

## Stravaig Project Housing Support Service

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Telephone: 0141 339 4990

**Type of inspection:**  
Unannounced

**Completed on:**  
6 February 2020

**Service provided by:**  
The Mungo Foundation

**Service provider number:**  
SP2003000182

**Service no:**  
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. At the time of the inspection the service was supporting eight young people.

The staff team consists of the registered manager, two team leaders, fifteen permanent and relief project workers, a cook and a house keeper.

The young people who experience the service had been encouraged to rewrite the service's Aims and Objectives to make them more meaningful to young people. The service's aim was "To keep me and all the other young people 16 years to 25 years safe and well. To help me if I have been going through a difficult time in my life and to support me to get back on my feet so that I can go on to live a more stable and have a better life".

## What people told us

For this inspection we received the views of six people who experienced the service including external stakeholders. We found that people who experience the service spoke very positively about the support they received and the helpfulness and friendliness of staff. Comments included:

"Staff are doing good and they are respectful and helpful. I like it"

"I think the service as a whole does not only meet everyone's needs it goes above and beyond in every aspect. You are treated with dignity and respect each and every time you speak with staff members. Every day you are always made to feel safe and secure as though you are actually in your own house. One of the great things is the fact staff try their best to keep you busy with outings or activities to stop a decline in everyone's mood or mental health. It is by far the best place I know for any young person or anyone with issues"

"I think the place is very good, I feel safe and the staff deal with the young people who are being challenging. Staff are always available to talk".

## Self assessment

The service did not require to submit a self assessment for this inspection, however the manager, staff and the young people who experience the service used tools to quality assure the service that informed the service improvement plan.

## From this inspection we graded this service as:

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

## What the service does well

We saw that the service was providing a very good quality of care and support to the young people experiencing the service. Feedback from the young people, external stakeholders and staff was extremely positive and we recognised that the staff were very motivated to provide the best service they could that promoted positive outcomes for young people experiencing the service.

Young people were encouraged to participate in life skills activities which helped develop their employability and look at their education and training needs. The service has regular 'employee forums' where young people can develop their CVs, improve their interview skills and meet with the Skills Development service. This ensured that the young people were equipped to enter into and sustain employment.

People told us that they had been involved in developing and regularly reviewing their personal plan and Star Outcome tool which helped map their progress in becoming more confident and independent. The personnel plans contained detailed information on people's strengths and interventions and ways people could be supported to attain good outcomes, for example securing and sustaining a tenancy and stabilising their lifestyle.

The service supported young people who have recently moved into their own tenancy by assisting setting up their new flat and keeping regular contact via support visits. This helped the young person feel reassured and knew they could call on help if they needed it.

We could see staff were skilled at interacting with individuals and knew how best to respond when people were stressed and distressed. We saw that appropriate actions were taken when people attempted to harm themselves including contact health and social work agencies. People were encouraged to make positive life choices and supported to make informed decisions that promoted their identity, self esteem and wellbeing.

The young people continue to be involved in working through the Health and Social Care Standards and putting them in their own words to make them more accessible and meaningful to them.. The service had worked hard to ensure the young people who had recently moved to this country could understand their rights by translating the aims and objectives of the service and producing a menu that adhered to their religious and cultural beliefs. We saw that the service regularly used interpreters to ensure they were fully involved in any decisions about their support in a meaningful way.

One to one staff supervisions took place regularly and young people were able to join the meetings and give their views prior to staff receiving supervision. Staff had frequent opportunities to discuss best practice guidance and developments which promoted good outcomes for young people. Staff told us that they felt very well supported by their line managers and were encouraged to share their views on the quality of the service. This ensured that staff felt confident in providing the service to people and reflected on ways that the support could be improved.

People experiencing the service were reassured that the service was being provided by staff who were knowledgeable and professional. We found that best practice guidance had been followed in the recruitment of staff. All staff had registered with the Scottish Social Services Council and there was a detailed individual training plan in place which informed and supported their practice and continuous professional development. We saw that specialist training was sought to support young people with specific health and wellbeing needs.

We found that the management and staff had continued to work hard to maintain and improve the quality of the service provided to the young people. The very positive culture within the service ensured that everyone was treated with dignity and respect. The young people told us that they felt more empowered to make positive life choices and have more control of their lives.

## What the service could do better

We found that the risk assessments for the prevention of suicide and self harm could be more explicit in identifying changes in behaviour which may increase the risk of harm. The risk assessment should be reviewed after each attempt of self harm rather than monthly. We discussed this with the management and staff and we noted on our feedback visit to the service that the risk assessment process had been reviewed to reflect our earlier discussions.

We were informed that the young people had not been involved in recent recruitment interviews because they had been held at the services HQ. The manager told us she was working to address this issue and that the young people continue to be involved in the staff induction process and feedback was sought from the young people prior to any supervision and development meeting with individual staff.

## 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](http://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	
19 Feb 2019	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 6 - Excellent
6 Jul 2017	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
22 Jul 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 5 - Very good
7 Jul 2015	Announced (short notice)	Care and support Environment Staffing	5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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