

# Dumfries & Galloway Housing First and Housing Support Service Housing Support Service

Turning Point  
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**Type of inspection:**  
Unannounced

**Completed on:**  
6 March 2025

**Service provided by:**  
Turning Point Scotland

**Service provider number:**  
SP2003002813

**Service no:**  
CS2021000286

## About the service

Turning Point Scotland Housing First and Housing Support service is registered to provide housing support to adults across Dumfries and Galloway. The provider is Turning Point Scotland.

The service supports people using the housing support model, across the wider Dumfries and Galloway area and in Dumfries, supports individuals using the Housing First Model. At the time of this inspection 141 people were being supported.

The registered manager co-ordinates the overall running of the service. Two team leaders locally manage the Housing First and Housing Support staff teams, who provide direct support to people.

At the time of the inspection, the service was made up of three staff teams. The Housing First team operate within Dumfries, and Housing Support teams in the East and West of Dumfries and Galloway.

## About the inspection

This was an unannounced first inspection which took place on 3rd, 4th, 5th and 6th of March 2025 between 09:30 and 17:30 hours. The inspection was carried out by two inspectors and one volunteer inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information and information submitted by the service.

In making our evaluations of the service we:

- Spoke with 26 people using the service.
- Spoke with eight staff and management.
- Spoke with four external professionals.
- Observed practice and visited people in their homes.
- Reviewed documents.

## Key messages

- The service demonstrated sector-leading practice in improving people's health, wellbeing, and quality of life. People reported positive outcomes with improved mental health, stability, and confidence in managing their care.
- Staff had an excellent understanding of how to support people to meet their needs.
- People praised the quality of the staff who supported them.
- People were actively involved in the care planning process, ensuring that people received support that was right for them.
- Exceptional leadership, quality assurance, and continuous improvement were central to the service's success.
- The Housing First model effectively supported people moving from prison, or experiencing homelessness. Stable housing, enabling long-term recovery and social reintegration were key to this.
- The service was sector leading in supporting people to break the cycle of homelessness.

## 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?	6 - Excellent
How good is our leadership?	6 - Excellent
How good is our staff team?	6 - Excellent
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?

6 - Excellent

We evaluated this key question as excellent, as the service demonstrated innovative practice that supported high-quality experiences and outcomes for people.

The Housing First and Housing Support service provided sector-leading support, improving people's health, wellbeing, and overall quality of life. One person shared, "I think they are amazing, and I would probably have been lost without them".

People took an active role in creating and reviewing their support plans, which were regularly updated. Support staff engaged people in decisions that directly impacted them, ensuring they maintained full control over their care and support. Feedback confirmed that people always felt respected and included in their support. One person stated, "I worked with my support workers through some of the darkest times in my life, and I can't thank them enough". This demonstrated the strong trust and deep involvement people had in their support.

People's outcomes and feedback highlighted significant health improvements. One person shared, "My worker knows me so well and could see the signs when I was becoming unwell. They supported me to get the help I needed". This demonstrated that the comprehensive approach not only managed housing situations, but also improved people's mental and physical well-being.

Support was crucial in helping people access the healthcare services they required. This approach addressed both health and housing needs, enabling individuals to better manage their well-being and maintain stable tenancies. One person shared, "I never thought I could hold down a tenancy, and I am so proud that's happened," demonstrating how the support helped people achieve stability in multiple areas of their lives.

People were supported to access mental health support and treatment for drug and alcohol misuse, often for the first time in their lives. Feedback told us that the persistence of support workers was crucial in helping them achieve this. One person told us "So many professionals/support organisations have changed over the years, and I won't engage, so they just withdraw and give up on me. But Turning Point never has".

A key focus of the service was empowering people to manage their health independently. People were supported to make informed decisions about their lifestyle choices, medications, and health appointments, promoting self-reliance. This approach boosted people's confidence in managing their care and taking control of their health.

People were supported to develop new interests and skills through the provider's 'Make It Happen' fund. The fund allowed people to engage in activities that were meaningful to them, building confidence and self-esteem. For example, one person used the funding to take their dog to obedience classes, strengthening their bond with their pet while gaining a sense of achievement. Another person received a watchmaking kit, which provided them the opportunity to explore a new hobby, develop patience, and improve problem-solving skills. These experiences helped people grow personally and empowered them to take on new challenges, further supporting their well-being.

The Housing First model effectively supported people transitioning from prison, prioritising stable housing as a foundation for rehabilitation.

People received secure, long-term accommodation which gave them the motivation to address underlying issues such as mental health, substance misuse, reoffending, and social reintegration. One person remarked, "I would be back in jail if it wasn't for Housing First," highlighting the importance of stable housing for long-term recovery.

High levels of engagement with support services and improved personal and social stability further demonstrated the effectiveness of the Housing First model. The sense of security and empowerment provided by Housing First was evident in the excellent tenancy sustainment outcomes people achieved.

The service enabled people to sustain tenancies, access health services, and improve life skills, resulting in long-term benefits. People told us about significant improvements in their quality of life, independence, and social integration. The support provided helped individuals break the cycle of homelessness and move forward positively.

## How good is our leadership?

## 6 - Excellent

We evaluated this key question as excellent, because the management team demonstrated exceptional leadership and a strong commitment to quality assurance and continuous improvement, leading to outstanding outcomes for people experiencing care.

The service had a clear and effective leadership structure. Management was always visible, approachable, and involved in day-to-day activities. Staff regularly said they felt supported and valued. One staff member said, "Best place I have ever worked. Management are kind, supportive, and accept our quirks". The open-door policy and clear expectations created a positive work environment where staff felt confident and focused in their roles.

