

# The Rock Trust - Bedrock and Housing First for Youth Housing Support Service

55 Albany St  
Edinburgh  
EH1 3QY

Telephone: 01315 574 059

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
13 June 2025

**Service provided by:**  
The Rock Trust

**Service provider number:**  
SP2003002606

**Service no:**  
CS2004056512

## About the service

The Rock Trust Bedrock is a housing support service for young people. The service operates across four geographical locations and offers individualised, community based housing support to young people across a variety of projects.

## About the inspection

This was a short notice inspection which took place between 2 and 20 June 2025. 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 of the service we spoke with seven young people using the service and had 19 responses from our pre inspection survey. We spoke with 20 staff and management and had 11 responses to our pre inspection survey. We observed reviewed documents and spoke with nine external professionals and had seven responses to our pre inspection survey.

## Key messages

- Young people experienced responsive individualised support.
- Staff were highly motivated and skilled in their role.
- Staff had access to a range of appropriate learning opportunities.
- Management and leadership were supportive and embedded a trauma informed. approach to service provision.
- The service should improve it's approach to care planning.

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

Staff in the service understood their role in supporting people's access to healthcare. Young people were supported to access primary health care and were supported to access specialist provision when this was required to meet young people's physical and mental health needs. The service promoted healthy activity to support wellbeing and support provided was holistic and person centred. Young people we spoke to were extremely positive about how the service had supported them to improve their health and wellbeing. Young people were able to identify that they had made significant progress as a result of the support they had received in relation to their health needs.

Young people had personal plans which were completed collaboratively and were regularly reviewed. These plans did identify goals but it was not always clear what actions the service were planning to take to meet these goals or how progress would be reviewed. Some aspects of the plan that outlined how young people would like to be supported were not consistently filled in. The service should improve its approach to care planning so identify SMART goals (Specific, Measurable, Realistic, Timebound) to improve how positive outcomes can be further promoted within the service (see area for improvement 1).

Staff understood their responsibilities in regarding health promotion and would often facilitate and support young people to attend appointments. There was positive engagement with health professionals, in particular addiction services working with young people using the service. The service worked collaboratively with external professionals and communication was effective which ensure that young people's needs were met.

The Edinburgh office provides a youth hub offering opportunities for health education and awareness raising for individuals and groups. Plans to develop this in other locations in which it operates.

### Areas for improvement

1. To promote children and young people's wellbeing, and to improve evaluation of outcomes the service should review its approach to care planning.

This should include but is not limited to, a review of the use of the current care plan to ensure that SMART goals are in place for all young people so that progress can be consistently evaluated.

This is to ensure that practice is consistent with the Health and Social Care Standards (HSCS) which state:

"My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices" (HSCS 1.15)

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

The service was fully staffed at the time of the inspection which ensured that young people experienced consistent and stable support. When and how support was provided was agreed with the young person and the service was very person centred in its approach to engaging with young people. Staff were trained in trauma informed practice and the service had a model of Psychologically Informed Care which informed their approach to relationship building. Staff were clear about the need to be flexible in how they engaged with young people to promote positive relationships. Feedback from external professionals was that the service had generally been very successful in engaging with young people using the service.

Staff were skilled and understood their role. Training within the service was comprehensive and was informed by skills audits undertaken annually. Staff were able to request specific training as required and the service was responsive to this. Staff not providing direct support were also trained in trauma informed practice to provide an awareness of the needs of young people using the service. There was a consistent approach to supporting young people and staff's values were aligned to organisational aims and objectives which ensured support was of a high standard.

The service operated with fixed staffing levels with aspects of the service operating capped caseloads for staff. Matching of staff to young people was considered when referrals were received but there was limited ability to consider this at times due to staffing capacity. The service should improve how it records its staffing needs analysis and how matching is considered as part of the referral process.

Young people provided extremely positive feedback about the quality of relationships they had with staff and we observed positive interactions during the inspection. Staff worked effectively together and although there had been some staff turnover and gaps in management cover at times, the teams were motivated and engaged in their role. Regular supervision, team development meetings and reflective sessions supported staff to be effective in their roles.

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

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Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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