

Quarriers South Ayrshire Youth Support Service Housing Support Service

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Type of inspection:
Unannounced

Completed on:
9 August 2024

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2004059316

About the service

Quarriers South Ayrshire Youth Support Service is registered to provide support to young people between the ages of 16 and 26. Staff support people using the service 24:7 with individual support hours being based on assessed need.

The service is comprised of a cluster of seven self-contained flats adjacent to the team base, and two flats nearby. The team base also hosts a garden room which young people have access to, and use to spend time with staff members.

At the time of our inspection, two young people had recently transitioned out of the service.

The service's aims and objectives describe an approach which includes a nurturing and caring approach, which recognises young people as individuals who have their own strengths but need support in some areas.

About the inspection

This was an unannounced inspection which took place on 7th to 9th of August 2024. The inspection was carried out by an 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 one person using the service, and five of their family/representatives
- Spoke with seven staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- The views, wishes and aspirations of young people were prioritised.
- The service provided an internal counselling service which was valued and used regularly by young people.
- Young people told us they felt part of the service, and that they made lifelong memories.
- The service considered their ability to meet the needs of young people, we suggested this would be strengthened by developing more formal procedures around this.
- We suggested the service formalise its assessment of staffing levels and needs in line with current guidance.
- There was a trauma informed approach to the staff team, this was led by the leadership within the service.
- Family members attributed improvement in their relationship with their child to the supports both their child and they received from the service.

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.

Quality Indicator 1.2 People get the most out of life

The views, wishes and aspirations of young people were prioritised by the service. The service demonstrated important strengths in the way they accessed and promoted links to health, cultural and religious needs of young people. This meant that young people felt a sense of belonging.

The service provided an internal counselling service which was highly valued and used regularly by young people. There had been a recent drop in the counselling hours available, meaning that waiting times to access the service were increasing. This was something the service had awareness of, and we had confidence would work with others to address.

Staff had a good knowledge of young people and their needs. There was a focus on growth and development to help them engage in their care, education and employment. One young person told us that they 'couldn't see their life past sixteen, but the service has given me that'. Most young people were attending college or employment. Young people were supported to attend with views to promoting appropriate independence.

Young people benefitted from a wide range of opportunities available to them. We heard that there was always something on offer to get involved in. The service regularly had themed nights, or outings that young people would engage in. This strengthened relationships, which meant that all young people we spoke to felt they had someone to talk to in times of need.

The service would access advocacy for young people as and when required. We suggested it would be beneficial to look at this provision in an ongoing basis.

Communal areas were made homely and young people benefitted from a new garden room which allowed them to spend time with the staff team. These areas were filled with photographs of young people and adults and their shared experiences. Young people told us they felt part of the service, and that they made lifelong memories.

All young people had care plans and plans to manage risks, we heard that they felt involved in these and felt their views mattered. These were known by staff; however, we suggested that the service could further develop planning processes to ensure the supports needed from staff were clearer, ensuring consistency of care.

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.

We spoke with the service of the importance of creating a continuing care policy which would outline what young people could expect from the service. **(See Area for Improvement 1)**

Areas for improvement

1. The service should develop a continuing care policy to set out its responsibilities to provide continuing care to young people and how it will ensure that young people are aware of their right to continuing care up to the age of 21.

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

"As a child or young person I feel valued, loved and secure" (HSCS 3.5)

And

"My human rights are central to the organisations that support and care for me" (HSCS 4.1).

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.

Quality Indicator 3.3 Staffing arrangements are right and staff work well together

The service adjusted staff rotas to ensure there was staffing available to facilitate trips or activities. 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.

There was consideration around matching processes within the service. This included initial matching to the service, and in identifying which key teams would be a best match for each young person, considering relationships and personalities. We did suggest the service would benefit from strengthening their formal procedures relating to this including creating a formal policy and process. **(See Area for Improvement 1)**

The staff team worked well together, all staff spoke of feeling supported by managers and leaders within the service. Staff members spoke of how approachable and considerate the management team were. One staff member told us; 'They were amazed with the support they have received'.

Staff spoke of good access to training. During inspection we did observe some gaps in training. Staff spoke about face-to-face training being less frequent, but felt this was a better method of learning. We outlined the need to review the needs of the staff team on a more frequent basis including both staffing levels, skills and training to ensure that the service was meeting the holistic needs of young people. **(See Area for Improvement 2)**

There was a trauma informed approach to the staff team, this was led by the leadership within the service and complemented by training courses provided to staff. This served as an important part of trauma recovery for young people and was complemented by access for young people to the internal counselling service, that allowed them to process some their experiences.

Family members spoke highly of the team supporting their child. The attributed improvement to their relationship with their child to the supports both their child and they received from the service.

Areas for improvement

1. To support the wellbeing of young people, the provider should develop a matching policy which clearly outlines the procedures identified by the provider when considering their ability to care for young people. The provider should ensure that they follow 'Matching Looked After Children and Young People: Admissions Guidance for Residential Services', published by the care inspectorate'.

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

'I am in the right place to experience the care and support I need and want' (HSCS 1.20).

2. To support the wellbeing of young people, the service should ensure that they support a safe environment for young people and staff. The service should ensure the correct numbers, experience, and skills mix are working within the service at all times. The service should include but not limit to:

a) Recording their assessment of staffing needs in accordance with 'Records that all registered care services (except childminding) must keep and guidance on notification reporting.'

b) Conducting a retrospective staffing needs assessment ensuring that training requirements for young people are identified and sought, and where these are not in place the service takes steps to mitigate risk whilst these are accessed.

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

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

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

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