

Hillcrest Futures Edinburgh and Glasgow Housing Support Service

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Unannounced

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Service provided by:
Hillcrest Futures Limited

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About the service

Hillcrest Futures-Edinburgh and Glasgow Hillcrest provide a range of services to meet the needs of people who are homeless or have experienced homelessness across Edinburgh and Glasgow.

Some of the services are gender specific or may cater for people who have additional and often complex support needs.

All the services support people to define their own goals and aspirations through person-centred approaches and by providing the practical and emotional support required to sustain longer term housing solutions.

About the inspection

This was a full inspection which took place between 26 Feb 2026 and 6 March 2026. We visited the premises located at Dryden St, Gilmour's Close and Mayfield Rd, Edinburgh, 26 & 27 Feb 2026 and on 2 March 2026.

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. We also considered responses from seven care standards questionnaires completed by people using support prior to inspection.

In making our evaluations of the service we spoke face-to-face with eight people using the service and nine staff and management. In addition, we reviewed a wide range of documentation and spoke with an external professional.

Key messages

People valued the support provided and regularly told us that staff were skilled , respectful and enabling.

The service placed a strong emphasis on person-led support and working with people at a pace which suited their needs.

Staff training promoted Trauma Informed approaches to providing support.

Management were described as being approachable and good at listening to people using support.

People said that the service offered a safe and secure living space.

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 evaluated this key question as very good. There were considerable strengths which outweighed any areas for development. The service had a positive impact on people's experiences, contributing to very good outcomes.

People consistently told us that the support they received was person-led, flexible, and responsive. Individuals used support in ways that reflected their personal needs, preferences, and circumstances. This flexibility was repeatedly highlighted as a key factor in promoting positive engagement and in building meaningful relationships with staff.

One person shared: "When I first came here, I was pretty withdrawn. As I got to know my keyworker, I developed trust and confidence in them. This was the start of a journey for me; life changed beyond all recognition."

It was evident that people were able to work with staff at a pace and level that suited them. We heard: "I never felt rushed or pressured. I was never patronised. This helped me build self-confidence and make good decisions."

Support provided by the service was wide-ranging and had a positive impact on many aspects of people's lives. Several individuals reflected on their previous experiences of homelessness and emphasised the significance of sustaining a tenancy. They described the increased sense of security, stability, and wellbeing that came with having a safe place to live.

We found that people were empowered to direct and plan their own support. Personal plans were maintained to a good standard and offered clear guidance for staff. Whilst most risk assessments were well recorded, some required review or updating to ensure that guidance remained relevant. Detailed progress notes and regular service reviews demonstrated positive outcomes and ensured that people's views on the quality of their support were well documented.

People consistently told us they valued staff assistance in signposting resources and accompanying them to appointments with a range of health and community based services, including; community mental health teams, General Practitioners, and dental services. This type of support was enabling and helped ensure people accessed the services they needed to stay well.

Support helped people access foodbanks, benefits and income maximisation services, and courses focused on budgeting, cooking, and healthy eating. Opportunities to engage in sport, exercise, and community activities helped people build resilience and develop the capacity to live well.

The service demonstrated a strong capacity to respond appropriately to accidents, incidents, and unforeseen events. Staff were proactive in safeguarding people's wellbeing during periods of crisis, seeking additional support and involving relevant health and community professionals when required.

We noted the service's commitment to promoting awareness of Naloxone, an opioid reversing medication that formed a key part of the Scottish Government's national harm reduction strategy. The service engaged well with this programme and made meaningful progress in increasing Naloxone awareness among supported people and their close contacts.

Support was informed by staff awareness of the key principles of Trauma Informed Practice. We discuss this more in Key Question 3 of this report.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good. There were considerable strengths which outweighed any areas for development. These strengths had a positive impact on people's experiences and contributed to very good outcomes.

People consistently spoke positively about the quality of staff at Hillcrest Futures. We heard: "Staff are always respectful, mindful of boundaries and very professional. They have got to know me well and I really value their support". Another person told us, "they (staff) are brilliant, they are kind and I know they care. It means everything to know people like that are with me on this journey".

Although opportunities to observe staff practice were limited, due to the service setting and nature of the support provided, we saw numerous informal interactions between staff and supported people. It was evident that staff knew people well. They were always respectful in their manner. There was appropriate warmth, humour and empathy in the way they engaged with people.

When we spoke with staff, they consistently highlighted strong practice values which reflected the service's aims and objectives, as well core principles found in the Health and Social Care Standards.

Staff advised they felt valued by their management team and the people experiencing support. We recognised that this helped workers derive significant levels of satisfaction from the work they undertook.

There was a good skills mix in the staff team, with a core group of experienced and established workers. Newer staff advised they were provided with a good induction. As well as undertaking shadow shifts and mandatory core training, they had the opportunity to develop their practice skills and insights via regular supervision and team meetings.

There was a strong focus on reflective practice in the service. Staff have recently had access to group sessions with a Clinical Psychologist, aimed at promoting worker resilience and enhancing a wide range of practice approaches. There was a strong focus on Trauma Informed Practice insights. This was complimented by the on-going provision of Trauma Informed Practice training.

Some staff spoke about enhancing their learning through the recent introduction of the group-based reflective discussion. Other staff spoke about reflective conversations playing an important part in sustaining them through work which was complex and challenging.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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