

Quarriers Youth Housing Support Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
7 November 2024

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2004059350

About the service

The Quarriers Youth Housing Support Project is a service which provides housing support to young people aged between 16 and 25 in the North West of Glasgow. The service aims to support young people to develop and maintain skills and knowledge to live independently in their own home and prevent homelessness by providing individualised tenancy sustainment supports. The service also aims to encourage young people to reach their own personal aspirations through support planning and goal setting.

At the time of this inspection, 42 young people were being supported by a staff team of 15 transition mentors, managers and volunteers.

About the inspection

This was a short notice announced inspection which took place on 31 October to 7 November 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 three people using the service
- spoke with eight staff and management
- observed practice and daily life
- reviewed survey responses from 10 people using the service and 12 staff members
- reviewed documents

Key messages

- Young people using the service were valued and recognised as experts in their own needs and wishes.
- Young people felt valued and were supported to develop trusting relationships with a staff team who knew them well.
- The service took a proactive and tenacious approach to promoting the safety and wellbeing of young people.
- Young people benefitted from a service that was well staffed, with flexible support available when it was needed.
- The staff team work very well together, sharing knowledge and experience to help deliver the best possible outcomes for young people.
- Communication could be further enhanced by ensuring that young people's personal plans are reviewed at a more regular intervals and that these are of a consistent standard.

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

Young people supported by this service were recognised as experts in their own needs and wishes, and this informed every aspect of the support provided. One young person told us 'the support is young person centred and is focused and what we need and want'. This provided a strong foundation of trust and understanding, which supported the building of strong and effective working relationships.

Support to each young person was highly personalised and tailored, and reviewed over time as relationships and understanding of needs developed. When young people's needs changed, the staff team were quick to respond to this. Young people are supported in a flexible way that works around their other commitments and supports them at an intensity that is right for them.

People using the service were encouraged and enabled to develop their skills and strengths, with many young people in further education, working, or undertaking voluntary work. The staff team had good links in the local community and shared information about local low cost or free opportunities with young people, including young parents. One young person said 'they all have different information, training and experience and they share this well'.

Some young people using the service were not always able to keep themselves safe in the community or within their own tenancies, reflecting their complex needs and personal circumstances. The staff team take their responsibility to promote safety seriously, reviewing when each young person was last heard from and seen in person on a daily basis, and taking a tenacious approach when young people had not been in touch. One young person, reflecting on when a transition mentor turned up looking for them when they were struggling told us 'I don't know where I would be without him doing that. It was just so good to see a familiar face'. This experience was replicated throughout the service and helped young people to feel safe and valued.

Young people working with the service were empowered through their trust in the staff to be honest and open about their wellbeing and sometimes about high risk behaviour. This meant that the staff team were able to work in partnership with young people and partner agencies to put plans in place that promoted safety. When there were significant concerns about the wellbeing of service users or any children they may have, these were shared appropriately with partner professionals. This included raising child and adult protection concerns and working as partners in adult and child protection planning.

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

This service provides support to young people seven days a week, including out of hours support. Staff have the time to provide meaningful support to young people and engage with them with thoughtful compassion. One young person told us that when they were having a bad day, workers would be flexible and happy to change plans if that better met their needs on that day.

Although we heard from staff that some days can be very busy particularly when any of the team are on leave, the young people we heard from said that they know they will always be able to get hold of someone, and that it is very rare for there to be no-one available for advice or support. This is enabled by a thorough handover system, and good quality record keeping which ensures colleagues usually have a good grasp on the changing needs of young people using the service. This could be further enhanced by ensuring that young people's personal plans are reviewed at more regular intervals and that these are of a more consistent standard.

There is thoughtful consideration given to matching young people with their keyworkers, considering the personalities and skills of each worker along with the specific attributes of young people. The service has specifically recruited female staff to meet the needs of some service users. Sometimes changes will be made to key workers when relationships are not working well or if young people build a particularly trusting bond with another member of the staff team. This is valued by the young people and helps to ensure people have positive experiences of support. Where young people have shown a preference for appointments on weekends or on specific days of the week, this is heard, respected and responded to.

People using the service benefitted from the support of a staff team who worked well together with shared goals and values. The staff team are well trained, skilled and share a respect for one another's knowledge and specific areas of expertise. One staff member told us: 'The team are fantastic and work really well together. I've never worked anywhere that runs so smoothly and works so well together'. It was clear that this team has been skilfully built and supported by the service manager and depute managers. Communication between staff members was prioritised and this helped ensure young people receive timely and consistent support.

The staff team have also built excellent working relationships with a wide range of professional partners, including specialist mental health support, social workers, addiction workers, and housing caseworkers. This was further enhanced by the availability of an inhouse counsellor and volunteer handy person, who could offer young people support within a manageable timescale without the usual lengthy waiting lists. This supported young people to navigate often complex systems and ensured that people's wellbeing was supported in the widest possible sense.

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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