

# Stravaig Project Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
27 October 2025

**Service provided by:**  
The Mungo Foundation

**Service provider number:**  
SP2003000182

**Service no:**  
CS2014326512

## About the service

Stravaig Project is a combined care at home and housing support service for adults aged between 16 and 25 years old who are at risk of homelessness. The project is in the west end of Glasgow, close to public transport and a wide variety of local amenities. The provider is The Mungo Foundation.

Stravaig Project is based in a tenement building which is comprised of a staff office and nine large bedrooms with ensuite toilet and shower facilities. There were eight people living at the service during our inspection. There are various communal spaces including dining, lounge, and games room as well as an outdoor space. The service has a dedicated cook. At the time of inspection, nine people were living at the project, and supported.

## About the inspection

This was an unannounced inspection which took place on 11, 12 and 27 October 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with three people using the service;
- spoke with seven staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with one visiting professional.

## Key messages

- Care plans and risk assessments were regularly audited and tailored to individuals, ensuring person-centred and consistent care.
- People engaged in recovery-focused activities, including connections with addiction support, exercise, education, and family reconnection.
- A 24-hour staff presence and an after-hours on-call system provided reassurance and essential social contact, especially for those at risk of isolation.
- Staff were described as respectful, attentive, and approachable, contributing to trusting relationships.
- Staff were trained in trauma-informed approaches, creating a calm and respectful environment where people felt safe, heard, and understood.
- Ongoing issues with building leaks were acknowledged, with management providing assurances of prompt and thorough resolution.

## 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
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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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The service helped vulnerable adults make life-changing improvements by addressing long-standing issues that had contributed to their situations. These changes were often vital to their safety and wellbeing. The service actively supported the development of daily living skills, including cooking, laundry, and budgeting. These practical supports were embedded into the care approach, promoting independence and preparing individuals for successful transitions beyond the service.

Alongside this, they offered practical help and emotional support in a way that was thoughtful and tailored to each person. Whether working one-to-one, in groups, or helping people connect with local services, their support gave individuals real hope and confidence about their future. One person stated, "I'm not ready for my own tenancy yet but with help from the staff I will get there." Another person advised, "The staff are respectful and always check on how you are doing throughout the day."

Staff were trained to understand how trauma affected people's development, relationships, and decision-making. Trauma-informed approaches helped create a calm, respectful environment where people felt heard and understood, which is essential for building trust. One person stated, "I feel safe here, the security is much better than anywhere else." Another added, "I have particular staff I go to if I have any problems." People spoke of safety both in the physical and emotional sense.

The 24-hour staff presence, complemented by an after-hours 'on call' system, provided reassurance and a sense of safety. Individuals valued staff availability during challenging times, and regular check-ins offered essential social contact, particularly for those at risk of isolation. People were supported to engage in meaningful, recovery-focused activities that promoted health and wellbeing. Connections were made with recovery Hub's, addiction support groups, and individuals participated in exercise, education, and family reconnection.

People took responsibility for their own medication, shopping, and hygiene, with staff offering guidance and encouragement as needed, especially during fluctuations in mental or physical health. The service balanced autonomy with support, fostering both independence and wellbeing.

Meals were offered to people throughout the day prepared by the cook. At the moving in stage, people made the cook aware of their likes and dislikes regarding food. As a result, people were mostly happy with the choices. Additionally, support was given to people to learn and maintain their cooking skills. As a result, they were equipped to move on to independent living.

Care plans and reviews were regularly audited and updated with detailed information, helping staff provide person-centred support. Risk assessments were tailored to each individual, promoting safety and wellbeing through personalised interventions. This meant that people received consistent care and contributed to positive outcomes.

The environment was clean and welcoming, particularly in communal areas. Efforts had been made to create a homely atmosphere, with colourful walls, artwork, and positive messages displayed throughout. The manager had enhanced the space with fresh paint, and outdoor areas provided access to fresh air and

relaxation.

There had been a succession of leaks from various parts of the building over a lengthy period. During the inspection, a further significant leak was identified, demanding a full day of remedial work. Both the Registered manager and the Operations manager provided assurances that the underlying cause of the issue would be promptly and thoroughly addressed.

People were encouraged to personalise the space, including contributing murals, which added character and a sense of ownership. Staff and residents felt heard when making suggestions to improve the service such as adding a pool table and gaming resources which were acted upon.

The feedback from people supported was mostly positive, they built good relations with most of the staff. Suggestions were around being able to cook independently and not just at lessons' time. Some complained about the noise being next to a nightclub which could be triggering due to fights, etcetera, that took place.

## 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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

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