

Musselburgh Project Housing Support Service

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Type of inspection:
Unannounced

Completed on:
29 August 2024

Service provided by:
Blue Triangle (Glasgow) Housing
Association Ltd

Service provider number:
SP2003000162

Service no:
CS2004079141

About the service

The Musselburgh Project is one of a number of housing support projects in Scotland operated by Blue Triangle (Glasgow) housing association limited.

The Musselburgh Project is registered to provide a housing support service to young people living in their own tenancies. The service is provided to young adults with a wide range of needs, who are homeless. A maximum of nine young people can stay in the main project building and five at another property in Musselburgh town centre. Both of the properties are easily accessed by public transport and are situated close to a range of local amenities including leisure facilities and shops.

The service operates in a partnership with the homelessness service from East Lothian Council.

About the inspection

This was an unannounced inspection which took place on 26 and 27 August 2024. 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 four people using the service
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with partner professionals.

Key messages

- The service takes a strongly individualised and person centred approach to support of young people.
- People living within the service feel safe, secure and valued.
- All people using the service have access to regular keywork times where they are provided with emotional and practical support to help achieve their goals.
- The staff team works creatively alongside key partner agencies to support young people to explore their interests and pursue their ambitions.
- People using the service benefit from the support of a knowledgeable and passionate staff team who work exceptionally well together to provide the highest level of support.
- This is supported by the strong trauma informed culture of learning and reflection which is embedded within 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?	6 - Excellent

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 people, therefore we evaluated this key question as very good.

Young people supported by the service are recognised as experts in their own experiences and are fully involved in decision making about their support from their first contact with the service. This support is dynamic and is regularly reviewed and adjusted as people grow and develop and as they get to know workers within the service better.

Young people told us that they knew that if they had concerns about any aspect of the service they could share these with staff who would respond in a kind and helpful way. If young people texted or sent a Whatsapp message to the staff mobile, they would always get an immediate response. There was also an open door policy in the main office and young people living in both parts of the service could always find a warm welcome, a cup of tea and someone to speak to.

Young people's individual strengths and needs are well understood and the nature and level of support varies depending on capacity, preference and the extent to which they feel comfortable engaging with the service. This ensures that support is person centred and helps to achieve the best possible outcomes for each person.

Young people using the service felt and were kept safe, and felt secure and valued. This was achieved by supporting people to be mindful of the needs of other tenants and having fair and clear health and safety and tenancy agreements in place. Alongside a nurturing approach this created a sense of warmth and calm within the service that both young people and visiting professionals commented on.

Young people within the service benefit from the support of a staff team who work well together and with partner agencies to understand and respond to risk. Incident records make it clear that where there have been worries about wellbeing or safety, attempts are made to discuss these openly with young people and to help young people to develop ways of keeping themselves safe. Where appropriate, concerns are escalated to adult protection and staff within the service have been tenacious and active partners in adult protection meetings and plans.

Young people's strengths and skills are acknowledged and celebrated, and the staff team work creatively to support young people to explore their interests and pursue their ambitions. This includes supporting young people to access college, university and work options; encouraging artistic skills; and encouraging peer mentoring of other young people. Young people benefit from the service's well established links with local employability and wellbeing services and work collaboratively with others to overcome any barriers to young people achieving their goals.

Many young people using the service have experienced difficulties in relationships with family members and an important focus of support for some people was around managing and making sense of these challenges. Whilst maintaining clear confidentiality boundaries, the staff team developed positive connections with many family members which helped young people to build or rebuild these relationships.

How good is our staff team?**6 - Excellent**

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for young people.

People using the service benefitted from a stable and consistent staff team, who worked flexibly together to ensure that they were able to meet the changing needs and circumstances of people using the service. Despite some staff vacancies, managers and the existing team, with support from regular relief workers, worked together to deliver continuity and an exceptionally high level of support to young people. Much of the existing staff team has been in post for several years and this has enabled young people to build trusting and reliable relationships.

Young people are asked from their first contact with the service if they have any preferences about who they would feel comfortable working with as a keyworker and when these identified keyworkers were not available the service was mindful to ensure young people can spend time with other staff members that they feel comfortable with.

There have been times when the need of young people using the service have been more significant and the service has had flexibility to enhance the staff team by having extra staff working at key times. This has supported the staff team to manage increased risk and helped them to continue to meet the needs of all young people using the service. Young people and the staff team told us that there were always enough staff members around and that these people had the right skills for the role.

Young people benefit from a staff team with a wide variety of professional and personal experiences, who work well together to share their knowledge and value everyone's contributions. There is a strong culture of learning and reflection within the service.

When the team have felt their knowledge of particular issues has been limited, they have proactively sought out further learning in order to better respond to individual needs and circumstances. Team members also take responsibility for identifying 'read and review' topics each month, focusing on a topic or policy area that people wish to feel more confident in. Research and learning is collated and shared with the wider staff team and discussed at the monthly team meeting. This approach has built a strong culture of staff development and ensures that the staff team are well placed to meet the individual needs of young people using the service.

This was further enhanced by weekly reflective sessions including the whole staff team, which helps to ensure a consistent approach is taken to supporting young people. This also provides staff with a safe space to discuss their own responses and to help contain and make sense of any difficult emotions that can arise when working with young people with a wide range of needs and experiences. Effective handovers take place at the beginning and end of each shift, a communication book is used to highlight any significant plans for young people, and daily running logs are also used. Together this ensures that young people benefit from an exceptionally high standard of trauma informed care and support, resulting in positive outcomes and experiences for almost all young people using the service.

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?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

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