

## Dick Stewart Project Offender Accommodation Service

40 Circus Drive  
Dennistoun  
Glasgow  
G31 2JE

Telephone: 01415 540 277

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Unannounced

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**Service provided by:**  
Church of Scotland Trading as  
Crossreach

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## About the service

The Dick Stewart Project is operated by Crossreach and has been registered since April 2002. The premises are located east of Glasgow City Centre. There is convenient access to local amenities and to public transport links. 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. At the time of our inspection visit the Dick Stewart Project was operating at full capacity. 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 states that its aim and objectives for people referred for living in the community are:

To provide a structured, supported and supervised environment within which service users referred from the criminal justice social work teams can acquire independent living skills as appropriate to their individual needs and access the supports needed which will help them to move on to their own accommodation or a less supported environment.

To provide a full assessment of service user needs in terms of developing independent living skills and, in partnership with the service user and supervising officer, to develop a 16 week support plan.

To deliver practical support to service users, as appropriate, in the following areas; self care, housekeeping, claiming benefits, budget management, cooking, cleaning, health and well being, diet, paying bills, keeping appointments, managing time, and applying for and managing a tenancy.

To offer emotional support to service users and support the growth of self confidence and self esteem.

To signpost service users to the support needed to help them address their offending behaviour as identified by their supervising officer and support them to access such services.

To encourage and support service users to maintain or re-develop relationships, as appropriate, with relatives and friends.

The service states its aims and objectives for people who are referred from the Scottish Prison Service, for home leave, are as follows:

To provide a home leave bed to the Scottish Prison Service for offenders preparing for release who are of no fixed abode.

To allow people preparing for freedom to have access to accommodation within the community as directed by the Scottish Prison Service.

The service has recently acquired a satellite flat situated locally. At the time of inspection the service was exploring with the Care Inspectorate registrations team if there was a need to submit a variation application in respect of this flat. The service was planning to use this support for people who required an additional step to transition out of the Dick Stewart Project onto their own, independent accommodation.

## What people told us

It should be noted that this inspection took place during the COVID 19 pandemic restrictions and therefore followed a revised procedure for conducting inspections in those circumstances.

We visited the service on 30 June 2021. During our visit we spoke with two people using the service. Following our visit we spoke with two individuals by phone, one of whom was still living within the service and the other had recently moved out of the service.

We found that people felt safe within the service and enjoyed good relationships with staff. People we spoke with told us that staff were respectful and listened to them. People generally described their experience of living at the Dick Stewart Project as being a positive one. One person we spoke with told us that he minded having to wait to use the bathroom when someone was in having a bath/shower. We discussed this feedback with the service and it was agreed that consideration would be given to adjusting the layout of these facilities to allow for separate access to toilets and showers. This would mean that individuals would be less likely to have to wait to use these facilities.

People we spoke with made the following comments:

'I feel safe here and I enjoy speaking with staff who are respectful to me. I've received emotional support from staff. Its homely here, my room is great. I can make coffee in my room and I can cook in the kitchen. I feel more confident and relaxed. It's a great location and I use the garden. Would love it if they had exercise equipment outdoors. Staff advised me on how to stay safe in relation to the pandemic. Staff here are brand new and I trust them to keep confidence. They are helping me to get my own tenancy and I'll still be able to contact them after I've moved on.'

'I've felt more confident since coming here. The staff are approachable and supportive; they've given me a lot of advice as a lot has changed since I last lived in the community. I've had a lot of catching up to do - things like using a mobile phone and knowing how to follow the COVID19 guidance. Staff remind me about the need to wear a mask. The staff don't judge me. I've had support from the service staff to apply for a tenancy and I'm now going to move into my own place.'

'I've been at Dick Stewart for three months ... Staff are brand new, my keyworker is brand new. I had help with independent living skills, my keyworker has helped me learn how to cook - we spent time in the kitchen and I learned how to cook certain meals. Staff listen ... My room is alright. I can't think of anything they could improve ... They advised me about covid and how to keep myself safe. They gave me masks and hand sanitiser.'

