

# Dumfries & Galloway Youth Housing Support Service

## Housing Support Service

Quarriers Dumfries & Galloway Youth Housing Support Service  
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Telephone: 01387 249888

**Type of inspection:**  
Unannounced

**Completed on:**  
20 March 2025

**Service provided by:**  
Quarriers

**Service provider number:**  
SP2003000264

**Service no:**  
CS2023000052

## About the service

Dumfries and Galloway Youth Housing Support Services is registered to provide housing support to young people living in Dumfries and Galloway. The service provider is Quarriers.

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 the inspection, 76 adults were being supported by the service. Individual support ranged from 15 minutes to one hour for home visits per day. Support also included contact by telephone or text messages.

The registered manager works from the main office base in Dumfries and is responsible for coordinating the overall running of the service. The manager has oversight of staff teams who provide direct support to people.

This is the first inspection of the service since it was registered on 2 March 2023.

## About the inspection

This was an unannounced inspection which took place on 18, 19 and 20 March 2025 between 08:30 and 17:15. The inspection was carried out by two inspectors 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 registration. In making our evaluations of the service we:

- Spoke with 10 people using the service.
- Spoke with staff and management.
- Reviewed feedback from 37 people using the service.
- Observed practice and daily life.
- Reviewed documentation.
- Obtained feedback from professionals.

## Key messages

- Young people using the service were valued and recognised as experts in their own needs and wishes.
- We observed supportive and trusting relationships between young people and staff.
- The service was proactive and liaised with other services, to promote the safety and wellbeing of young people.
- An outcome-focused service development plan had been implemented to support the future direction of the service.
- The staff team worked very well together, sharing knowledge and experience to help deliver the best possible outcomes for young people.
- Personal planning was person-centred, showed details about what matters to young people, and what their individual outcomes were.

## 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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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

There were a number of major strengths, to support positive outcomes for people, with very few areas for improvement, therefore we evaluated this key question as very good.

Young people were supported by a compassionate and caring staff team. We spoke to young people and carried out home visits. Communication was very good, and visits were flexible and tailored to young people's needs. One person told us that a staff member "works around my time instead of his time". Others told us they can contact their mentor at any time if they have an issue between visits. Interactions between mentors and young people were warm, kind and humorous. This meant that young people had developed trusting and positive relationships with their mentors.

Personal plans were outcome-based and included goals and aspirations. Young people were fully involved in writing their plans and recognised as experts in their own needs and wishes. If a person's needs changed, plans were reviewed to reflect their current needs. For example, if a person moved into a tenancy, their plan was reviewed to assess new risks or needs. Young people completed their plan alongside their mentor. As a result, support was person-centred and promoted choice and control within young people's lives.

People's health benefited from the care and support provided. Staff were responsive and understood their role in supporting young people to access appropriate services. This included having good links with housing and social work teams, and referrals to other services. There was effective communication within the team and where staff were concerned with risk taking behaviours, they were confident raising protection concerns with the right people. This reduced the risk of harm and kept young people safe.

There were positive celebration stories about how young people had met their outcomes and short goals since starting with the service. Young people were encouraged and enabled to develop their skills and strengths, with many in further education, employment and restarting old hobbies. The staff team had good links with the community about low cost or free opportunities and supported young people to apply for grants where this was needed. This included accessing technology. For example, staff provided sim cards and support for internet access for those in temporary accommodation. This support allowed people to reach their goals and maintain and improve their wellbeing.

Staff supported young people to develop and maintain skills and knowledge to live independently in their own home. This included learning how to use their washing machine and paying bills. Young people told us that staff "couldn't have done anything more" with the support that was provided. This enabled young people to have control of their own wellbeing and build life skills to live independently.

Young people had access to social activities organised by the service and participated in various events throughout the year. The service recently started the 'Hear My Voice' group which gave young people an opportunity, to express their views on their support. It also offered advice on topics relevant to them. For example, sexual health. The service should continue promoting these sessions to support the health and wellbeing of young people.

## How good is our leadership?

5 - Very Good

There were a number of major strengths to support positive outcomes for people, with very few areas for improvement, therefore we evaluated this key question as very good.

The service had a qualified manager who had been employed within the service since registration, and had years of experience working with housing support services. This provided a level of confidence in the leadership of the service.

The service had an outcome-based service improvement plan in place. It was positive to see that a self evaluation of the service had been started and will be embedded in practice. This will further improve governance and oversight, and support measuring and evaluating the effectiveness of the actions taken in the service. This includes continuing to involve young people to gather their views to help shape the delivery of the service.

There were a range of quality assurance procedures in place to assist the manager with monitoring the quality and standard of the service provided. This included oversight of training, supervision, and staff registration. Regular audits were completed separately by the provider's quality assurance team and showed a high level of compliance, and identified where there were gaps. The service is in the process of reviewing their quality assurance policies using self evaluation. This assured us that the service is being well led and managed.

