

Engage Support Services Housing Support Service

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Type of inspection:
Unannounced

Completed on:
29 October 2025

Service provided by:
Scottish Action For Mental Health

Service provider number:
SP2003000180

Service no:
CS2014334286

About the service

Engage Support Services is registered with the Care Inspectorate to provide a housing support and care at home service to adults with mental health issues and who have experience of homelessness. Some people may also have needs associated with addictions. The provider is Scottish Action for Mental Health (SAMH).

The service is located in the in the Pollok area of Glasgow.

The staff team consists of the registered manager, a team leader and support workers.

As the purpose of the service is to help people move on, the length of stay for a person is usually up to two years. At the time of this inspection, eight people were using the service.

The service aims to; "Support people to develop the skills, confidence and resilience to build coping strategies and tools that will help them to self-manage and to feel positive and ambitious for the future."

About the inspection

This was an unannounced inspection which took place on 28 and 29 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, 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 five staff and management
- observed practice and daily life
- reviewed documents including personal plans
- spoke with two visiting professionals.

Prior to the inspection we distributed questionnaires and received feedback from five people using the service, seven from staff and one from a social work professional.

Key messages

People were supported by a committed and proactive team providing flexible support according to need

Staff worked well together for the benefit of people using the service

Staff morale benefited from staff feeling well supported, valued and listened to by peers and managers

Training and learning opportunities were being developed in line with peoples changing needs

Personal plans and recovery and recording tools were being developed to reflect people's goals and progress.

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?	4 - Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

Quality Indicator 1.3 People's health and wellbeing benefits from their care and support

People were referred to the service as a means of addressing homelessness, but many had additional challenges associated with poor mental health, trauma and addiction. The service provided accommodation and access to scheduled, unscheduled and out of hours on call support.

Staff knew people well and support was delivered by a committed, knowledgeable and highly motivated team. There was a culture of mutual respect which meant people were supported within a welcoming and compassionate environment.

Feedback from people using the service was positive. Comments included: "staff stuck with me even though I made things difficult for them... didn't take it personally... never gave up on me and now I see the benefit of working with them" and "its great here, staff helped me and I feel so settled".

Scheduled support took place according to agreed personal plans but people confirmed support was flexible. Protected time with keyworkers allowed people to identify personal goals to inform what their support would look like and how it would best be delivered.

Day to day support varied and included helping people maintain their tenancy to a good standard, budgeting, cooking, accessing the community as well as emotional support.

Some people experienced fluctuating mental health and periods of low motivation. Staff adjusted support arrangements to maximise periods of engagement. This helped people feel valued and engaged in working alongside staff toward achieving agreed goals. Comments included "the workers are great and extremely helpful. They help you with anything you need" and "they help you achieve; no goal is not achievable according to the staff".

One person shared that their support to maintain their accommodation was broken down to ten-minute sessions as this allowed them to participate without feeling overwhelmed. This reflected person led support planning.

People's health and wellbeing was well supported by a multi-disciplinary approach. Some people experienced periods of crisis. Flexible and responsive support was evident, and we heard from people who appreciated the time spent with them to help re-establish calm and stability. People also commended the availability of the out of hours "Tech" service where they could be supported through periods of crisis or anxiety. One person commented "it was a relief speaking with them, they know who I am, it's not daunting" and "it reduces me feeling isolated or vulnerable". This made people feel secure and valued.

Personalised support sessions helped people develop individual coping strategies to enable them to manage situations and feelings that challenged them. This helped develop resilience and improve chances of successfully moving to less supported accommodation if appropriate.

We heard of examples where people were being supported to attend college, resume driving, engage with external professionals and establish positive relationships with family and friends.

Robust communication and daily handovers ensured changes in people's health and wellbeing was shared appropriately and support adjusted accordingly. Feedback from external professionals was positive. They felt people were benefitting from support to maintain their accommodation and build resilience and for some to move on to their own tenancies. Comments included "staff are always welcoming and knowledgeable about XXXX and have done good job getting them to engage... they are ready to move on, get out of homelessness and the service has played a big part in us getting there" and "clients are always treated with dignity and respect and listened to... well supported by the team at the project".

People managed their own finances and medication. Support was available to signpost to appropriate resources should people need further specialist help. This improved people's health, wellbeing and opportunities.

The service offered a variety of ways for people to share their views on the service through formal questionnaires, suggestion box and feedback at support reviews. Feedback was also sought at regular organised social gatherings and events. This ensured people felt they had input into how their service and their experiences could be improved. Feedback informed the service improvement plan.

Some people had naturally begun to disengage from the service and what it had to offer. They had worked with the staff team to identify and develop alternative support and coping strategies. This reflected progress made and was a positive move towards achieving self-management and independent living.

However, peoples progress and achieving meaningful goals/outcomes was not always evidenced well within the individuals personal plan or recovery tools. A new person-centred planning approach was being developed across the organisation. The expected outcome of this was for personal plans to be more accessible, be of greater meaning to people and reflect peoples progress or journey through the service.

How good is our staff team?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

Quality Indicator 3.2 Staff have the right knowledge, competence and development to care for and support people

Staff rotas confirmed appropriate numbers of staff were available to meet people's needs. A stable, staff team promoted continuity of support. Staff communicated well. Staff told us they could rely on management and colleagues when they needed support, assistance or information. Staff worked well together which meant that people could be confident of consistent support to meet their needs.

Staff generally felt training undertaken at induction and subsequently equipped them to carry out their role. New staff benefited from shadow opportunities with experienced colleagues to ensure an effective introduction to support working.

Training records evidenced a blend of relevant face to face and online learning opportunities.

The management team were working with the wider organisation to develop training opportunities and agreed to complete a service specific training needs analysis to inform an appropriate training plan. This would ensure staff had the skills and knowledge to meet the range of people using the service.

Staff confirmed there were appropriate opportunities available to reflect on practice, share ideas and discuss their development needs through various forums. This included regular and meaningful 1:1 sessions with management, team meetings and group development sessions. They were able to contribute ideas, present on their own learning through Toolbox sessions and share concerns. They felt listened to and valued.

Staff practice support was further enhanced by direct observations and sampling of recordings. Staff confirmed constructive feedback was useful and engaged with areas identified where improvements could be made. They found the process supportive and positive.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good

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