

## Musselburgh Project Housing Support Service

65 Millhill  
Musselburgh  
EH21 7RL

Telephone: 0131 665 6208

**Type of inspection:**

Announced (short notice)

**Completed on:**

10 August 2018

**Service provided by:**

Blue Triangle (Glasgow) Housing  
Association Ltd

**Service provider number:**

SP2003000162

**Service no:**

CS2004079141

## About the service

This service has been registered since 5 October 2004.

The Musselburgh Project is one of a number of housing support projects in Scotland operated by Blue Triangle (Glasgow) Housing association limited.

Blue Triangle (Glasgow) Housing Association Limited is a registered charity set up in 1975 and delivers housing support services to males and female of all ages and all degrees of social exclusion.

The Musselburgh Project is registered to provide a housing support service to young people living in their own tenancies. The service is provided to young adults with a wide range of needs, who are homeless. A maximum of nine young people can stay at one part of the project, and five at another property in Musselburgh town centre. Another four young people can stay nearby in flats owned by East Lothian District Council, in a joint arrangement with East Lothian Youth Homelessness Team. This part of the service specifically supports individuals who have been looked after and accommodated. All of the properties are easily accessed by public transport and are situated close to a range of local amenities including leisure facilities and shops.

The service operates in a partnership with the Homelessness service from East Lothian Council.

The aims and objectives are to 'provide safe, secure, supported accommodation for young people who are experiencing homelessness and to provide a programme of support suited to the person's needs'.

## What people told us

During our inspection visit on 10 August 2018 we spoke with two young people on a 1:1 basis. Following our inspection visit we spoke with a further two young people by telephone. We received seven completed Care Standards Questionnaires (CSQs) from young people being supported by the service.

We received positive feedback from the people we spoke with who were being supported by the service. It was clear that the young people were on first name terms with all the staff including the service manager. Young people told us they would have no issue speaking to either their keyworker or the service manager if they had concerns.

Service made the following comments:

'It's nice having people to talk to and the room is lovely. I talk to staff a lot ... see if I'm struggling to do something they help. We do group activities like cooking lessons, BBQs. If I need specialist counselling they will call someone in'.

'I feel I can trust all the staff ... I can access support whenever I need it. They want to keep us safe. I feel safe within the service'.

'They always help me the best they can'.

'I find all the staff approachable and I would complain to the manager if I wasn't happy'.

'I don't feel as lonely living here. It's nice that someone's always there'.

'I value the advice I get from staff'.

'Its relaxing living here, you don't have to worry about anything. Its a stress free zone, everyone gets on with everyone, staff are really nice. Staff have made up support plans. Whenever I need someone to talk to they are always there. They are quite lovely. How I feel has improved a lot. Where I lived before there was constant arguments. Now I'm not stressed. Its relaxed and easy going. They try to get me out more ... Staff listen 100%'.

'I like how supportive it is and how they remind you of things ... I feel safe here'.

'I've done really well here'.

'My keyworker listens to me. I speak to her a lot. I feel I can call her out of the blue, I do sometimes. I'm more confident now I've moved forward, I am at college now. I've had support to learn to be independent although it was mainly emotional support and accommodation that I needed'.

'I like it, they give me the support I need when I am feeling down. They talk to me and give me advice on how to deal with relationships ... they work to my timetable as well as theirs'.

'I'm happier since they've supported me'.

'I feel my mental health has improved since living in the Blue Triangle. I enjoy the security of having staff in the building 24/7. I enjoy the support I have in supported accommodation, people are interested in my wellbeing'.

## Self assessment

We did not request a self assessment prior to this inspection visit.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

The Musselburgh Project provides support to young people experiencing homelessness. Young people received very good support which helped them progress towards, and establish, stable independent lifestyles. The service used a support planning tool which could be used and updated electronically. We saw that service users each had their own support plan and risk assessments in place and that these were reviewed on a regular basis. This helped to ensure that support provided was informed by up to date assessment of individuals' risks and needs. Support delivered to young people addressed, as appropriate, healthy relationships, sexual exploitation, safe use of social media and, if necessary, involvement in offending or substance misuse. Young people were given support to access and sustain training and/or employment opportunities.

We observed that the environment was maintained to a high standard and we noted that the premises had an outdoor recreational space which was used for BBQs and for relaxation. We found the service had organised a number of social/recreational activities including outward bound activities. These opportunities gave young

people the opportunity to socialise and build their self confidence. Young people had access to laundry facilities and to cooking facilities, to help develop skills in independent living, if required. The service had invited community wardens in to speak with young people who explained their role within the community. This input helped young people to make the transition onto living independently in the community.

We looked at child/adult protection procedures and practice and were satisfied with procedures and practice in place to ensure service users were protected. There was CCTV installed around the premises and in communal areas. The staff operated the controlled entry system to manage access to the building. These measures helped to contribute to the safety and wellbeing of young people. Young people we spoke with told us that they felt safe within the premises.

We spoke with staff based in external agencies who worked in partnership with staff at the Musselburgh Project. One of these professionals who was in regular contact with the Musselburgh Project commented: 'Staff are patient and consistent, staff share information between shifts. Staff are always up to date and they are good at communicating with each other'. We heard that staff provided regular and appropriate updates on the young people being supported. Staff working in partnership with the Musselburgh Project found the support delivered to young people impacted positively on their wellbeing and that staff engaged well with young people. We heard that the Musselburgh Project invited relevant professionals to young people's review meetings.

We found the staff had good insight into the experience of the people they supported. Staff received relevant and regular training via Blue Triangle's in house training department. Where appropriate, staff were supported to access training externally. The staff had been trained in the administration of naloxone (this is an opiate blocker which when administered in the event of overdose can save lives). Staff training had also included training in attachment and trauma informed practice. The team had, since the last inspection, participated in a development day which had included an opportunity to discuss the new health and social care standards. These training and development opportunities helped to ensure that staff were equipped to respond to the care and support needs of the young people they were supporting.

We read samples of staff meeting minutes and found that the staff team met regularly. The staff received regular formal supervision and told us that they felt supported within their role both by their manager and by other team members. At the time of the inspection staff members we spoke with told us that they enjoyed their work and that their morale was strong. Staff told us that the support and development they received helped them to maintain their resilience and deliver a high standard of support to young people.

## What the service could do better

We noted that some of the policy documents we sampled had not been reviewed for a significant period. The service should regularly review their policy framework to ensure that practice is informed by the most up to date guidance and legislation.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## Inspection and grading history

Date	Type	Gradings
17 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
2 Mar 2016	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
12 Mar 2014	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
6 Mar 2013	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 6 - Excellent
9 Nov 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
15 May 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.