

Somerset Place Housing Support Service

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Charing Cross
Glasgow
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Telephone: 01413 312 630

Type of inspection:
Unannounced

Completed on:
12 September 2024

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

Service provider number:
SP2003000162

Service no:
CS2004079115

About the service

Somerset Place is a housing support service provided by Blue Triangle (Glasgow) Housing Association Limited. The service supports up to eight young people who have either experience of being in care or homelessness. The service is based in a large terraced house in Central Glasgow and provides a broad range of support for young people who have their own tenancies.

About the inspection

This was an unannounced inspection which took place on 7 and 8 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 five staff and management;
- reviewed documents; and
- spoke with visiting professionals.

Key messages

- Young people felt safe and protected from harm.
- Staff were knowledgeable and understood the young people's needs.
- Staff worked well with external agencies to keep young people safe and support their needs.
- The common areas of the house were warm and nurturing and supported people's wellbeing.
- Staff were proactive in ensuring that the young people had opportunities to participate in a variety of activities.

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 had a very clear understanding of their role in supporting young people in all aspects of their care. We saw some examples of excellent practice where the service promoted people's rights in a trauma informed way. Young people were enthusiastic about the individualised support they received and one young person told us that staying in Somerset Place had "put the joy back in to my life".

Young people were keen to tell us about examples of the support they were offered in various aspects of their lives. All young people had individualised personal plans in place. They told us they were aware of these and some took an active role in theirs. We reviewed plans and found they evidenced staff's understanding of trauma and took into account young people's wishes.

Young people told us they were encouraged to make healthy lifestyle choices and staff supported and encouraged this. Young people were encouraged to keep themselves safe when out in the community. We saw an excellent example of a safety plan in place for one young person, utilising a number of community based agencies to help promote a safe and healthy lifestyle.

Young people told us staff were able to accompany them to healthcare appointments and work or education meetings and welcomed this support. One young person said this had been particularly successful for them and was in line with their support plan.

Young people told us about a range of community based services they could access and that staff supported them with applications and travelling. 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.

Communal areas within the house were comfortable and nurturing and provided additional supportive information for young people. Staff and young people were encouraged to sit together and share meals and snacks to support a nurturing family environment.

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.

Young people were able to rely on staffing levels that met their support needs. Staff were well trained and those we spoke to had a very good understanding of supporting people who had experienced trauma. The service reviewed staffing levels to ensure a consistent approach to meeting young people's needs and staff worked flexibly to achieve this. This meant young people were ensured support when they most needed it and this directly impacted on positive outcomes for young people.

We saw very good examples of staff advocating on behalf of young people to ensure they received the support they required from external agencies. This ensured young people had the supports they need in the future to help them succeed.

The provider supported staff to undertake appropriate training. In discussion with young people, staff and external professionals, we could see the staff team were highly trained in skills that directly benefited young people. Staff understood the importance of building relationships with young people and understanding their trauma.

Staff worked well as a team and built positive and respectful relationships with each other and with young people. They were very good role models for young people and worked hard to support them. Staff were encouraged to reflect on their practice and were to do this as a group and in regular 1:1 sessions. This supported good working relationships and a culture where staff could safely challenge one another.

The management team worked well together and had developed very good strategies to ensure the staff team worked in an effective and trauma informed way. This supported positive outcomes for young people.

There was a very good quality assurance process in place and the management team were very well supported by external managers.

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
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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