'I've moved out of the Dick Stewart Project - I was in there for 16 months and I moved out a few months ago. It was good, I got on well with all the staff. It was kind of easy. I enjoyed staying there - I didn't want to leave to be honest. It was nice how easy going it was and they always had time to talk to you ... I feel more stable now than before I went there. It was good to have staff to talk with when struggling with my mental health - they would see when I was struggling. I felt safe there. I know myself that I don't want to go back to jail. The accommodation was comfortable. I built up good relationships with the staff. All the staff were brand new and I got on well with Danny, the manager. I can't think of anything they could do to improve the situation. I got help from the Dick Stewart staff to actually move to the place I'm now living in.'

## 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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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**

We spoke with people being supported by the service. We also received feedback from professionals who worked in partnership with the service. We found evidence that the staff members treated individuals they were supporting with care and respect. We found that the service had established a service contact within the Department of Work and Pensions which had helped to streamline the process for residents applying for benefits. People being supported told us that staff listened to and respected their views generally, including their views on the support needs they identified. We found staff showed regard for people's dignity by respecting and taking on board their views. Later in this report (How well is our care and support planned?) we have given examples of people being listened to within the service.

People we spoke with told us they trusted staff to keep information confidential, as appropriate. The quality of working relationships people built up with staff within the service helped to ensure that support was delivered with care and compassion. Compassion towards individuals within the service was demonstrated both in the content of support plans which had been compiled for each individual as well as in the manner in which staff were described as interacting with people being supported. Everyone we spoke with who had been supported by the service commented that they enjoyed good relationships with the staff team who treated them well.

Staff within the service were supporting individuals to get the most out of life. This was achieved by supporting individuals to progress towards independent lifestyles and to cope with living in the community. This involved providing support in practical ways including, for example, assistance to use a mobile phone and to set up a bank account. The service helped individuals to rebuild relationships with relatives, where appropriate. During our visit we observed a resident enjoying a family visit in the garden grounds.

A professional we spoke with who had worked in partnership with the service for a number of years made the following comment: 'They help people to build their self esteem, to give people the confidence to move on. They individualise the support. They are good at identifying the specific support needs of each individual. One young man had no self esteem and they linked him in with a charity that supported him in his particular interests, he maintained the contact with this charity after he left the Dick Stewart Project.' The service uses a support planning tool which allowed individuals, as well as professionals involved in their support, to gauge progress towards identified goals. This then helped to inform the review of an individual's

support plan to ensure they were supported to get the most out of life.

From speaking with people living in the service we found that they enjoyed the comfortable, pleasant and safe environment at Dick Stewart Project. The premises included a significant outdoor space which people told us they enjoyed and that this in turn contributed to their well being. Due to the pandemic conditions, if required, people were being able to live within the project for longer than the previously set limit of 16 weeks. The service was therefore supporting individuals to get the most out of life.

We found staff were encouraging individuals to take care of themselves. This included supporting individuals to learn how to cook for themselves. Individuals were also given assistance to register with health services. The people we spoke with told us that they had managed to establish more stable lifestyles since living within the service. Professionals in the community who had referred individuals to the service told us that the support from the service had helped individuals to make improvements to their lifestyles and their general well being. People's health and well being had therefore benefitted from the care and support provided to them within the service.

The service was working on designing accredited, tailored personal development programmes which might allow individuals within the service to attain formal SQA qualifications. This could help people to build skills and increase participants' self confidence. We discussed the possibility of using the significant outdoor space for activities such as growing vegetables. The service should continue to develop and build on their programme of activities to support individuals' successful return to the community and move to independent living.

## How good is our leadership?

## 5 - Very Good

In terms of infection prevention and control during the global pandemic we found that a number of quality assurance measures had been put in place by the organisation. We noted that there was a hand sanitising dispenser at the front door for cleaning hands. There was also a notice displayed on front door stating that masks must be worn on entry. Residents were asked to wear masks in communal areas. Staff were wearing masks. We read the daily cleaning rotas and we noted there was robust guidance given to staff on infection prevention and control. We read the audit trail the service held on their daily cleaning routines. A record was completed daily in relation to four times daily cleaning routine of high touch surfaces.

