

Stravaig Project Housing Support Service

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Glasgow
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Telephone: 0141 339 4990

Type of inspection: Unannounced
Inspection completed on: 6 July 2017

Service provided by:
The Mungo Foundation

Service provider number:
SP2003000182

Care service number:
CS2014326512

About the service

This service was registered with the Care Inspectorate on 17 July 2014.

The Stravaig Project is part of The Mungo Foundation. The service is registered to provide a housing support and care at home service to adults aged 16 to 25 who are homeless or at risk of being homeless. The support is delivered within a building near the west end of Glasgow. The service aims to work with people over a 12 week period during which time suitable longer term or permanent accommodation is sourced, either through the local authority or by the service user themselves or with staff support.

The building is comprised of staff office areas and nine individual private bedrooms, as well as various communal areas including dining, lounge and activity rooms that people have access to. Staff are available 24 hours per day to provide support.

The service aim is to 'provide safe and secure emergency accommodation' and 'provide suitable interventions over a 12 week period to assist with personal stability.'

What people told us

We spoke to three people who were using the service during this inspection. Additionally, we received seven care standards questionnaires from service users prior to our inspection. People's views were extremely positive. Comments from our interviews with people included:

'I have been in and out of homeless services since I was 16. The staff here are the best anywhere, they are so approachable and when they tell you they want to help you they mean it. I do feel that they respect me, and even the managers are trying to help keep me on the right track.'

'It's good here, they actually try to help me. I have had lots of opportunities, appointments and things to help me get a career. I feel mentally better since I came in here.'

'I've only been here about 2 weeks, but I was made to feel welcome when I came in, and I'm quite impressed so far.'

Comments from the returned questionnaires included:

'Since moving in to this project it took me a while to find my feet but now I am linking in with staff and now I have started to link in with my drug worker. This project is a good place to be at this crossroads in my life.'

'The staff are respectful and understanding of everyone's situation.'

We also sampled some feedback from service users and stakeholders that the service had gathered as part of its own quality assurance and participation activities. We saw that comments included:

'This is the best hostel I have been in and if it wasn't for the staff I wouldn't be at the place I am today.'

'Collaborative work with the service user was top class.'

'Extremely professional, always willing to help.'

Self assessment

We did not ask the provider to submit a self assessment this year. We looked at their own improvement plan and quality assurance paperwork and referred to the previous self assessment.

We were satisfied with the way these had been completed and could see that the provider identified key objectives and had a plan to address these.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

What the service does well

We found that the quality of care and support continued to be excellent. People using the service were supported to address health and wellbeing issues, life skills and education and employment needs, as well as building on their interpersonal skills and confidence.

We saw that the culture provided by the whole staff team was a caring and nurturing one, where service users could establish a sense of security and safety and begin to look forward to planning a positive future. People we spoke to described how staff had persisted to support them even when they were not engaging well in the support, and enabled them to link in with services that could meet specific needs such as addictions. One young person we spoke to said 'I think I would be dead if it wasn't for this service.'

Staff carried out regular weekly key working with service users and used this as way of reviewing people's outcomes through the outcomes star tool which was updated on a regular basis. This helped ensure that plans were appropriate and able to meet service users' needs and goals. We could see from reviews of the outcomes star tool that people were making progress in key areas. We found examples of outcomes that included reconnecting with family members, moving on from abusive relationships and linking in with other agencies to support people in accessing further education. This demonstrated how well the service worked to help people meet their desired outcomes.

The quality of staffing within the service was excellent. We noted that staff members were of mixed age, sex and culture which helped to offer service users a wide range of positive role models. Staff valued each other for the qualities they brought individually. Staff were confident and competent in responding to any challenges that were presented and were supported with learning needs through a wide range of relevant training, supervision and observations of practice.

People who used the service were encouraged to give feedback and comment on staff performance and staff were positive to, and welcomed, this feedback. We saw that staff were able to work on their own initiative and make suggestions about improving the service which were listened to and acted upon where possible. This reflected a highly respectful culture that enabled people using the service to build on their own interpersonal skills.

What the service could do better

The provider should continue to monitor and maintain the excellent quality of care and staffing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Inspection and grading history

Date	Type	Gradings	
22 Jul 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
7 Jul 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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