

Eva Burrows 1st Stop Accommodation Project Housing Support Service

Clyde Place
Cambuslang
Glasgow
G72 7QU

Telephone: 0141 643 9680

Type of inspection:
Unannounced

Completed on:
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Service provided by:
Salvation Army

Service provider number:
SP2004005634

Service no:
CS2009233687

About the service

Eva Burrows 1st Stop Accommodation Project is registered to provide a housing support service to adults experiencing homelessness or at risk of homelessness, living in temporary accommodation, in their own home and in the community. The service is provided by The Salvation Army.

The service operates from a building in a residential area of Cambuslang and is available 24 hours a day, seven days a week, 52 weeks of the year.

A Housing First and Intensive Support service is also delivered to up to 40 people living throughout South Lanarkshire. The registered manager co-ordinates the overall running of the service with locality based service co-ordinators managing the staff teams who provide direct support to people.

Since December 2022, the service has provided housing support to up to 150 Ukrainian displaced people in the Hamilton area.

The HUB within the Eva Burrows building is a multi-agency service for local people and their families who use substances and want support but are isolated or disengaged from supports.

At the time of inspection, 162 people were supported by the service.

About the inspection

This was an unannounced inspection which took place on 1, 2 and 3 April 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, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with eight people using the service
- spoke with 12 staff and management
- observed practice and daily life
- reviewed documents
- spoke or had communication with six professionals involved with the service.

Key messages

- People experienced high quality support where they were respected and valued.
- People were supported to get the most out life.
- Management oversight and quality assurance was led well.
- Staff were compassionate, kind and motivated to support people in the best way.
- Personal planning was flexible to meet people's changing needs.

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?	5 - Very 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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Support was delivered by committed and knowledgeable staff who treated people with compassion, dignity and respect. People benefited from positive relationships and good communication with the staff team. People told us they felt valued, and some of the comments included: "The staff are very friendly, polite and respectful, never had any issues with any of the staff", "This is the best homeless service I have experienced" and "They are always available to help and assist if needed."

People using the service had to consent to work with the service and consent to their information being shared. This meant people were supported to understand and uphold their rights and be as independent and as in control of their life as they wanted or could be.

People's health needs were being monitored and well recorded. When health professionals were required, the service responded by helping, if required, to make appointments and referrals to the correct professional. People could be confident that staff would take action to ensure people's health outcomes would be met. Staff were experienced and skilled and worked within a trauma-informed harm reduction model to promote people's health and wellbeing.

The staff had extensive knowledge of community resources and worked creatively in identifying opportunities for integration including local churches, community-based education resources and involvement of specialist services.

The service had good and positive links with external housing, health and social care professionals. Communication with them from feedback received during the inspection was reported as being very good. Some of the comments received included: "They are a very proactive service who strive to deliver a very hands on, individually tailored service to support, encourage and promote the interests of their clients." The range of support provided and the established relationships with other services and agencies helped facilitate positive health and wellbeing outcomes for people using the service.

Staff were very aware of their responsibilities to protect people from harm, bullying and exploitation. People using the service were enabled to understand risk and risk assessments were in place to promote the safety of people using the service and staff.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People could have confidence in the organisation. Feedback received from people supported and professionals was positive about the support, communication and responsiveness of the staff and management team. It was evident from the feedback received, very good partnership working was being achieved through a multi-disciplinary team approach with a range of external agencies with the support of people within the service.

Members of the management team were visible in the different parts the project operates in. We were consistently told they were in regular contact with staff and people's support was being maintained.

People benefit from a culture of continuous improvement. Audit tools to support quality assurance processes were in place with evaluations of aspects of support delivery such as support planning, staff practice and health and safety practices. The management team acknowledged reporting of some significant events needed to be improved and we were assured by the actions taken during the inspection around this.

There was good management oversight of staff training which benefited people using the service and supported care staff to maintain their professional Scottish Social Services Council (SSSC) registration.

A dedicated compliance team supported quality assurance. This demonstrated the provider placed value in monitoring standards within the service. A range of audit tools was used to assess compliance with expected standards. This means people can be confident that the management team and staff are supported to improve the quality of care they deliver.

Systems and processes were in place to gather feedback from people supported using an exit stakeholder survey. These were being used to help inform the overall service improvement plan.

The management team had used the Care Inspectorate quality frameworks to carry out an effective and well completed self-evaluation across the service. We found this was reflective of our findings and were reassured that the management team had an awareness of the identified improvements needed.

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

Staff were positive about working for the service/organisation and the teamwork that takes place. It was evident that staff had a real commitment to providing support to people they work with. Staff consistently spoke of being flexible and supportive of each other to work as a team to help the people supported.

We were advised by people supported that their workers were very kind, treated them with respect and were reliable. One person told us: "The staff are like a second family to me." Another person stated: "The staff make you feel safe and secure." This was consistent with the Health and Social Care Standards which state people should receive "warmth, kindness and compassion".

The assessment of how many staff hours needed to provide safe and effective care was mainly by the assessed/commissioned hours from local authority/funding received. We saw the management team monitor the staffing arrangements required to safely meet people's needs. These were regularly reviewed and updated to ensure there was sufficient staff working across the service.

We found effective recruitment practices in place. Staff were recruited in accordance with good practice and national safer recruitment guidance. The staff group was stable, with some staff having many years' experience with the organisation.

The management team ensured that staff were supported with a comprehensive induction and training programme, regular supervision meetings, and reflective team meetings. These promoted the latest practice guidance, reflected on current trends and issues and explored strategies to best engage with people supported. This had produced a skilled, motivated and informed workforce.

Staff wellbeing was a focus for the service provider including access to counselling, BBQs and team days out organised for staff take part in. Some staff reported they valued and appreciated these.

A blended approach was used for staff training and development, with a mix of online and face-to-face training. A range of specialist training was offered and included Naloxone, harm reduction and mental health first aid. We could see the training record was being updated when completed and there was a management overview of staff training.

There was a commitment from the provider in staff obtaining necessary qualifications for their professional registration such as SVQ 3 and 4 and/or MSc in Substance Misuse with ongoing support and monitoring to ensure staff complete.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Personal plans sampled were detailed, well-organised and easy for staff to follow, providing details of people's healthcare needs, abilities and choices. People's support plans were available in an electronic and paper format and people had the choice to have a copy of their personal plan if they wished.

Support planning was person-centred, based on the individual's likes and dislikes with the person being actively involved in identifying their goals and outcomes. The service used a Home Star/Outcome Star approach to allow people to measure progress towards achieving identified goals in ten relevant areas. This meant people could see their progress as they met their outcomes and goals and knew where they were on the journey of change which motivated people.

Support arrangements and personal goals were being regularly evaluated and updated through support planning and risk assessment reviews. This ensured people were at the centre of their own support planning.

Daily recordings confirmed personalised support was delivered and staff used their knowledge and skills creatively to help people meet their outcomes. The management team had a system to track reviews and there was evidence of personal plan audits being completed in the plans sampled.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
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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Care Inspectorate
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