

The Arch Resettlement Centre Housing Support Service

The Arch
36 Muslin Street
Glasgow
G40 4AP

Telephone: 01415542497

Type of inspection:
Unannounced

Completed on:
5 March 2025

Service provided by:
Life Housing Scotland

Service provider number:
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Service no:
CS2004074984

About the service

The Arch Resettlement Centre is registered to provide a housing support service. The service can support up to 11 people in flats within the centre, and up to 13 people in flats in the wider community. The service is open only to men who have a history of homelessness and may have mental health and drug/alcohol related issues.

The service is provided by Life Housing Scotland.

The Arch Resettlement Centre's aim is "to provide a programme and support structure that enables people to move on into independent living in their own tenancy."

The main service operates from a purpose-built building in the East End of Glasgow and is abstinence based.

At the time of inspection, 22 people were accessing the service.

About the inspection

This was an unannounced inspection which took place on 4 and 5 March 2025. The inspection was carried out by one inspector.

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 four people using the service
- spoke with four staff and management
- spoke with one visiting professional
- observed practice and daily life
- reviewed documents including personal plans and team meeting minutes
- reviewed feedback from questionnaires sent to people using the service, staff and visiting professionals prior to inspection.

Key messages

- The service played an effective role in breaking the cycle of homelessness for people.
- The service promoted a culture of mutual respect and collaboration.
- People were supported to access community resources and develop long term strategies to support resettlement.
- The aims of the service were being reviewed to reflect development of the resettlement pathway.
- The approach to quality assurance and development of the service needed to be improved and formalised.

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?	3 - Adequate
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.

The Arch Resettlement Centre provided a housing support service and accommodation to help men build the skills and resilience necessary to sustain their own tenancy when referred for social housing.

Support was delivered by a committed and highly motivated team. Feedback from people using the service was positive. Comments included:

"It's a good place for support.....if you put in 100% you will get that back."

"It's a calm place to be and it calms your head, allows you to focus on what's important."

"The culture of recovery here is working for me.....but I had to be in the right headspace."

People confirmed support was flexible and staff would adjust support times to fit in with their plans and appointments. This ensured support planning was person led.

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 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. The focus of support was to empower people to improve their life chances in the long term by engaging with the wider community including the recovery community, volunteering opportunities or further education and employment. Making sustainable connections improved people's chances of a successful move to more independent accommodation when appropriate.

People managed their own finances and medication. Support was available to signpost to appropriate resources should people need further specialist help.

People living in the main centre were involved in developing and progressing an individual personal plan to address their particular needs and progress their stated goals. Being involved in goal setting promoted people's wellbeing and self-esteem.

Plans were in place to extend this opportunity to people who had progressed to the more independent 'scatter flats.' This would ensure all people accessing the service would be involved in identifying their individual goals, support needs and preferences and in reviewing their progress regularly.

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

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate. An evaluation of adequate applies where there are some strengths, but these just outweigh weaknesses.

People can expect to use a service that is well led and managed. The service benefitted from a consistent management team who had a visible presence and were accessible. People living at the service knew who they were, and feedback confirmed their 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 meaningful evaluations from people using the service and were working with them to adopt an electronic application. This would ensure feedback was current and could be actioned/incorporated into improvement planning dynamically. This will ensure people using the service can effect positive changes to their service.

People benefitted from a culture of continuous improvement. Quality assurance systems help to identify where improvements are needed. The management team had some oversight of key areas of service delivery but needed to develop a formal framework to support a robust overview and evidence appropriate actions were taken where needed. This would ensure performance in areas such as, accidents/incidents, personal planning, the environment and staff practice/development was formally collated, evaluated and acted upon. This would assist the management team to measure where improvements had been made and support improved outcomes for people using the service. **(See Requirement 1)**

A meaningful service specific improvement plan was needed to take forward identified actions and areas for development. This should be informed by findings from quality assurance processes, including the views of people using the service. **(See Requirement 1)**

Requirements

1. By 28 July 2025, to promote positive outcomes and the ongoing development of the service, the provider must review quality assurance arrangements.

To do this, the provider must, at a minimum:

- a) ensure quality assurance activities are developed to cover all key areas of the service's care and support to people; and
- b) ensure that a service improvement plan is in place informed by quality assurance outcomes and feedback from people using the service.

This is to comply with Regulations 3 and 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11)

and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

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.

People should have confidence that the staff who support them are trained, competent and skilled. Staff were motivated and committed to supporting people to achieve identified outcomes.

Staffing arrangements ensured scheduled support took place and support was adjusted according to people's needs and preferences. This demonstrated a flexible, person-led approach. Minimal use of sessional staff ensured a consistent approach to support.

Staff confirmed that senior staff were visible and available, and informal mentoring and advice was readily available. Staff confirmed this was invaluable in supporting their practice and personal development.

Most staff benefitted from a formal supervision and appraisal process. The manager planned to address any identified gaps to ensure all staff were fully involved in a meaningful support and supervision programme.

A range of training opportunities was available both online and face-to-face.

The management team planned to develop a training needs analysis, which would inform a service training/development plan to ensure staff had the skills and knowledge to meet the current and future needs of people accessing the service.

The service had recruited staff with lived experience. This proved invaluable and people highlighted the positive impact this had on their experiences and engagement. Feedback included:

"It's great as.....is on my wavelength.....it helps the place to focus on recovery."

"It helps staying here with likeminded people."

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.

A robust pre-placement assessment and interview process ensured people accessing the service were aware of expectations regarding need for abstinence, and a commitment to playing a full and active part in their own recovery journey.

Personal plans help to direct staff about people's support needs and their choices and wishes. Each person was involved in developing an individualised personal plan designed to address their specific needs and goals. Support was based on a structured ten-module support programme over a period of 26 weeks. People engaged in modules designed to support budgeting, maintaining their accommodation as well as progressing housing applications to secure permanent housing. Plans were regularly reviewed and adjusted according to current needs and stage in the programme. Daily recordings reflected identified goals, were person-centred and reflective of the principles of health and social care standards.

The service planned to expand the modular programme and model of support planning to include people who had progressed to the more independent 'scatter flats.' This would ensure all people accessing the service were afforded the same level of input from staff and be fully involved in evaluating and directing their support.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate
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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