The service had a complaints policy and procedure in place. Where one concern was raised and investigated, correct measures were taken following company policy. This ensured people's views and concerns were listened to and actioned appropriately. The service had also received compliments from other agencies regarding the support they provided to young people. The service should continue encouraging positive stories to share learning and promote good practice.

Accidents and Incidents were being reported to the Care Inspectorate. The service had a clear and effective system in place to manage these and ensure actions were completed within appropriate timescales. Risk assessments were reviewed as a result of incidents. Where young people had not been in contact with their mentor, there were policies and procedures in place to ensure they were safe. This supported effective oversight of people's health needs being met and keeps people safe.

Supported people, relatives and staff were encouraged to participate in satisfaction surveys to gather feedback. The service ensured people had the opportunity to give their views and feedback received was positive. Actions taken as a result of feedback were recorded and shared and then informed service improvement. This ensured that people experiencing care influenced the direction of the service.

## How good is our staff team?

## 5 - Very Good

There were a number of major strengths to support positive outcomes for people, with very few areas for improvement, therefore we evaluated this key question as very good.

The service provided support through consistent fixed staffing hours. This allowed flexibility within the staff team to change their hours, to support young people needs. Support varied from weekly to monthly visits, but people supported could call their mentors between visits if needed. Where a young person showed preference to support at different dates and times, this was respected and listened to. This ensured young people's support was maximised and tailored to suit their needs.

Staff were knowledgeable, had the appropriate skills to carry out their role effectively and enjoyed working as part of a small team. Mentors knew young people's needs and the reasons for supporting them.

Daily notes and personal plans were completed with people to record if goals had been met, and what further support was needed.

Staff were kind and caring and showed a person-centred approach. The service had in house counselling which offered additional support to people, which recognised a wider need. There were positive stories from this and how this has helped people maintain their tenancies and their mental wellbeing. The structure of the team promoted close working and communication and allowed practice to be shared.

Young people using the service benefitted from the support of the staff team who worked well together and shared good values and goals. People could be confident they were supported by staff who had been appropriately checked and assessed, because safe recruitment practices were followed within the service. The team had been skilfully built, and mentors had been matched carefully with young people depending on their interests and expertise. Sometimes changes were made to mentors when relationships were not working well. This ensured young people continued receiving positive experiences of support.

Staff received appropriate support which included, regular individual and group supervisions throughout the year. There were also frequent team meetings where good practice was shared. Reflective learning and relevant topics were discussed, to ensure outcomes of the young people were supported. Staff told us they felt well supported in their role. Wellbeing was discussed at team meetings and the service had introduced additional welfare checks to support staff, particularly those working more in isolation. This supported better wellbeing amongst staff being able to talk through their work and reflect on challenging situations. Maintaining staff wellbeing reduces the likelihood of absence and helps ensure young people will receive the right support.

The service gathered feedback from young people about their staff which helped inform whether staffing was right for people. Feedback received from young people was positive about their relationships with staff and how this has helped them meet their individual outcomes. Some quotes included "I like that Quarriers are very flexible and can work around my time schedule. Extremely supportive" and "Guys a hero, would help in any way he could and has supported me so much". The service should continue gathering views of young people as this informs service delivery and contributes to improving outcomes for people.

## How well is our care and support planned?

## 5 - Very Good

There were a number of major strengths, to support positive outcomes for people, with very few areas for improvement, therefore we evaluated this key question as very good.

All young people had a support plan and had a copy of this within their own home, by email or paper. The care and support planning documentation demonstrated a thorough knowledge of young people's identified support needs.

Personal plans were person centred and showed details about what mattered to the young person, and what their individual outcomes were. We could see people were fully involved in writing their plans, evaluating goals, and recording any progress or concerns. This showed that support was person centred, and the positive and supportive relationships between the staff and young people.

Plans included information to guide staff on people's needs and why support was needed. There was a full timeline of engagement and tasks carried out by staff to show progress and previous work. This supported staff's understanding of the person's journey, particularly if the person had left the service and came back.

Documentation contained appropriate health assessments that helped to identify concerns, including physical and psychological. The service had detailed risk assessments in place, to support the reduction of harm. Information to support crisis was also available and relevant contacts of partnership agencies were recorded. People's plans also included future planning, so it was clear what the end goal was for that person. This meant that young people received structured and personalised support to meet their needs.

The manager had oversight of personal plans and risk assessments and were reviewed regularly. This ensured documents were kept up to date. Both the manager and staff included young people in these processes and we could see this happening during our inspection. This made sure the support was always right for people.

## 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good



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