

The Campus Project Housing Support Service

127 Auchentoshan Terrace
Springburn
Glasgow
G21 4UT

Telephone: 0141 557 1485

Type of inspection:

Unannounced

Completed on:

7 May 2019

Service provided by:

The Mungo Foundation

Service provider number:

SP2003000182

Service no:

CS2014327090

About the service

The Campus Project provides housing support with linked accommodation for separated young adults, aged 16-18 years, seeking asylum. Linked accommodation is provided which comprises of two-person shared flats within a small complex of flats. Communal facilities are also available. Staffing is available over 24 hours, seven days a week.

The service is situated in the Springburn area of Glasgow with nearby community resources and good access to public transport.

The service provider is the Mungo Foundation, a charitable organisation. The service works in partnership with other agencies to help young adults with day-to-day living and establish a network of support as appropriate.

The aim of the service is: "To provide safety and a respectful environment where residents can make positive choices and feel supported and informed when making decisions that impact on their lives and futures".

This service has been registered since 24 September 2014. Previously, this service was part of a larger group registration of Mungo Foundation housing support services.

What people told us

We were able to speak to seven young people. All indicated high levels of satisfaction with the service. All stated that they had very good relationships with staff and two young people described relationships with their key workers as "fantastic". All the young people had positive destinations and were either in employment or on an educational placement.

Self assessment

We did not request a self assessment for this inspection. We did, however, examine the service's action planned which had been developed to include a 'What the service had done' section. This clearly evidenced the management and staff commitment to improvement. The service had done a fantastic job developing their care planning and measuring outcomes tool.

From this inspection we graded this service as:

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

What the service does well

We examined the quality of care and support and the quality of management and leadership; both were found to have high quality outcomes for the young people using the service. The service should be commended as they had invested a lot of time and commitment updating their personal plans and creating new plans that reflected young people's needs. These were found to be of an exceptional standard where young people were actively involved in developing realistic targets. All aspects of their care plans followed best practice guidance

and showed that the service had a clear commitment to maintaining and promoting the Health and Social Care Standards (HSCS). Young people's rights were promoted in all aspects of their care and there was access to advocacy, guardians, and specialist legal assistance. These aspects ensured that the young people the best support necessary to supporting them gain their legal status within this country.

The service had developed an innovative assessment tool which ensured that all staff were appropriately benchmarking young people's needs and skills. This planning tool was exceptional and was essential in establishing a tailor-made programme for every individual. Staff have broad skill sets which ensured young people were assisted to gain moving on skills. This tool used a numerical scale, this helped young people whose primary language was not English to have an overview and an understanding of the progress they were making.

Staff were exceptional at identifying young people's strengths, talents, and interests. There was continual assessment, help, and reinforcement to ensure young people attained new skills and interests, all of which helped young people to develop self worth and self confidence. We found that all young people had made substantial progress since starting this service. An indication of the type of progress that young people have made can be viewed on YouTube: Scotland Our New Home (https://www.youtube.com/watch?v=2_oHnoSULfE).

Young people all indicated that they had exceptional relationships with key workers, who took particular interest in them. We found that all staff were committed to young people and went the extra mile to ensure that they got additional resources. For example, staff had, over the last year, been raising a substantial amount of money which was being utilised to give young people additional opportunities to explore Scotland and also access the internet by Wi-Fi within the service.

Young people's health needs were promoted and enhanced by staff encouraging them to attend and make appointments with external health professionals. Staff were first-rate at ensuring that young people's mental wellbeing was well maintained and supported throughout their stay. The staff had developed extraordinary links with a number of organisations within the Greater Glasgow health board area. One such service was Anchor, which is a mental health service for young people. These established relationships resulted in young people gaining access to the best possible support when they needed it the most.

The service had developed a structured, comprehensive approach to quality assurance which covered all aspects of care and management of the service. The service was highly committed to seeking and listening to young people's views and there were regular opportunities for young people to reflect on the service. The service used outside translators and were incredibly innovative with the use of online translations services. All the welcome material had been translated into young people's own languages which ensure young people had excellent information.

We found staff at all levels within the service to be extremely diligent and were found to be reflective practitioners. The service was also a test site for the Scottish Social Services Council (SSSC) training scheme which focused on individual reflection. This had been well received by staff and was being used to gain evidence for their continued professional development. Staff were quite rightly proud of the achievements that they had made, gaining recognition and training to be effective reflective practitioners.

We found a comprehensive range of internal auditing systems which were carried out at regular intervals throughout the year. These included case file audits and regular health and safety checks. These structured monthly audits were completed and were shared with external managers. There was an established reporting and monitoring system for the organisation.

What the service could do better

The service had previously had a very effective inter-service auditing procedure, where peers from other parts of the organisation could be an external critical eye. It would be beneficial for this to be considered.

It was felt that the service would benefit from having other opportunities for external stakeholders to have the opportunity to comments on the improvement areas for the service to develop.

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings	
27 May 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
15 Dec 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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