Staff we spoke with also told us they had been supported in terms of training and guidance related to working safely during the global pandemic. We found that staff had access to Lateral Flow Testing and were routinely carrying out these tests on a regular basis. Staff had been given a video demonstration of how to carry out these tests as accurately as possible. We noted that Public Health Scotland Guidance on Covid 19 was being circulated to staff regularly and that staff were signing to confirm that they had read the guidance.

We noted that there were weekly room checks being carried by staff within the service. These welfare checks were used to monitor safety and hygiene as well as individuals' general well being. The service used a support planning tool which they were able to use to measure overall progress of individuals, within the service, towards specific goals, in a given period. This information was used to evaluate the service's performance and to evidence where the programme had been completed. We noted that there were robust risk assessments in place for each of the individuals being supported within the service. We also found that there were child and adult protection policies and procedures in place and that staff had a sound understanding of these procedures and how to implement them. We were therefore satisfied that there

were policies and procedures in place to effectively manage risks related to individuals being supported within the service.

We found that the organisation made use of an internal safeguarding panel to risk assess prospective employees as, appropriate. The staff training and development programme, discussed later in this report, also reflects that quality assurance and improvement is led well within the service.

## How good is our staff team?

**5 - Very Good**

We spoke with a recently recruited staff member who told us they had a helpful and in depth induction which included a broad induction to the wider Crossreach organisation as well as a more service specific tailored induction related to the Dick Stewart Project and the people being supported there. We heard that the service induction included shadowing other professional to observe their practice as well as the opportunity to become familiar with the organisations and policies and procedures.

We found from speaking with staff and reading staff training records that staff had good access to a wide range of training. Training completed by staff included mental health awareness, infection control, Safe Care Covid 19, update on social security provisions during the pandemic, edge training, safeguarding training, trauma informed practice, food hygiene, fire safety, equality and diversity and data protection.

Staff we spoke with told us that the organisation had been supportive in terms of developing their areas of professional interest in order to contribute to developing the support provided to individuals within the service. We found that staff received regular supervision as well as having annual appraisals. Staff told us they felt supported by their organisation generally and that they were encouraged to contribute their ideas about how to continually develop the service being provided. Staff also told us that they were also supported to work together effectively as a team to maximise the quality of care and support provided to people within the service.

Staff we met with were insightful about the needs of the individuals they were supporting. We noted that staff had a strong care ethic and were motivated in their role by seeing individuals they supported make progress in their lives. We spoke with a community based professional who had made referrals to the service over a number of years. This professional advised us that a particular strength of the staff team at the Dick Stewart Project was their competence in supporting individuals to overcome the effects of having been institutionalised. This professional also made the following comment about the staff within the service: 'The staff are very down to earth - they speak on the service user's level and they're approachable whilst maintaining boundaries'. We were therefore able to be confident that staff had the right knowledge, competence and development to care for and support people.

## How well is our care and support planned?

**5 - Very Good**

Support planning records were detailed and we found there were robust risk assessments in place for individuals being supported. Support plans included specific actions required to help individuals achieve their desired outcomes. People we spoke with told us that they were involved in identifying the support they wanted in order to meet the goals they had identified.

We found examples of assessment and planning reflecting people's outcomes and wishes. The following comments from individuals we spoke with reflect that individuals' wishes informed support planned and the outcomes achieved:

'I had my three month review, It went ok and they listened to me. They listened to me when drawing up my support plan'.

'They listened to me. They would explore how to help me if I made any requests. I suffered with my mental health for years. My keyworker offered to come to the GP with me to support me. That kept me right and it helped and I got the help from the doctor I needed'.

We were therefore able to be confident that assessment and personal planning reflected people's outcomes and wishes.

## 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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good



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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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