

Orkney Young Persons' Accommodation Service Housing Support Service

Glaitness Farmhouse
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Telephone: 01856 879958

Type of inspection:

Unannounced

Completed on:

21 September 2018

Service provided by:

Ypeople

Service provider number:

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Service no:

CS2013318346

About the service

Orkney Young Persons' Accommodation Service provides a housing support service to homeless young people. The service has accommodation on two sites; one in Kirkwall and the other in Stromness. The premises from which the service operates are rented and maintained by Orkney Islands Council.

The organisation has the following stated aims and is renowned for offering help and support for victims and vulnerable groups, including the homeless, refugees, asylum seekers, and young people in need of care and assistance. They will provide "quality accommodation to homeless people and facilitate their resettlement into more permanent or suitable accommodation".

This service has been registered since 31 August 2013.

What people told us

We were able to interview three young people individually during the inspection. All young people were able to give lots of examples that evidenced that they had quality outcomes. All indicated that they were extremely happy with the service.

These are some of the young people's comments:

- "Yes, I feel safe."
- "They support me learning things like cooking."
- "I've been on several courses and they encourage me to apply for jobs."
- "Staff are good."
- "I have staff that are available to me and that I'm able to speak to."

We issued 10 Care Standard Questionnaires (CSQs) and received five returns. Most were very positive about the care. All indicated that their preferences were taken account of when creating a personal plan and all young people were aware of the complaints procedure.

Self assessment

We did not request a self assessment on this occasion. We did, however, use the service development plan to access their progress with improvements in the last year.

From this inspection we graded this service as:

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

What the service does well

We examined the quality of care and support and the quality of management and leadership during this inspection. Both areas were awarded very good grades that showed the service was delivering a quality service to young people. We found that nearly all young people had quality outcomes. We observed staff being extremely caring and nurturing with young people. Young people reported that they had very good relationships with the staff group.

All young people are fully involved in the creation and reviewing of their personal plans. Young people felt that their plans reflected the goals that they wished to develop and work on. These had a focus on skills which would assist them when it came to moving on. The service had made a commitment to raising additional funds which ensured that young people had access to take part in experiences which would promote their self esteem and wellbeing. This had included a range of positive experiences which have helped establish trusting relationships with staff but was also used to help young people have access to sports facilities and a swimming pool. The service also provided starter packs for young people which were used to buy essential items to help young people move in, such as toiletries, simple foods for the first few days, and cleaning materials.

The service was good at linking young people to have access to health professionals. The service had regular inputs from health professionals directly who assisted in supporting young people changing their behaviours. Staff supported young people to be active and there had been a regular walking group during the summer months which helped young people get out and have access to fresh air and exercise.

All staff were found to be knowledgeable in protection and safeguarding. There had been inputs on child sexual exploitation (CSE) and staff were found to be vigilant and record and report any issues to the appropriate agencies.

The service's management were keen to develop the service further. Some aspects of development were hampered by the current contract with the local authority. However, there was contract meetings with the purchaser to review the current contract. The service has maintained quality outcomes, however there was not the same innovation as at previous inspections.

What the service could do better

We discussed with the registered manager the need to strengthen young people's goals so that they are SMART (specific, measurable, achievable, realistic, and time-bound). This helps focus on achievable outcomes.

We discussed the need for the service to continue to work on the programmes that they use to develop young people's independent living skills when they moved in, so that the service can respond to these needs in a systematic way. This could then be used to gather the necessary evidence of when it is most appropriate for a young person to move on.

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.

Inspection and grading history

Date	Type	Gradings	
5 Aug 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
30 Oct 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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