The manager placed quality assurance at the core of the service's operations. Management conducted regular audits and evaluations, driving practical improvements. Feedback from staff, people receiving care, and partner agencies directly influenced service development. Administrative staff also contributed feedback, showing a strong team approach to continuous improvement.

Following audits and evaluations, the service implemented structured action plans and shared them with all staff to ensure transparency. Staff were encouraged to provide ideas and solutions, ensuring that improvements were relevant and supported by the entire team.

Staff actively participated in the quality assurance process through team meetings, where they shared ideas and feedback. This collaborative approach ensured staff felt valued and involved in the service's ongoing development. One staff member said, "I feel like we are always included, and our views are always taken into consideration".

The service manager actively participated in national forums, such as Housing First, to share and learn from best practices. This involvement showed the manager's commitment to staying updated on industry developments, which benefited the people they support. One staff member said, "The best thing about working here is the way we are led. The managers have a real insight into what we do and always have an open-door policy".

There was a strong emphasis on supporting staff through continuous professional development. Training, supervision, and appraisals were regularly provided, focusing on staff wellbeing and development. One staff member reflected, "Working with complex needs can be really challenging at times, but it helps that our management team recognises this and always checks in on our wellbeing".

Management also recognised the importance of supporting staff working with complex needs. The introduction of clinical supervision, with input from a clinical psychologist, provided staff with essential coping strategies, enhancing staff wellbeing.

## How good is our staff team?

**6 - Excellent**

We evaluated this key question as excellent, because the service demonstrated innovative practice that supported high-quality experiences and outcomes for people.

The housing support service demonstrated a sector-leading approach to staffing, creating a highly collaborative and effective team environment. The service excelled in fostering open communication, mutual respect, and ongoing professional development, which resulted in outstanding outcomes for people supported.

The team thrived on a culture of excellent teamwork and communication. One staff member told us "It's clear to see the mutual trust and respect between us all". Monthly team meetings provided an opportunity for everyone to be heard, and this openness fostered a cohesive team that worked well together.

The staff were highly skilled and well-trained, with clear roles and responsibilities aligned to the needs of the people they supported. Partner agencies praised the team's ability to build relationships with those who have historically been hard to engage. One professional told us, "I have been really impressed with the team; they are very skilled at building relationships with people who have been historically hard to reach and engage". Staff also had access to continuous training and regular supervision, which supported both their professional growth and the delivery of high-quality care.

Staff wellbeing was prioritised, with the service offering regular opportunities for reflection and support. Weekly team meetings and monthly in-person sessions ensured staff were emotionally supported in their roles. The level of support from management helped maintain staff morale and role satisfaction, contributing to low turnover and a motivated team.

The support staff were highly responsive to the changing needs of those receiving support. Staff proactively identified and addressed emerging needs, going beyond expectations to ensure people felt valued. One person supported shared, "Yesterday I told my support worker I had moved my things into storage and was sleeping on the floor. My support worker then came to my house with an air mattress. I never asked for anything; it was just a conversation". This example highlighted the flexibility of support staff and their commitment to meeting people's needs.

People reported feeling heard and well supported. One person said, "I get a lot of emotional support; we get on really well," and another stated, "I know I have someone there to help and support when needed. It helps a lot". This focus on person-centred support enabled staff to build trusting relationships and tailor support to each person, fostering empowerment and trust.

The service collaborated effectively with partner agencies to ensure holistic support for people. A local authority manager told us, "The team have excellent communication. They understand the 3-point criteria for adult protection and know the people they support so well. This allows them to advocate for people and escalate any concerns they have, ensuring they are getting the support that is right for them". This collaboration ensured people received coordinated, comprehensive support that addressed all their needs.

A notable strength of the team was the inclusion of staff with lived experience. Their personal understanding of the challenges faced by people allowed for deeper, empathetic connections. Staff with lived experience offered hope, resilience, and helped people navigate the support process. The insights from staff with lived experience benefited the whole team, improving empathy and understanding, especially in supporting people affected by homelessness and complex needs.

### How well is our care and support planned?

### 5 - Very Good

We evaluated this key question as very good, due to significant strengths in the care provided and how it supported positive outcomes for people.

Support plans were developed collaboratively, with a strong focus on the personal wishes and goals of the people receiving care. People reported that their personal plans reflected their individual needs and that they were regularly reviewed. One person told us, "I have a support plan, and they are always reviewing this to make sure I am getting support that is right for me". This feedback highlighted the service's commitment to providing personalised support that adapts to changes in people's needs.

Support plans were detailed, with measurable outcomes that aligned with the person's goals. One person shared, "I always have an action plan, but I really like that I could call and ask them for help and support with anything, even if it wasn't something that was on my current action plan". This feedback reflected the flexibility embedded in the service's approach.

The service ensured that appropriate professionals, including healthcare providers and social workers, engaged in the support planning process when needed. This involvement ensured that plans were holistic, comprehensive, and aligned with people's broader health and social needs. People felt confident their plans reflected input from necessary professionals, ensuring they received well-rounded support.

Regular assessments and reviews of care plans were a strength of the service. These reviews ensured that support remained relevant to changing circumstances. People experiencing support expressed confidence in being involved in their reviews, ensuring transparency and relevance. While reviews were conducted proactively, there were occasional instances where outcomes had not been updated following changes, such as moves to new accommodation.

Staff used risk assessments to manage potential risks, and these were updated regularly to ensure the safety and well-being of people supported. While minor gaps in updating assessments were noted, particularly after changes in accommodation or support, these were promptly addressed through the ongoing reviews.

The service demonstrated a strong commitment to personal planning by actively engaging both people experiencing support and staff for feedback. This proactive approach was further supported by regular reviews, the transition to a paperless system, and the development of the provider's new care planning tool, which will streamline processes and further improve the quality of support planning.

## 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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent
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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