

Phoenix Futures Care Home Care Home Service

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Unannounced

Completed on:
5 December 2025

Service provided by:
Phoenix House Trading as Phoenix
Futures

Service provider number:
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CS2003016224

About the service

Phoenix Futures Care Home provides residential rehabilitation, care and support for up to 31 adults who are experiencing problems with substance misuse and who wish to achieve and sustain an addiction free lifestyle. These adults are referred to as community members.

The service is in the Anniesland area of Glasgow and is staffed and managed by Phoenix Futures, a national charity. Community members live in the service for up to six months. Accommodation is provided in a modern two-storey building, with a garden and has single en-suite bedrooms. At the time of inspection there were 27 people living in the service.

The principal aims of the service is to support people to regain self-worth and integration into society with opportunities to rebuild their lives and end their dependency on drugs/alcohol. The programme comprises of four phases which people progress through at their own pace, according to their own needs and level of engagement.

About the inspection

This was an unannounced inspection which took place between 3 and 5 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, including complaints.

In making our evaluations of the service we:

- Spoke with eight people using the service and one person who previously used the service.
- Spoke with six staff and management.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- People were supported to achieve life-changing and transformational outcomes.
- The service had evidenced-based, innovative approaches that enhanced people's health and wellbeing.
- A structure therapeutic programme, and peer support model, had significantly improved people's physical and mental health.
- People were supported by a stable and skilled staff team who were committed to empowering people on their recovery journey.
- Management provided robust quality assurance and support to ensure people had positive experiences.
- The care home was clean, tidy, and welcoming for community members and visitors.

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 setting?	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 evaluated this key question as excellent because sustained high quality practice, and sector leading innovations, produced outstanding outcomes for people.

People living at Phoenix Futures Care Home were supported to achieve transformational outcomes. We met many people who had previously experienced significant trauma, long-term problematic addictions, experience with the criminal justice system, and physical and mental ill health. Through therapeutic support, people had been able to detox from substances, form positive routines, and develop their confidence, self-esteem, and wellbeing.

A person told us "I had been using drugs for years and I didn't have much hope about life. I've been able to detox and, most importantly, understand myself now. The service has saved my life and I have hope again". Another person explained "My health was in a terrible state through years of addiction. I've now gained weight, take a pride in my appearance, and feel fit and healthy". Another person told us "I had been in and out of prison and had lost touch with my family. I'm now sober, have a proper routine, and I see my children again. That means everything to me".

People were able to achieve these life-enhancing outcomes through the service's approach to recovery and care. There was an extensive pre-admission process in which staff liaised with health and social work professionals to gain real insight into people's physical and mental health needs.

An individualised detox programme was developed to maximise people's opportunities for success. There was regular contact between staff and health professionals, such as GPs, to ensure people had continued appropriate medical support. A nurse, supported by management, oversaw the service's medication procedures, and demonstrated considerable knowledge and effective practice, which improved people's health. A visiting senior health professional told us "We have full confidence in the service's practice and values, and can see it makes a positive difference to so many people".

The service recognised, and championed, that cessation from substances formed only a part of a person's recovery, and sustained progress would be best achieved from meaningful and holistic therapeutic work. People, therefore, enrolled in a structured therapeutic programme which focused on understanding trauma, managing negative emotions, and making healthier decisions. The form and intensity of the programme evolved as people graduated through stages, appropriate to their recovery journey. This meant that realistic outcomes were set, achieved, and new goals introduced that gave people a real sense of achievement and motivation.

The programme, devised using an evidence-based approach, was not only person-centred, but also person-led. This meant that key sessions and service responsibilities were completed by people using the service who had demonstrated progress. People using the service were able to have a leadership role and mentor others who were at an earlier part of their journey. This mentorship and peer support was highly effective in connecting and motivating people who had common life experiences.

Duties, such as cooking, completing laundry, and housekeeping, were completed by people using the service, with staff and management providing support and oversight. People told us that this gave them a sense of responsibility, achievement, and prepared them well for the future. This was consistent with the service aim of improving people's physical, mental, and emotional wellbeing for sustained progress.

The service was pro-active in researching and implementing the latest approaches to supporting people. There was a particular focus over the last year on improving people's wellbeing through outdoor activity. A Recovery through Nature programme encouraged people to form friendships and problem-solve through teamwork, introduced better understanding of sensory needs, and how connection to nature can enhance people's physical and mental health. People helped forest regeneration and conservation through tree-planting in rural Scotland, which significantly improved their wellbeing and social inclusion.

The service supported eight people to sail a boat across the West of Scotland for four days. This Voyage of Recovery activity helped people gain new practical skills as they hoisted sails, steered the vessel, and promoted health and safety with support from professionals. People told us this was an exceptional experience, highly rewarding, and enhanced their confidence and self-esteem.

These innovative activities were representative of the service model. People's recovery was promoted through challenging and stimulating activities that encouraged personal and collective growth. In addition, the service held regular family support groups - locally, nationally, and online - which helped people's relatives discuss their feelings, understand addiction and past behaviours, and plan for their future. This family inclusive practice was invaluable in promoting the wellbeing of all.

We were pleased to see there had a clear pathway for people using the service. People lived at the care home for approximately six months and, after acquiring appropriate life skills, moved on to more independent supported living. We spoke with someone at the end of their supported journey as they prepared to get their own tenancy in the community. They explained that "I wouldn't be where I am without the support I had. I'm moving on with my life and I feel proud of myself for the first time in many years".

How good is our setting?

5 – Very Good

We evaluated this key question as very good because the service demonstrated major strengths in this area that supported positive outcomes for people.

The care home had a warm and pleasant atmosphere. Guests were welcomed by staff and people using the service, some of whom had a role in the home's administration. Communal areas were attractive, recently decorated, and space was plentiful for residents and visitors. Communal areas had televisions, pool and snooker tables, and varied seating arrangements to promote comfort and socialisation.

A large dining room was utilised well as a multipurpose area. Group activities were delivered in this bright and spacious room, and people using the service and staff shared meals there. Mealtimes were observed to be positive, with lots of conversation and interaction. People using the service expressed choice over their meals, and some people helped prepare the home's food with guidance from staff, following people's preferences and dietary needs.

Personal bedrooms were of a good size, personalised to meet people's own choices and needs, and were cleaned and maintained to a high standard.

The care home was clean, tidy, and free of clutter and malodour. Housekeeping was completed by residents with staff providing guidance and oversight. Cleaning was completed regularly and met national guidance, ensuring the home was safe and pleasant for all. Similarly, people completed their own laundry using appropriate equipment and products, promoting infection prevention and control and independence.

All health and safety issues were managed well in the home. Staff and residents completed regular checks of equipment, and external contractors ensured the home was safe for residents and visitors.

Staff and the management team completed robust quality assurance to ensure the home was compliant with all of its regulatory requirements, leading to a safe and positive environment.

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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