

Dick Stewart Project Offender Accommodation Service

40 Circus Drive
Dennistoun
Glasgow
G31 2JE

Telephone: 0141 554 0277

Type of inspection: Announced (short notice)
Inspection completed on: 21 May 2018

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Care service number:
CS2003000918

About the service

The Dick Stewart Project is owned and operated by Crossreach and has been registered since 1 April 2002. The service provides support and accommodation for up to seven adults who are subject to supervision via the criminal justice system. This includes provision of a home leave facility for prisoners who have access to the community whilst on licence.

People being supported by the service are required to have an active involvement with criminal justice social work and to participate in an individual structured programme. The service aims to help individuals cease their involvement in offending. The service does this by offering relevant support and safe, secure accommodation. The Dick Stewart Project operates within a large house in the east end of Glasgow.

What people told us

We visited the service on the 26 April 2018. During our inspection visit we met and spoke with one person using the service. Following our inspection visit we contacted an external professional who had regular contact with the service. Following our inspection visit we spoke with one former resident by telephone. We sent five Care Standards Questionnaires (CSQs) to people who used the service and three of these were completed and returned.

People being supported by the service expressed a high level of satisfaction with the service generally. Service users found staff to be caring and helpful. People being supported by the Project told us that their wellbeing had improved during the period they had lived at the Project.

The following comments were made by the people who had received support from the Dick Stewart Project:

'Staff chap my door ... They offer to come with you for appointments. They make me feel welcome, they lift my mood - they're civil and really nice to you - it makes me feel good. I didn't used to be able to go into shops. My keyworker went shopping with me and now I feel OK doing that. They talk sense. The staff really care and they are consistent'.

'They all make a point of getting to know you whether they key work you or not. I'll be gutted when its time to move on. I'm going to mindfulness today - my keyworker found that for me'.

'The room is fine and the bed is comfy. There's a locked drawer. I've got and a microwave and 2 comfy chairs and its warm'.

'The staff are brilliant. There's nothing I can think of they could be doing better. My keyworker is going to take me to the gym to get registered. It was good having help to fill in benefits forms'.

'The staff gave my relatives a tour and spoke to them and explained what they do. I was quite quiet when I came here now they can't stop me from talking. I feel better when I can talk and unload. I've read all the notes written about me. Its the staff, they are sensitive and they make it what it is. They can't do enough. I don't want to leave because of them. They cheer me up. They encourage me and make me feel good about myself. I like cooking - but I've not done much. My keyworker has encouraged me. She's going to help me learn to cook'.

'They helped me to settle into the community. They helped me register with a GP. The staff were great. They were very helpful. I know all the staff, including the team leader and the manager. If you ever needed anything they would try to help. If they couldn't help they would find someone who could help. They helped me get in

touch with agencies to help me get my flat kitted out. They helped me with benefits and to open up a bank account'.

'The care and support was excellent. They prepared me for the real world. Staff know how to protect me and the rules are fair. They worked with social work giving regular updates'.

'The support staff are very helpful when I have any problems or issues and they do their best for me with advice and guidance'.

'The accommodation was well maintained ... Any requests for help and assistance have always been well received and dealt with in a professional manner. Myself and others have been shown respect'.

Self assessment

A self assessment was not requested prior to this inspection visit.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The Dick Stewart Project provided comfortable, well maintained accommodation and an excellent quality of care and support to individuals who have a live involvement in the criminal justice system. We found evidence of residents having achieved positive lifestyle changes during the period they were supported by the Project.

The staff at the service prioritised building strong working relationships with the people they supported. People being supported told us they appreciated the quality of relationships they had with staff and felt comfortable with staff. We found that staff were respectful to people they supported and showed regard for their dignity. These quality relationships helped staff to closely assess the specific needs of each individual being supported within the service.

Care and support was tailored to respond to the individuals' support needs. Detailed support plans and risk assessments were held in each individual's personal file. Service users told us that they were involved in drawing up their own support plans. Individuals were able to reside at the Project until they were able to progress to suitable independent accommodation in the community.

Staff provided practical assistance with a range of tasks including registering with a GP, setting up a bank account and accessing various local facilities. We heard that staff provided service users with emotional support and encouraged them to work towards achieving improvements in their wellbeing.

Staff encouraged people being supported to develop their skills and to pursue a range of activities and interests. The premises were equipped with laundry facilities, cooking facilities and a computer. The residents were invited to attend a monthly meal within the service. In response to requests from residents, the service had provided

bikes which residents made use of if they wished. The service premises had a private landscaped outdoor area where residents had held BBQs. One staff member provided art classes to any interested residents. We spoke with a resident who had been given help to identify and attend mindfulness training (this is a technique which can help individuals to enhance their coping strategies). The Dick Stewart Project helped interested service users to find volunteer work placements and to undertake vocational training with a view to accessing paid employment in the future. Residents were recently given the opportunity to participate in naloxone training (naloxone is an opiate blocker which when administered in the event of overdose can be life saving).

Individuals were supported to establish safe, stable, offence free lifestyles. A resident told us: 'They've supported me and helped me stay off the drink. If it wasn't for the staff in here I'd be back in prison. They help me to think properly, to relax and to think of consequences'.

We found staff were compassionate as well as being insightful about the needs of service users. Team working and staff morale were strong. Staff told us they felt well supported within their role and that they were encouraged and supported to access ongoing training and professional development opportunities. Staff members received training in child and adult protection, as well as in other areas, via Crossreach's own internal training department. We found that staffing arrangements were reviewed and adjusted appropriately in response to the needs of the resident group.

The Dick Stewart Project provided residents with a safe environment as well as monitoring and support. The service was continually striving to improve outcomes for the people being supported. Residents and relevant professionals were included in a recent service evaluation survey carried out by the Project and the findings were positive. The service involved residents in producing quality improvement plans.

What the service could do better

The service had agreed to establish specific contact persons at key local agencies to support partnership working and to continue to improve outcomes for people being supported. Plans were in place to establish a flat which residents would be able to move to as part of their progression on from this service. We would support this area of development which could assist individuals to make the successful transition onto independent living in the community.

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
27 Apr 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 5 - Very good
12 Aug 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good Not assessed
28 Aug 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good 5 - Very good
15 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good 5 - Very good
7 Mar 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good 5 - Very good
20 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
12 Jan 2011	Announced	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good Not assessed 4 - Good
30 Mar 2010	Announced	Care and support Environment Staffing 4 - Good 3 - Adequate 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
4 Dec 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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