

# Turnaround Throughcare Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
3 April 2025

**Service provided by:**  
Turning Point Scotland

**Service provider number:**  
SP2003002813

**Service no:**  
CS2018368062

## About the service

Turnaround Throughcare provides recovery support to people living in the community who have had some involvement in offending. People receive support to stabilise in preparation for moving into Turning Point Scotland's residential service, Turnaround Residential, based in Paisley. Then after a period of living within Turnaround Residential people receive outreach support to return successfully to living in the community.

The service works in partnership with social work departments within many local authorities across Scotland

At the time of inspection the service was supporting 17 people.

## About the inspection

This was an unannounced inspection which took place on site between 10:00 and 16:00 on the 01 and 02 April 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings and information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with five people the service supported;
- spoke with two referring external professionals;
- spoke with a number of staff and management;
- reviewed documents.

## Key messages

- People were supported to have high quality, positive experiences and outcomes.
- People were supported by familiar, consistent, high-quality staff.
- There was some very good communication between people, other professionals and the service.
- Management oversight of training could be improved to ensure that all necessary training is up to date and monitored.

## 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 staff team?	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

Our overall evaluation for this key question was very good. We found the service had significant strengths in keeping people safe and meeting their needs.

We spoke to five people who were supported by the service. They told us that the service supported them to a high standard. People were supported to ensure their benefits were in place and they were able to look after themselves day to day. People supported were familiar with the staff that supported them and were provided with their supports as agreed with external professionals in line with their needs. This meant people spent their support time doing things with the service that promoted their mental health and wellbeing. People told us: 'Staff are amazing, caring, responsive and understanding', 'Felt connected', 'Speak to [staff] about anything' and 'The staff and service are brilliant to be honest, was the best thing to happen to me. I would have ended up dead if it wasn't for them'.

The service clearly had a very good knowledge of people's needs and were proactive in linking people with activities and supports they needed. The service supported and promoted people's independence and could adjust and adapt supports as necessary. When speaking to people supported it was made clear that people's needs, wishes and preferences were considered and were the focus in planning their supports and activities.

Support planning documentation contained a very good level of information necessary to provide for people's needs whilst supported by staff. The person-centred element of the plans sampled were in line with people's preferences and wishes and when discussed matched the supports that were being provided accurately. It was important that the person-centred plans provided a good level of detail as this ensures people supported get the most out of their interaction with the service.

The feedback provided from external professionals about the quality of service evidenced a very good level of communication. Comments made included: 'Meets the needs of those referred. Courts can instruct people to attend, but Turnaround try to work with people', '[The staff can be] Like a dog with a bone, which is really good and they chase people'. It also showed that the service was providing what was needed and was very good evidence of effective care and risk management leading to positive outcomes. Although it was commented upon that some people supported, post programme, would revert to previous unhelpful behaviours.

## How good is our staff team?

5 - Very Good

We evaluated this key question as very good because strengths under this key question significantly outweighed any areas for improvement.

Staff presented as happy working in the service and in interviews demonstrated a good person-centred set of values and the professional will to do the best for the people they supported. They gave an overall impression of a close team of staff who worked well together so that people experienced a very good level of care.

We could see, on checking training records, that staff were subject to a range of mandatory training packages. Staff had completed their training in key areas where training was offered both online and face to face. We were told by staff that were up to date with all their training. When sampling training oversight records these appeared to be inaccurate and gaps in some records were evident. Although we were

confident, through our interviews, that staff knew very well what they needed to do to stay safe and support people in the service it was important that this key oversight is always accurate and up to date (see area for improvement 1).

Staffing levels and mix of staff were sufficiently in place to meet people's needs. People spoken to during inspection spoke of very competent staff, which meant staff knew people and their needs well. Staff confirmed this in conversations. Staff told us they would pull together to ensure people's needs were met. It is important that managers keep on top of staffing levels and mix of skills to ensure people can be properly supported. It was clear that when interviewing staff that the management team were approachable, supportive and would listen when staff raised concerns, addressing and facilitating improvements in people's supports.

Staff took part regularly in supervision meetings with a senior member of staff. This is time staff have with their supervisor to discuss practice, development and raise any personal issues that may impact on work. Staff felt these were useful meetings where not only service provision, but their needs and issues were discussed and considered. These meetings are important to monitor staff wellbeing and practice to ensure people supported experienced a very good quality of care and support from a competent workforce.

### Areas for improvement

1. To ensure staff are competent in their support roles the service management should review all staff training and ensure ongoing that accurate training oversight is maintained at all times.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14), and: 'I use a service and organisation that are well led and managed' (HSCS 4.23)

## 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

  

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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