

Dick Stewart Project Offender Accommodation Service

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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.

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.

At the time of our inspection visits the Dick Stewart Project had five people in residence.

About the inspection

This was an unannounced inspection which took place over three days between the 02 and 15 December 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.

To inform our evaluations of the service we:

- spoke to three people being supported
- reviewed three questionnaire responses
- spoke with three staff and management
- received feedback from external professionals
- reviewed documents

Key messages

- People were supported to have very high quality, positive experiences and outcomes.
- People were supported by familiar, consistent, very high quality staff.
- There was very good communication and consultation between people and the service.
- The service should ensure that support plans are always up to date and that reviews are completed as necessary.

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?	6 - Excellent
How good is our staff team?	6 - Excellent
How well is risk managed 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?

6 - Excellent

We found significant strengths and excellent aspects in the quality of the care provided and how these supported very positive outcomes for people supported and overall public protection, therefore we evaluated this key question as excellent.

People using the service whether temporarily residing after release from prison or on short-term home leave consistently reported that the support provided is of an exceptionally high standard and crucial in preparing them for independent living and reintegration. They praised staff for their practical, patient, and respectful approach, noting that everyone is treated with dignity and understanding, which builds confidence and readiness for the next stage of life. Feedback included comments such as, *"The service is really good. It is helping me get ready so I can move on to my own place,"* and *"The staff are fantastic and do a fabulous job... I cannot be thankful enough for their patience and support."* External professionals comments reinforced this view including, *"I can rest assured that the individual will be well supported in seeking permanent accommodation, learning life skills and being encouraged and motivated in a pro-social way. I can also be sure of open communication and collaboration if the need arises to seek solutions to problematic situations."* These supported outcomes demonstrated that the service is effectively enabling people to progress toward stability and independence.

Where needed, people were assisted to attend therapeutic sessions, voluntary work, and social activities, all

within the boundaries of their licence conditions or any other restrictions placed on them. For those transitioning from a custodial setting to community living, these opportunities promoted independence and built confidence in managing all aspects of daily life. Staff also offered expert guidance through the often complex benefits system, ensuring people could access the financial support they were entitled to.

Relationships between staff and people were described as excellent, with staff showing genuine commitment to helping individuals progress. This was reflected in the continuing low rate of "recalls", or instances where people return to prison for breaching licence or supervision conditions, among those engaging with the service. This outcome demonstrates the service's success in supporting people to lead positive, fulfilling lives.

Safety within the service was also evident. The number of concerning incidents was extremely low, and people told us they felt safe during their stay. This reinforces the effectiveness of the service in creating a secure and supportive environment. Overall, the service provides high-quality, person-centred care that empowers individuals, reduces risk, and promotes successful reintegration into the community.

How good is our staff team?

6 - Excellent

We found significant strengths and excellent aspects in the quality of the care provided by staff and how these supported very positive outcomes for people supported and overall public protection, therefore we evaluated this key question as excellent.

Staff within the service presented as happy and motivated in their roles, demonstrating a strong understanding of people's needs and how best to meet them. Observations and discussions gave a clear impression of a cohesive team working collaboratively to ensure individuals experienced a very high standard of care and support.

Training records confirmed that staff had completed a comprehensive range of mandatory training delivered through both online and face-to-face formats. In addition to core training, staff reported that they had received specialist training and individualised briefings tailored to the needs of people with more complex needs. This commitment to ongoing learning ensured staff were equipped with the skills and knowledge necessary to provide safe, effective, and person-centred care.

Staffing levels and skill mix were appropriate to meet people's needs. Individuals we spoke to during the inspection confirmed they had consistent staff teams, which promoted continuity of care and allowed staff to build strong relationships and understanding of each person's circumstances. Staff echoed this, stating they worked together to ensure people's needs were met, even during challenging situations. Managers were described as approachable and supportive, responding promptly to concerns and facilitating improvements where required.

Regular supervision meetings were in place, providing staff with dedicated time to reflect on practice, discuss development, and raise any personal issues that might have impacted their work. Staff valued these sessions, noting they supported both service quality and their own wellbeing. This structured approach to supervision helped maintain a competent, confident workforce and ensured people received care of the highest standard.

Overall, the service demonstrated excellence through a skilled, well-supported team, strong leadership, and a culture of collaboration and continuous improvement, resulting in safe, effective, and compassionate care.

How well is risk managed and support planned?**5 - Very Good**

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

Support planning and risk documentation sampled during the inspection was generally of a very good standard. Plans were detailed, comprehensive, and reflected individual preferences and goals. However, we noted some inconsistency in content. One support plan reviewed contained only the basic level of information necessary to provide for a person's needs while in the service. Management explained that some documents that should have been included in the support plan were still stored online, available to staff and had not yet been transferred to paper file. Additionally, one person had remained in the service for an extended period due to limited external accommodation options, and a formal review had been missed. Despite this, regular keyworker meetings were recorded, ensuring ongoing needs were monitored and met effectively.

This variation did not detract from the very positive outcomes achieved for individuals. Staff demonstrated strong knowledge of the people they supported and provided care tailored to their preferences. People were supported to maintain independence, engage in meaningful activities, and achieve personal goals, which contributed to their overall wellbeing.

Accurate and detailed documentation remained essential for continuity of care. It ensured that any staff member, particularly in unforeseen circumstances, could access clear and personalised guidance. Comprehensive initial assessment, regular updates and consistency across all support plans were considered best practice by all who engaged with and staffed the service and this helped safeguard the high standards already evident.

Management acknowledged this minor concern and assured us that steps would be taken promptly. This proactive approach reflected the service's commitment to continuous improvement and maintaining excellent outcomes for those supported.

In summary, while documentation required some refinement, the overall quality of care and outcomes achieved remained high quality. The service demonstrated a strong culture of person-centred support, ensuring individuals felt respected, valued, and well cared for.

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing levels are right and staff work well together	6 - Excellent
How well is risk managed and support planned	5 - Very Good
5.1 Assessment, risk management and personal planning reflects people's needs	5 - Very Good

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