

# Perth & Kinross Council - Young People's Housing Support Service Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
4 July 2024

**Service provided by:**  
Perth & Kinross Council

**Service provider number:**  
SP2003003370

**Service no:**  
CS2004074771

## About the service

Perth and Kinross Council - Young People's Housing Support Service is located in the centre of Perth. The service can support up to ten young people between the ages of 16 - 24 years of age. Young people receive a wide range of support to help them with independence skills and their emotional wellbeing.

The house has ten individual rooms with en suite facilities. Within the house there is also multiple living spaces which are nicely decorated and a large kitchen.

## About the inspection

This was an unannounced inspection which took place on 2, 3, 4 July 2024 between the hours of 09:00 and 20:30. 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.

In making our evaluations of the service we:

- spoke with five people using the service and three of their representatives
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- The staff understood the needs of the young people and advocated on their behalf.
- The house was homely and nurturing.
- Young people received individualised care.
- There was a very good level of staff support available to the young people.
- Staff were trauma responsive in their approach.

## 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 in aspects of the care provided and how these supported positive outcomes for young people, therefore we evaluated this key question as very good.

Staff understood the needs of the young people they supported. Young people told us, "They have helped me so much, I really like it here." We saw how staff helped young people access support to help them with their health, education and independence. Staff were very pro-active in providing individualised daily support to the young people. This helped young people build confidence and increase their self-esteem.

We were pleased to hear the provider was in the process of providing a councillor to the service. Managers were able to reflect on the need for this within the service and how this would further support mental health and improve outcomes for young people.

Care plans were individualised and creative to ensure young people understood these. Staff told us, "We work hard to think on ways we can involve young people in their plans." We saw how when there was concerns there was a clear plan to help support the young people, through clear routines and 1-1 support. There was also lots of photographs which celebrated the achievements young people had made, and the independence skills they had developed. This helped young people develop emotionally and give them a sense of achievement.

There was a wide range of opportunities available to young people. One young person told us, "I went fishing for the first time, and caught a fish it was amazing. I even cooked it for my tea." All young people were looking forward to a camping trip which had been organised for the summer. There was also theme nights arranged regularly in the house, as well as walks and activities such as gymnastics which were available to the young people. This gave the opportunity for young people to make lifelong memories and support an active lifestyle.

Most young people were attending college or an alternative to education. Young people told us staff supported them with applications and travelling to college. Staff recognised that college was not the right option for all young people and worked hard to find alternatives to provide structure and routine to their day. This helped young people feel a sense of achievement and have aspirations for their future.

Mealtimes were nurturing and homely. We observed staff supporting young people to cook and joining them at the table for dinner. All young people spoke about the support they received from staff to help them cook and valued this time. Where individuals had specific dietary needs the service ensured they researched and supported individuals to shops which would support their individual preferences. This provided a homely atmosphere where young people learned new skills to support them in the future.

## How good is our staff team?

5 - Very Good

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

The service had reviewed the needs of the service and increased staffing levels to support this. Young people told us, "There is always someone here if I need them." We recognised the benefit of this where young people were able to be supported to appointments, activities, and build positive relationships with

staff in line with the principles of The Promise. We were able to see how this directly impacted on positive outcomes for young people to provide the support they needed. However, the service needed to develop a staffing needs assessment to evidence that the staffing compliment was continually reviewed to ensure they could continue to support the individual support the young people needed. **(See area for improvement 1.)**

Young people were able to get support whenever they needed without waiting or planning in advance. This ensured young people had a consistent routine with staff who knew them well. We found this allowed staff to advocate on their behalf and ensure they were receiving the support from external professionals which they were entitled too. This ensured young people had the supports they need in the future to help them succeed.

The team was highly skilled and experienced. There had been a wealth of training undertaken which also supported the individual needs of young people. Staff had also identified training externally which would have a direct benefit to the young people and the provider supported staff to undertake this training. However, the service had a lack of oversight of the training undertaken by all staff. The service was aware of this and will ensure all staff's training is recorded and monitored.

Staff worked well together as a team and recognised their individual strengths. Staff told us, "We learn so much from each other as we all have different experiences." We saw how staff recognised the benefit in using their relationships to do direct work with the young people. There was a recognition that some staff had better connections with the young people, and they would undertake certain tasks to support better engagement and positive outcomes.

The management team recognised the importance of team building. There was regular opportunities for the team to come together as a whole and reflect on their practice. This supported good working relationships and a culture where staff were able to have confidence to challenge one another. Staff also told us, "Management are really supportive, and if I had a problem they would sort it." This led to the team being confident and skilled in their role.

We were pleased to see the team had undertaken training in relation to trauma informed practice. Staff understood the importance of building relationships with young people and understanding their trauma. Staff told us, "This training has been really beneficial in supporting the young people, and helping them through difficult circumstances." We saw how when young people were upset staff spent time trying to understand the support they needed and worked with them to overcome any worries they had. This ensured that young people learned new skills to help support them in the future.

### Areas for improvement

1. To support young people's wellbeing and care, the provider should ensure there is a staffing needs assessment complete.

This should include, but is not limited to, an assessment of the needs of the young people and the amount of staff needed to provide this care.

This is in order to comply with section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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