

Four Square (Scotland) - Stopover Housing Support Service

40 Grove Street
Edinburgh
EH3 8AT

Telephone: 0131 229 6907

Type of inspection:

Unannounced

Completed on:

28 March 2019

Service provided by:

Four Square (Scotland)

Service provider number:

SP2004005793

Service no:

CS2004062574

About the service

Four Square is a voluntary organisation with approximately 40 years of experience with homelessness. Four Square Stopover provides a housing support service to 40 plus young people, aged 16 to 25 years, who are homeless or do not have a safe place to live. The service operates at three locations in Edinburgh. The Stopover component provides time limited emergency accommodation for 16 young people in shared flats. Number 20 provides longer term supported accommodation for six young women in single flat accommodation. Eighteen single tenancy 'Training Flats' provide longer term placements working toward young people securing their own tenancy.

All aspects of the service work with young people to assist them to secure appropriate long term accommodation. The service has very good links with other agencies involved in assisting vulnerable young people. The service aims to provide support to vulnerable & homeless young people by:

Providing good quality temporary accommodation for young people who do not have a safe place to live.

Assisting young people to work towards independent living and being able to have control over their own lives.

What people told us

We carried out an unannounced inspection visit to the service on 26 February 2019 where we met with a group of three people living within the service. We sent 30 Care Standards questionnaires to people being supported by the service and seven of these were completed and returned to us. We spoke with one service user by telephone following our inspection visit. We attempted to speak to 2 other service users by telephone but we were unsuccessful.

All four people we spoke with during our inspection visit were fairly positive about their experience of living at Stopover. They told us they were happy in the service. The young people we spoke with did however make some suggestions for improvements. People we spoke with told us they would like access to literacy classes. They also said they would like the service to organise more group social activities and they asked if the bedrooms could be repainted as they were all white. Two young people told us their rooms were cold. These comments were passed onto the service and we were told the service would consider this feedback and how they could address any concerns service users had expressed.

We were told the service did provide leisure access cards to young people living within the service to help them to access local leisure facilities. We were advised that the service worked in partnership with a charity which provided numeracy and literacy support to individuals who wanted this support. We asked the service to highlight this information to young people within the service. We found the service had organised group meetings which had included cooking groups.

Young people made the following comments:

'The staff do activities with us. Its like a big family.'

'Its better than other hostels. Staff are easier to get on with.'

'You can have a wee chin wag with staff.'

'If you've got a problem staff help you right away. If you've got an appointment they make sure you go.'

'The flats are OK. The kitchens are alright so long as people clean up after themselves. Cleaners come in Monday to Friday to do communal areas.'

'Staff don't judge us.'

'We have a laugh with staff.'

'My keyworker always comes to see I'm alright.'

'When I moved in I was really quiet, now I never shut up.'

'They've taught me how to go to the job centre and stuff. They always make sure I'm up and ready.'

'They got me up and into the training flat, they got me to the hospital, they helped me sort my benefits.'

'They help motivate us.'

'I feel its my home.'

'Staff are respectful and flexible.'

'Staff will come in on their days off to come to a meeting.'

'Staff want us to have a good future.'

'They motivate us to get our heads down.'

'There's nothing bad about here.'

'In my opinion the overall standard of care and support is exceptional however having information on different types of accommodation available would not go amiss.'

'They ask what activities we want. They want everyone to get up and get on with the day. So they wake us and give us bacon rolls.'

'I think this service is absolutely fantastic. I couldn't ask for any better. And I thank this service very much for helping me move on and become a better, independent person.'

'This service has been really helpful. They know how to tackle the problems that teenagers go through. They treat me like a friend and I'm always happy with the meetings every Friday.'

Self assessment

A self assessment was not requested 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

Four Square - Stopover provided a very good quality of care and support to young people using their service. People we met and spoke with as well as people who completed our Care Standards Questionnaires were mainly positive about their experience of being supported by the service. Young people told us that they knew how to make a complaint within the service if they needed to and they felt the service listened to their views.

