

Geeza Break Housing Support Service

1450 / 1456 Gallowgate
Parkhead
Glasgow
G31 4ST

Telephone: 01415 732 900

Type of inspection:
Unannounced

Completed on:
3 February 2026

Service provided by:
Geeza Break

Service provider number:
SP2011011413

Service no:
CS2011280835

About the service

Geeza Break is a charitable organisation which has been operational in the North East of Glasgow since 1992. It is managed by a CEO and voluntary board of directors. The organisation supports families experiencing addiction, stress, crisis, isolation, and/or mental health difficulties.

The service has three registered parts of their service: a housing support service (known as 'Family Support'), a support service with care at home (known as 'Respite Sitting') and a fostering service (known as 'Respite').

This inspection has been of the housing support service and support service with care at home, which are now considered to be 'combined' services due to the cross over of staff, management, policies and procedures. This report applies to both services.

Family Support provides practical and emotional support to parents and carers either in their own homes, in the community, or through groupwork. Respite Sitting involves employed sitters caring for children for up to four hours per week either in the child's own home, in the community, or in the service's community flat. Families often access both parts of the service once they are referred, with the aim of providing direct support to each member of the family to improve outcomes. At the time of our inspection, 40 families were being supported across the two services.

About the inspection

This was an unannounced inspection which took place on 26 and 27 January 2026 between the hours of 09:50 and 17:00 and 08:50 and 14:30 respectively. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- * spoke to seven members of staff and management, and one board member
- * spoke to four external professionals
- * spoke to two service users
- * visited the community flat
- * reviewed survey responses from nine members of staff, six external professional and five service users
- * observed practice and daily life.

Key messages

- * There were demonstrable positive outcomes for those being supported.
- * People were central to planning and evaluating their support.
- * The flexibility of the service was a key strength, with different types of support, including groupwork, helping to reach as many families as possible.
- * Strong multi-agency working helped families to receive the support they needed.
- * The staff team was stable, worked well together, and were motivated to improve people's outcomes.
- * Staff had the skills and knowledge to support people well, with a commitment to ongoing learning and development.
- * Leadership was robust and supported a positive culture among the team.

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 staff team?	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 found significant strengths that supported positive outcomes for children, young people and their families, therefore we evaluated this key question as very good.

People were fully involved in decisions about their support. A person-centred approach ensured families were key drivers in planning the support they received. It was a strength that families could choose to access different types of support from across the three services. One parent told us, "I felt included and involved in all decisions made about our family support and I cannot recommend them highly enough". Support was provided at times, and locations, to best meet the individual needs of families and remove potential barriers. People were highly respected and enabled to get the most out of their support.

Outcome focused care planning helped to ensure support was targeted and beneficial. All family members, including children, were meaningfully involved in planning and evaluating the impact of their support. People had increased confidence as a result of their support. There was a collaborative approach to multi-agency working, which helped to improve service users' engagement with statutory services. An external professional told us, "They are fantastic, can't rate them any higher. They bend over backwards". Short-term, but highly focused, support contributed to long-term improved outcomes for families.

Support was flexible and responsive, and adapted to meet the needs of families experiencing challenges. There were mechanisms in place to prioritise case allocations, and approaches were adapted when required. One external professional told us, "So flexible. When they seen mum was struggling they stepped up the support, got the respite in place at short notice. It's really helped mum get to a better place". The service was very good at getting alongside families to build strong, trusting relationships. People had confidence in their support as it was compassionate and helped them when they needed it most.

A range of interventions helped people to develop their skills, interests and strengths. Groupwork was planned around the needs of the community and helped people develop increased resilience. The involvement of other community agencies in groupwork enabled many people to address wider issues such as financial problems and poor health. Children were able to have exciting experiences with sitters which built their self esteem, and the community flat was well resourced to support children and remove barriers, particularly for children with additional support needs.

People's safety was prioritised by the service. Adult and child protection training took place annually for all staff, and policies and procedures had been updated to reflect national guidance. There were well established links with the local authority and other agencies to promote a shared understanding of risk and safeguarding issues. The service had redeveloped risk assessment documentation to help promote positive risk-taking, and to ensure a robust understanding of people's needs. People using the service were kept safe.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good as there were significant strengths that supported positive outcomes for children, young people and their families.

The staff team were well equipped to meet the needs of families and promote positive outcomes. Capacity in staffing was based upon charitable funding. The service was in demand, but clear criteria and timeframes

for support helped to reach as many families as possible. Each of the services had established staffing and leadership arrangements, and staff understood their roles and responsibilities. Strong governance and oversight ensured that the service was well organised to provide high quality support.

Staffing was arranged in a way that promoted person-centred care. The matching of staff to families was based on compatibility, and the skills and knowledge of staff to meet needs. A staff member told us, "The service we provide is unique in that it tailors the child's needs to a sitter with experience of those needs, it is not just a baby sitting service that is provided". Staffing ratios could be increased where required to manage risk and allow easy access to support. Families benefitted from consistency in staffing due to a very low level of staff turnover. Staff were able to spend quality time with people they were supporting. For children, parents and carers, this enabled strong relationships to develop.

Staff had the right skills and experience. There were specialisms within the team including sleep counsellors and breastfeeding supporters, and student placements had been used well to help families. Improvements had been made to training, with quarterly training sessions taking place for the whole staff team. These were highly valued, a staff member told us, "...There has been more access to training enabling us to provide the best care we possibly can to the families we are supporting". Sessions covered a range of topics which were either requested by staff or were in response to the needs of families. Staff had the resources they needed to support families well.

Staff worked well together, with a shared goal of providing a high standard of support to families. There were very good working relationships and effective collaboration between staff. The staff team were incredibly committed and enjoyed their work. Communication across the team was strong, with team meetings regularly taking place. Service development was high on the agenda, but we discussed the need for a service development plan to strategically plan and deliver improvement work across the services.

Strong leadership had helped to create a culture of openness and honesty which made staff feel valued and motivated. Staff received regular support and supervision, and new staff received a robust induction. We made suggestions for some improvements to recruitment practices during our inspection. The staff team were well supported which had a positive impact on those receiving support.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure people are safe, the provider should ensure there are clear systems in place for recording, collating and tracking key information. This should include, but is not limited to:

- Child protection concerns
- Adult protection concerns
- Incidents and accidents.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19); and 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This area for improvement was made on 16 November 2023.

Action taken since then

Since the last inspection, the service had created a chronology of concerns form, which included any safeguarding issues that may have been identified, and communications held with other agencies. This provided a clearer account of the services' response to concerns and was used well to ensure clear and accountable recording. We made some suggestions for improvement to recording when any protection referrals have to be made to the lead agency by the service.

Incidents and accidents were now documented which strengthened accountability and oversight. A health and safety subgroup had been established, which met regularly to review patterns and trends. We made suggestions for improvements to the form and recording practices to ensure clarity.

This area for improvement has been met.

Previous area for improvement 2

To safeguard and promote people's welfare, the service should ensure effective oversight, monitoring, and reporting of events which are notifiable to the Care Inspectorate. Reporting of information should meet the Care Inspectorate's Notification Guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm, neglect and abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This area for improvement was made on 16 November 2023.

Action taken since then

As mentioned for area improvement 1, systems had been strengthened to improve oversight, monitoring and reporting of any notifiable events. We did not identify any events which should have been notified to the Care Inspectorate during this inspection, and there was improved understanding from leaders about reporting responsibilities for registered services.

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?	5 - Very Good
1.2 People get the most out of life	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is càinain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلؤں اور دیگر زبانوں میں فراہم کی جا سکتی ہے۔

ਬਿਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.