

## Brisbane Supported Accommodation Project Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
11 June 2025

**Service provided by:**  
Scottish Action For Mental Health

**Service provider number:**  
SP2003000180

**Service no:**  
CS2003000878

## About the service

The Brisbane Supported Accommodation Project provides a care home service for a maximum of five women with mental health challenges. Scottish Action for Mental Health (SAMH) manages the service.

The service is in the East End of Glasgow and has very good transport links and access to local amenities. The service occupies a semi-detached property with spacious garden areas to the front and rear. The service property has two floors with a mezzanine level in between. Each of the service users has their own bedroom. With the exception of the bedroom on the ground floor that has an en-suite, service users share access to the bathrooms. The communal lounge, dining area and kitchen are situated on the ground floor. Internal stairs access the remaining bedrooms. There were five service users living in the service at the time of inspection.

The service states that its aim is to; "provide accommodation to service users assessed as requiring, at times in their daily lives, access to high levels of support. This includes physical care, personal finances and personal and household hygiene. We also aim for service users to resettlement within the community".

## About the inspection

This was an unannounced inspection which took place on 10 and 11 June, 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 four people using the service and one of their family
- spoke with four staff and management
- observed practice and daily life
- reviewed documents including personal plans, service improvement plans and quality assurance audits
- spoke with one visiting professional.

Prior to the inspection we distributed questionnaires electronically and four were returned completed by staff.

## Key messages

- People benefitted from positive relationships with a motivated staff team.
- A culture of mutual respect and collaboration working ensured person led care.
- Promotion of social engagement, active participation and independence had a positive impact on people's lives.
- The organisation was actively developing its approach to promoting and evidencing personalised outcomes for supported individuals'.
- The physical restrictions of the building impacted on aspects of choice and privacy.
- An approachable, supportive leadership style ensured staff felt valued and benefited from a positive working culture.

## 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 setting?	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?

5 - Very Good

We evaluated this key question as very good because performance demonstrated major strengths that supported positive outcomes for people. There were very few areas for improvement.

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

People valued the positive culture within the service. This meant people benefited from and enjoyed living in a safe and nurturing environment.

Support was delivered by committed and knowledgeable staff who approached their work in a compassionate and pragmatic manner. Respectful and warm interactions between staff and people living in the service was evident, which helped make people feel comfortable in their home environment and have trust in those who supported them.

Feedback included "staff here are the best... they're magic!", "I still love living here, the staff are good at helping me live better day to day" and "it's a nice place to live".

The small group living environment enabled staff to develop good understanding of each person's day to day needs and preferences. They demonstrated an awareness of how best to engage with people and were attuned to their emotional wellbeing. This fostered a calm and, stable environment. Staff demonstrated an enabling attitude and placed importance on people's potential. People received appropriate support and achieved, or were progressing towards, goals that were important to them. Examples shared included a resident purchasing a new sofa for her bedroom, accepting support around personal care, attending music events and dinner in town, having hair coloured professionally and trying new and different foods.

People experienced a range of health challenges. Staff were knowledgeable, proactive and responsive in supporting people's health care needs. They engaged with specialist health colleagues to help ensure people kept well. This included GP's, podiatry, dietician, the SALT team, and psychiatry and social work as appropriate. Feedback from a visiting professional confirmed that the model of care available coupled with staff skills and knowledge about the people who lived there ensured people received the highest standard of care.

Medication was managed well with people having as much control as possible over their medication. The service benefitted from an enabling approach which saw people's medication support regularly reviewed to ensure it met their identified health needs. Good nutrition is essential for overall health, and timely interventions help to prevent malnutrition and associated health risks. Staff supported healthy menu planning and food preparation and discreetly monitored and escalated any concerns about people's nutrition and weight.

This approach helped to keep people well and had positive results with some people having medication reduced or supplements removed as they were enjoying greater stability, better nutrition and made healthier lifestyle choices.

The service promoted health initiatives in a fun, creative way with people enjoying Zumba sessions and MasterChef events. Increased engagement benefitted their health and wellbeing.

Peoples social and wellbeing opportunities were maximised. Creative individual and group programs were informed by feedback from people through discussion, formal forums and questionnaires. This had resulted in people enjoying fun activities such as picnics in local parks, trips to a community zoo, barbecues and themed parties within the gardens of the home. People confirmed they could request many different kinds of activities, and the staff would try to make it happen. This gave people confidence that they had a voice and were listened to.

A dynamic approach to service improvement enhanced people's engagement. An accessible and visual improvement plan meant supported people felt far more involved in improving their service.

People were encouraged to maintain relationships with families and friends that were important to them. A family member confirmed they could visit anytime and that they had every confidence that their loved one was receiving great care. Comments included "The staff here have the time to support X well" and "it has been a positive move coming here... X has plenty people here looking out for her... gives us peace of mind she is safe and happy".

The organisation was moving towards a more holistic, person centred approach to wellbeing and associated personal planning which reflected each individual's needs, aspirations and most importantly their progress.

#### **Quality Indicator 1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure**

We evaluated this key question as very good because performance demonstrated major strengths that supported positive outcomes for people. There were very few areas for improvement.

People were safe and protected because the organisation was proactive in ensuring appropriate systems and resources were in place to support effective infection prevention and control (IPC) processes.

Staff had the necessary knowledge which ensured their work practice adhered to best practice guidance. Cleaning schedules were used to direct and record cleaning undertaken. Managers maintained an overview of the cleanliness of the environment and staff practice through robust audit activity.

This demonstrated appropriate handwashing, laundry management, cleaning materials and use of PPE. Signage around the building offered guidance to people on expected practice.

This all helped to ensure a clean fresh living environment and to keep supported people, staff and visitors safe.

### **How good is our setting?**

**4 - Good**

#### **Quality Indicator 4.1 People experience high quality facilities**

People had a choice of social spaces and an outside patio and garden area. Communal areas were clean, fresh and well presented. Supported people were involved in decisions about the décor of communal areas and were involved in planting and aspects of gardening.

The residents enjoyed sharing their achievements by displaying Artwork, photographs and celebratory events including MasterChef awards. This helped people feel more invested in the home in which they lived.

People had access to a communal kitchen and rotated responsibility for keeping shared areas clean and tidy. This helped to promote independence and a sense of ownership of their home.

People living in the service had their own private bedroom with lockable space. This promoted privacy. Supported individuals were able to personalise their bedroom by choosing paint colours, soft furnishings and furniture. This gave people a sense of belonging and ownership.

One individual had moved to the lower ground floor which met her needs better and offered her privacy. This helped her feel valued and listened to.

Space and layout restrictions meant most people shared bathroom facilities. Although this impacted on people's choice and privacy, feedback confirmed people were satisfied with arrangements in place.

The organisational quality assurance process included monitoring aspects of fire safety and health and safety. Records showed that equipment was appropriately maintained. This helped ensure people benefited from a safe, well-maintained living environment.

## 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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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