

# Perth & Kinross Council - Young People's Housing Support Service Housing Support Service

Wellbank House  
41 Dundee Road  
Perth  
PH2 7AQ

Telephone: 01738 580850

**Type of inspection:**

Unannounced

**Completed on:**

24 May 2019

**Service provided by:**

Perth & Kinross Council

**Service provider number:**

SP2003003370

**Service no:**

CS2004074771

## About the service

Perth & Kinross Council – Young People's Housing Support Service is based at Wellbank House. The service provides a short-term period of proactive residential work supporting a move to independence for homeless young people between the ages of 16 and 24. The service can accommodate 10 young people. Staff also provide support to young people in satellite flats based in the community.

The service aims are:

- To provide minimum six to 12 months accommodation in a safe environment.
- To encourage and support residents to have the practical skills for independent living.
- To support and guide residents in all areas of personal development; in assessing options; in making choices; and in reaching decisions concerning their future housing needs.
- To work with young people and families on relationships and, where appropriate, to explore reintegration into the family home.
- To encourage residents to secure or maintain employment and/or relevant education/training during their stay in Wellbank.
- To offer individualised advice and support through a key worker system.
- To liaise with other agencies in promoting greater awareness of issues concerning homeless young people and to campaign for improved resources.

For the past two years, the service has been a key element of the support offered by Perth & Kinross Council to unaccompanied young asylum seekers.

This service has been registered since 5 November 2004.

## What people told us

Before the inspection, we sent out Care Standards Questionnaires (CSQs) to young people who used the service, asking for their opinion about the service. We received seven replies which indicated that the young people were generally very happy with the quality of care and support they received. All agreed, or strongly agreed, that they were confident that staff had the necessary skills to support them and that staff had sufficient time for them. All agreed, or strongly agreed, that they were treated with respect.

We also met with two young people during the inspection, both of whom were very happy with the service.

One young person told us: "I feel safe and relaxed here. There are some restrictions, but they're okay. I would give this place five out of six – it would probably be a six but I haven't been here that long".

Another young person told us: "I am very happy here. All staff are good and will help with everything. There is always someone there and they always make time to help. I have everything I need but if I didn't, I know staff would help".

## Self assessment

A self assessment form was not required for this inspection.

## 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

## Quality of care and support

### Findings from the inspection

Young people were provided with very good quality care and support in a safe, nurturing environment. They were valued and respected as individuals, regardless of their gender, race, faith, mental health status, or sexual orientation.

The service was actively engaged in supporting individuals to practice their faith and joined in celebrating their culture. This was particularly relevant in view of the service's role in providing support to unaccompanied asylum seeking children (UASC) from diverse backgrounds.

The service also actively promoted lesbian, gay, bisexual, and transgender (LGBT) rights and was currently working with young people to achieve recognition as LGBT charter holders.

The service managed transitions in and out of the service very well. Admissions were (usually) planned and involved young people and their families or carers in discussion, meetings with their key worker, and visits prior to admission. The senior practitioner assessed young people's needs and formulated an initial plan. This helped everyone to be clear about what the service would provide and helped young people to settle in quickly.

In the case of UASC, excellent use had been made of Skype to have face-to-face meetings with young people to allow them to have a virtual tour of the accommodation and to "meet" staff and other young people before coming to Wellbank. During the inspection, we saw how this helped young people to feel comfortable on arrival.

When moving on, young people were supported to move on to their choice of accommodation. They were supported before, during, and after their move by key workers. We could also see that the service continued to offer informal support, guidance, and practical help to young people who stayed in touch after they had moved on.

For the purpose of self evaluation, the service could make better use of information about the outcomes which have been achieved by young people as they move on from the service.

The service worked closely with young people to establish good routines and self care skills. They ensured that young people were registered with primary healthcare services. There had been additional challenges in respect of UASC but the team had developed very good links with community services and used these effectively to ensure that young people were able to access the services they needed.

A priority was helping young people to follow their interests. We met with one, a keen footballer who told us how much he was enjoying football training with a local team. This was obviously a way of keeping physically fit but also essential to his wellbeing and a great way to settle into the local community.

Overall, we found that this service provided a very high standard of care and support. It demonstrated major strengths in supporting positive outcomes for young people. In particular, the team had made extensive efforts to respond to the needs of UASC and had developed positive links with relevant organisations which informed their practice and enhanced the service they provided.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

This is a very well managed service. The team leader and senior practitioner had clearly defined roles which supported the team to deliver consistently high quality care and support.

There was an open, enabling culture in which staff felt valued, supported, and challenged to give their best.

Across the team, staff had allocated responsibility for key areas of practice, including medication, Care of Substances Hazardous to Health (COSHH), LGBT rights, and outdoor activities. They were supported to develop expertise in their allocated areas of responsibility through good quality training and individual research. This contributed to the effective operation of the service and enhanced personal and professional development.

The senior practitioner worked alongside staff to model and develop direct work with young people. A number of staff commented on the importance of this role in helping to develop good practice.

Staff benefited from regular well structured supervision which focused on personal, professional, and team development and also monitored the progress of young people's support plans. A robust annual review system and a wide range of relevant training contributed to the development of an experienced and effective team.

A key strength was the commitment to partnership working, with the team establishing important local and national links to help it to deliver a high quality service. Locally, partnerships with housing services help to

identify suitable accommodation, while robust links with education and training providers help to provide young people with learning opportunities and structure. In relation to UASC, the service has developed links and acquired vital information from the Scottish Guardianship Service and the Convention of Scottish Local Authorities (COSLA) to support their work.

The team have established effective local links with translators, religious organisations, and community-based leisure clubs to enhance support to young people arriving in the country for the first time. They have also acted as a support to other local authorities regarding the settling of UASC and shared their experience with the Scottish Throughcare and Aftercare Forum (STAF).

In terms of improvement, we suggested that the service should keep a running total of medication as administered. This would enable any errors to be picked up quickly.

We also recommend that the organisation should make sure that it provides clear information to young people about how to make a complaint. This should also include information about how to access the Care Inspectorate's complaints process. Although Perth & Kinross Council's complaints policy allows for frontline resolution of complaints, this did not appear to be being followed at present, with the result that we were unable to look at the details of the complaint or its progress **(see recommendation 1)**.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The service should provide young people with clear information about how to make a complaint. This should include information about how to complain to the Care Inspectorate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I know how, and can be helped, to make a complaint or raise a concern about my care and support" (HSCS 4.20).

**Grade:** 5 - very good

**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

There are no outstanding recommendations.

### 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).

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

### Inspection and grading history

Date	Type	Gradings
18 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
22 May 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
17 May 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
1 Sep 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
17 Dec 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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