

## Four Square (Scotland) - Stopover Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
30 April 2025

**Service provided by:**  
Four Square (Scotland)

**Service provider number:**  
SP2004005793

**Service no:**  
CS2004062574

## About the service

Four Square - Stopover provides a housing support service to young people between the ages of 16 and 25 years, who are homeless or do not have a safe place to live. The service operates at three locations across Edinburgh. The Stopover component provides supported accommodation for up to 20 young people in shared flats. Number 20 provides supported accommodation for up to seven young women in single flats within a shared building. The service also has 18 single tenancy 'training flats' which allow young people to live in their own flat with access to support.

## About the inspection

This was an unannounced inspection which took place on 22 and 23 April 2025 between 11:45 and 19:00, and 09:30 and 17:30 respectively. 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 the last inspection. In making our evaluations we:

- Spoke with 10 people using the service
- Spoke with 13 members of staff and management
- Observed practice and daily life
- Reviewed documents
- Reviewed survey responses
- Spoke with four external stakeholders

## Key messages

- Young people experienced individualised support and were fully involved in decisions about their support.
- The service worked effectively with other organisations to enable young people to get the most out of life.
- Young people had access to social opportunities within the service which were based on their interests and needs.
- Staff were knowledgeable about their role and the young people they supported. This contributed to the safety and wellbeing of young people.
- Training opportunities for staff were varied and responsive to identified needs. This contributed to the development of knowledgeable and experience staff.
- Positive relationships within the staff team and young people contributed to a warm and welcoming atmosphere.

## 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

### 1.2: People get the most out of life

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.

The service adopted a person centred approach to supporting those accessing the service. An external professional complimented the *'tailored approach to individual needs'*. This approach ensured young people were fully involved in decisions about their support. The primary role of support was in relation to housing needs however staff recognised the importance of a holistic approach in order to ensure that young people had the best chance to achieve their goals.

Staff had a very good understanding of young people within the service and how best to support them. Staff were well aware of their key working responsibilities, but also demonstrated their commitment to supporting all young people living in the service regardless of whether they were their named worker. Overall this meant that young people could access support as required, in a timely manner.

Young people were enabled to get the most out of life through supports available within the service and as a result of referrals being made to external agencies. External professionals reflected positively on the input available from an internal employability worker, referring to this as *'a fantastic support for young people'*. Access to such support gave young people opportunities in education, training and employment and contributed to improved outcomes.

Staff were commended by an external professional for going *'above and beyond'* in the support offered to young people to ensure they could access external support in a way that suits their needs.

Those living within the service were supported to build and maintain meaningful relationships. We heard from people living in the service there were some people they had good relationships with and others they did not get on so well with which is to be expected in a shared living setting. The provision of communal social spaces within the building allowed young people to come together in a neutral environment and so their privacy being maintained.

Various group activities were available in each setting. These were informal, drop in type sessions and arranged by staff and young people in collaboration. This meant that opportunities were meaningful and of interest to young people. The service also offered focused support to young people in a responsive manner based on emerging themes and trends arising.

Young people felt safe within all settings, they felt listened to and supported by staff. Risk assessments were in place for all young people. These were updated on a regular basis which supported staff in having a good understanding of support needs and risk.

Staff demonstrated a clear understanding of their responsibilities in relation to protecting and promoting the safety and wellbeing of those within the service. At points of crisis, staff responded with sensitivity and care towards young people which contributed to feelings of safety. There was good practice in relation to recording significant events and following up with individuals after the event.

## How good is our staff team?

## 5 - Very Good

## 3.3: Staffing arrangements are right and staff work well together

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.

Staffing needs assessments were completed on a regular basis and were thorough in exploring potential risks and clearly detailed mitigating factors. This contributed to ensuring that the right number of staff, with the right skills were working at the right times to support young people.

Staff completed a variety of training related to their role which they felt was accessible and good quality. Training opportunities were responsive to the needs within the service which meant that young people received support that was meaningful to them.

Staff understood the impact of trauma and how this may affect those they support. They spoke with compassion and empathy when considering the experiences of young people. An external professional noted that *'staff seem very supportive and caring to the young people that they work with.'* Staff reflected on behaviour as a form of communication and this awareness offered an improved opportunity to build relationships with those they support.

People using the service and staff benefit from a warm atmosphere because there are good working relationships. Most staff members felt supported and trusting of their colleagues. However, there were a small number of staff that felt less supported. There were good working relationships with external professionals, one commented that *'staff at foursquare could not be more helpful and liaise with us on a regular basis.'* This practice helped in terms of promoting a holistic approach to support.

There were opportunities to support effective communication between staff, for example protected time set aside for handovers to ensure those coming on shift had a clear understanding of any ongoing issues. Overall communication between staff was good, however staff felt this could be better and were working on improving this.

In relation to supervision the service offer regular 'performance conversations' with staff members. Staff expressed their understanding of the need to consider performance and achievements, however felt there could be an increased focus upon staff wellbeing. This was shared with the service during the inspection and we are confident they will reflect on the current practice in this area to consider how best to meet both the service needs and staff needs.

## 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
1.2 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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