We found that there were support plans and risk assessments in place for young people being supported by the service. We found that the service had a system of file auditing in place to monitor the recording of support plan records. This helped to contribute to maintaining up to date information on young people's needs which in turn helped to inform support provided to young people. We found that CCTV was installed in hallways, in the stairway and in the service's training room. Staff told us that they engaged in handover meetings between shifts which ensured staff coming on shift were kept up to date with the needs of young people within the service. We were told that where there was a high level of concern about any particular individual the team leader participated in the handover. This range of measures helped to ensure that risks of harm to people being supported were minimised.

Residents were supported to address a range of needs to improve their well being and work towards identified goals. We found the service worked hard to provide young people with opportunities to meet with each other to overcome their isolation. The activities and sessions organised by the service were also geared to helping young people to build their confidence and to encourage good self care and skills in independent living. The service held a breakfast club to which service users were invited to help them to feel included. Young people within the service had been invited to drug/alcohol workshops held within the service. On the day of our inspection visit the service was holding a cannabis workshop; a social worker had come into the service and met with a group of young people to raise awareness of issues related to drug use. The service worked in partnership with a local charity which offered a range of activity sessions to residents within Four Square Stopover. These activities included baking, guitar lessons and music recording. At the time of our inspection visit the service had just completed a cookery course with residents within the service. Another charity offered young people a range of activities with the opportunity and support to complete related vocational qualifications

Service users were supported, if necessary to meet with other professionals and agencies. This had included supporting service users to meet with the police and to deal with legal matters. Young people were also supported to access resources in the community as required.

Staff we met with told us they felt they had good access to training which had equipped them for their role. Staff members had received specific training on how to support young people who had had traumatic experiences. A psychologist visited the service on a monthly basis to support staff to reflect on their practice in terms of

managing the personal impact of the work as well as exploring and developing various strategies to respond effectively to the support needs of individuals within the service. This helped to ensure that staff were equipped with the knowledge they needed to respond effectively to young people's needs.

Staff told us they received regular formal 1:1 supervision and that they felt supported. We heard that staff were able to access support and supervision on an informal basis, outside of formal supervision, as and when required. Staff told us they participated in regular staff meetings and that they supported each other well as a team. We heard from staff that they felt they had a voice within the organisation.

What the service could do better

The service should consider carrying naloxone (an opiate blocker which when used in the event of overdose can be life saving) within the service.

The service should ensure that it has effective systems in place to monitor reviews of risk assessments to ensure that all individuals' risk assessments are reviewed on a regular basis.

The service should continue to work with partner agencies to develop move on housing opportunities for young people living at Stopover.

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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The service should provide staff with training/briefing on Child Sexual Exploitation (CSE). The Child Protection Policy should include a statement on CSE.

This recommendation was made on 30 January 2017.

Action taken on previous recommendation

Staff have been trained on CSE. Service has adopted CEC policy on CSE.

Recommendation 2

Staff should have access to a range of training and development opportunities.

This recommendation was made on 30 January 2017.

Action taken on previous recommendation

Staff have received a range of training and development opportunities.

Recommendation 3

The role of the soon to be appointed Social Care Manager should be clarified, in particular as to how it will affect the Registered Manager status of the Project Manager.

This recommendation was made on 30 January 2017.

Action taken on previous recommendation

Current arrangements supercede this recommendation. A new manager has been appointed in respect of whom a change of manager notification has been submitted.

Recommendation 4

One young woman told us that she did not always feel safe in the kitchen and living area as there was no CCTV. This should be viewed and explored.

This recommendation was made on 30 January 2017.

Action taken on previous recommendation

This concern related to one individual who then moved to a placement assessed as more suitable. No other residents were known to have expressed these concerns.

Inspection and grading history

Date	Type	Gradings
25 Jan 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
11 Feb 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
7 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
24 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
20 Oct 2009	Announced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
2 Jul 2008	Announced	Care and support Environment
		5 - Very good Not assessed

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good

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