

The Arch Resettlement Centre Housing Support Service

The Arch
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Type of inspection:
Unannounced

Completed on:
21 August 2025

Service provided by:
Life Housing Scotland

Service provider number:
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Service no:
CS2004074984

About the service

The Arch Resettlement Centre is registered to provide a housing support service. The service can support up to 11 people in flats within the centre, and up to 13 people in flats in the wider community. The service is open only to men who have a history of homelessness and may have mental health and drug/alcohol related issues.

The service is provided by Life Housing Scotland.

The Arch Resettlement Centre's aim is "to provide a programme and support structure that enables people to move on into independent living in their own tenancy."

The main service operates from a purpose-built building in the East End of Glasgow and is abstinence based.

At the time of inspection, 22 people were accessing the service.

About the inspection

This was an unannounced inspection which took place on 20 August 2025. The inspection was carried out by two inspectors 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 five people using the service and one family member
- spoke with two staff and management
- observed practice and daily life
- reviewed documents including personal plans and quality assurance tools.

Prior to the inspection we distributed questionnaires. We received returns from 10 people who use the service and six staff.

Key messages

The service played an effective role in breaking the cycle of homelessness for people.

The service promoted a culture of mutual respect and collaboration.

The resettlement pathway had been developed to benefit all tenants.

Quality assurance and management oversight had improved.

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 leadership?	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?

5 - Very Good

We evaluated this key question as very good, because performance demonstrated major strengths that supported positive outcomes for people. There were very few areas for improvement.

The Arch Resettlement Centre provided a housing support service and accommodation to help men build the skills and resilience necessary to sustain their own tenancy when referred for social housing.

Support was delivered by a committed and highly motivated team. Feedback from people using the service was positive. Comments included: "they are always encouraging me, kind, patient and tolerant people" and "every member of staff genuinely cares". This ensured people felt valued.

People used the service in the knowledge that they were required to work with staff on a resettlement programme to maximise their chances of a successful move on to their own tenancy. People confirmed support was flexible and staff would adjust support times to fit in with their plans, appointments and wider recovery commitments. Collaborative personal planning ensured support was person led. This improved people's engagement as they helped determine the focus of support sessions.

Most people who lived in the service had experienced a range of additional challenges alongside needing a stable place to live. This included mental health issues, addiction and trauma. Everyone was expected to work alongside staff and external professionals as appropriate on their own recovery/pathway.

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.

People worked through structured modules to support the development of practical skills such as cooking, laundry and budgeting. Participating in group work helped to support their mental health, identify personal triggers and develop emotional resilience.

People confirmed they benefitted from the structure and the programme and commented it's "the best thing I have done, the stability I have now" and "I know from experience this is the best place I have ever lived".

Tenants lived either within the main centre or in scatter flats in the community when they had made sufficient progress to live more independently. The resettlement programme had been extended to include people in the community settings. People confirmed applications were being progressed with housing associations with a view to moving on and they were feeling more optimistic about their future. Appropriate personalised support was available to help prepare them for this transition. This included emotional support and in addressing practical issues such as finances and furnishing new accommodation. People also felt assured that they could return to the service even when they had moved on to seek support and advice. This offered people confidence.

Having meaningful relationships promotes wellbeing. Some people maintained or had rebuilt positive relationships with family. One family member confirmed that they found the service "quite amazing with the support that they provide, the difference with XXXX has been incredible". This demonstrated families had confidence in the service.

Having meaningful things to do is important for wellbeing. People were encouraged to develop community connections and engage in activities and use resources to aid their recovery. Many were involved with the recovery communities or volunteering opportunities. People confirmed they benefitted from "paying something back" and helping others who continued to experience challenges. This was good for self esteem.

It was evident that people benefited from using the service. One person shared that they had regained control of their life again and each day was getting better.

How good is our leadership?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People can expect to use a service that is well led and managed.

The management team were stable and well established. Staff and tenants confirmed they were visible and approachable. Feedback confirmed their 'open door' approach and genuine commitment to people using the service and the staff team. This ensured people felt valued and listened to.

People should benefit from a culture of continuous improvement. The management team had improved oversight of key areas of service provision such as personal planning, accidents/incidents, staff support and development, health & safety functions and infection prevention and control (IPC) practices. Weekly evaluations and scheduled quality assurance audits led to meaningful improvements and ensured the service delivered quality support.

The service had begun using self-evaluation tools which helped identify what they did well, and longer-term improvements that were required.

We were assured that the quality of the service was monitored. A previous requirement had been met.

The management team were exploring how tenants could be more involved in improvement planning. Feedback was gathered from people at service user forums and through regular reviews of support arrangements. It was evident that management responded quickly to requests and suggestions to improve the service where appropriate. We advised that changes made be regularly evaluated and the outcome shared with tenants. This will demonstrate that they are listened to and can inform how the service operates. Questionnaires had been developed to gather feedback from tenants, staff and appropriate stakeholders. The manager was committed to ensuring this feedback was used to inform planned improvements that benefited people using the service.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 28 July 2025, to promote positive outcomes and the ongoing development of the service, the provider must review quality assurance arrangements.

To do this, the provider must, at a minimum:

- a) ensure quality assurance activities are developed to cover all key areas of the service's care and support to people; and
- b) ensure that a service improvement plan is in place informed by quality assurance outcomes and feedback from people using the service.

This is to comply with Regulations 3 and 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11)

and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 27 March 2025.

Action taken on previous requirement

The management team had developed a strong oversight process that regularly reviewed key areas of service delivery, including incidents, support plans, staff practice and improvement planning. This gave confidence that the service was being monitored effectively and was responsive to the needs of the people using it.

A service improvement plan was in development and would be informed by the findings of this oversight process.

The manager also planned to explore ways to involve people who use the service more directly in its development and delivery. This would help ensure that support is person-led and shaped by those with lived experience, making it more meaningful and relevant.

Met - within timescales

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 leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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