterans Residences, a registered charity.

At the time of this inspection 27 people were resident at the accommodation.

## About the inspection

This was an unannounced inspection which took place on 21 and 22 January 2025. 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, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with six people using the service and received three electronic feedback questionnaires.
- Spoke with five staff and management.
- Observed practice and daily life, reviewed documents including support plans, quality audits and the service improvement plan.
- We also spoke with two visiting professionals.

**Key messages**

The service provided support for people stabilising and/or rebuilding their lives as well as working towards securing long term housing.

Staff were knowledgeable and committed to supporting people to achieve positive outcomes.

Quality assurance and staff development were being progressed.

Personal planning was transitioning but captured individual goals and reflected people's needs and preferences.

The service provided a positive environment with good opportunities to promote independent living and socialisation.

**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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

4 - Good

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

### Quality Indicator 1.3 People's health and wellbeing benefits from their care and support

The Scottish Veterans Residency, Bellrock provide a housing support service and accommodation for people who had served in the Armed Forces, Reserve Forces or Merchant Marines.

People benefited from spacious accommodation, and high quality facilities including well-presented gardens, a gym, IT equipment and a library. This contributed to people's wellbeing.

We observed positive, respectful interactions between staff and people living in the service. This helped make people feel valued.

Staff had a good understanding of each person's needs and preferences which helped ensure people received the right support and achieve positive outcomes.

The service actively recruited staff with lived experience. This proved invaluable and residents highlighted the positive impact this had on their experiences and engagement. Feedback included "It's great that some of them have been in the army...and come out the other end... at least they understand some of the issues/ pressures coming out..." and "some of the staff have been through all this so that's reassuring...makes it easier to talk to them about how I am feeling".

The support available had contributed to people feeling secure and better able to manage day to day living. People felt safe in the service, several credited it with saving their lives. We heard positive comments in relation to people's support. These included "I've been given more than I ever expected ... It saved my life, no doubt about that!! Living on the streets changes you" and "it's safe here. Apart from the army it's the only place I have felt safe".

People's health and wellbeing was supported by a multi-disciplinary approach. Most people had experienced some trauma and at times some experienced periods of crisis. Flexible and responsive support was evident, and we heard from people who appreciated the time spent with them to help re-establish calm and stability. This made them feel valued. Access to onsite counselling and specialist occupational therapist offered additional support. The management team agreed to review access to additional resources to support people with more complex needs.

Day to day support varied and included helping people maintain their tenancy to a good standard. This included budgeting, applying for housing, accessing community resources as well as emotional support.

Having meaningful things to do is important for wellbeing. Some people maintained positive relationships with family and friends and enjoyed independent time out with the service.

Family and friends were able to stay overnight with residents within their accommodation and hotel accommodation was accessed locally to facilitate contact with children. People were able to have pets stay with them and included dogs and guinea pigs. This helped people to maintain family connections and feel comfortable and at home in their surroundings.

The service worked alongside other armed forces agencies/charities to offer a wide variety of activities, social opportunities and practical support. This included outward bound breaks, volunteering, education opportunities as well as advice on finances/benefits and housing options. This helped people prepare for a successful move on to their own accommodation in a community of their choice.

Housing support staff worked with residents to increase engagement and to develop a programme of meaningful activities including accessing the newly refurbished gym, pool competitions and be involved in the regular breakfast club and communal meals.

This helped people socialise, have purpose to their day, maintain routine and promoted good mental health.

## How good is our leadership? 4 - Good

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

### Quality Indicator 2.2 Quality assurance and improvement is led well

People can expect to use a service that is well led and managed. The service benefited from a consistent management team who had a visible presence and good oversight of key areas of service delivery. People living at the service knew who they were, and staff confirmed they were accessible.

Feedback confirmed the management team's supportive approach and genuine commitment to people using the service and the staff team. This ensured people felt valued and listened to.

Feedback was gathered from people at service user forums and through regular reviews of support arrangements. The management team planned to obtain more input from people using the service and were working with them to develop a representative role to extend the ways in which feedback could be obtained from people using the service. This would also offer the opportunity to contribute their views confidentially. This will ensure people using the service can effect positive changes to their service.

People benefit from a culture of continuous improvement. Quality assurance systems help to identify where improvements are needed.

A range of quality audits had been completed, including accidents and incidents, health and safety and support planning. A review of the quality assurance process would enhance service improvement plans. The manager planned to further develop action plans from audits to reflect details of how and when these would be achieved. This would assist the management team to measure where improvements had been made and support improved outcomes for people using the service.

## How good is our staff team? 4 - Good

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

### Quality Indicator 3.3 Staffing arrangements are right and staff work well together

People should have confidence that the people who support them are trained, competent and skilled.

Staff were motivated and committed to supporting people to achieve identified outcomes.

New staff in post were recruited following best practice guidance and sufficient staff were available to meet people's needs. Staffing arrangements ensured scheduled support took place and was adjusted according to people's needs and preferences. This demonstrated a flexible, person-led approach.

Informal mentoring and advice from senior staff was readily available and staff confirmed this was invaluable in supporting their practice and personal development.

Staff benefitted from a formal supervision and appraisal process. The manager planned to develop the format of 1:1 sessions to promote reflective practice discussion about what worked well and where practice could be developed. This would help identify learning priorities.

A range of training opportunities was available both online and face to face. Recent organisational training developments had improved accessibility and staff confirmed this blended approach equipped them to support people well. They did, however, highlight the increasing complexities of, and challenges faced by, people coming into the service and that they would benefit from additional specialist learning.

The organisation had appointed a training manager. Plans were in place to develop the training plan based on current and future needs of people using the service. This would ensure people's changing needs could be met effectively.

## How well is our care and support planned?

4 - Good

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

### Quality Indicator 5.1 Assessment and personal planning reflects people's outcomes and wishes

Personal plans help to direct staff about people's support needs and their choices and wishes. Overall, plans were comprehensive, reflected the health and social care standards and gave the reader a real sense of what was important to the person.

People were involved in identifying personal goals and evaluating progress towards longer term outcomes through the use of a "wellbeing wheel" recovery tool. However, these were not used consistently.

Plans confirmed that people identified and built upon what was working well. Agreed actions ensured everyone involved was aware of their responsibilities and the areas to be progressed to achieve outcomes and eventually move on.

Personal planning, however, was transitioning between systems, and information was not always easily accessible and therefore not easily monitored.

The management team planned to review the transition arrangements and ensure personal plans reflected the needs of people and the strategies in place to support goals and outcomes.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The service should develop an improvement plan which is accessible, and which clearly identifies agreed priorities and actions with people using the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve' (HSCS 4.8) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**This area for improvement was made on 13 June 2023.**

#### Action taken since then

The service planned to further develop opportunities for people using the service to be involved in improvement planning.

Further work required to be carried out to ensure this was achieved and will be reviewed at the next inspection.

**This area for improvement has not been met at this time.**

### 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good



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