

## with YOU Horizons Young People's Service Housing Support Service

Horizons Project  
2/2 Easter Dalry Road  
Edinburgh  
EH11 2TS

Telephone: 0131 201 2941

**Type of inspection:**  
Unannounced

**Completed on:**  
13 March 2020

**Service provided by:**  
with YOU

**Service provider number:**  
SP2004005200

**Service no:**  
CS2003055950

## About the service

with You Horizons Young People's Service was originally registered on 30 August 2004 as a housing support service. Horizons was previously part of Places for People Scotland but, since the last inspection, Places for People was renamed as with You. with You Horizons is a housing support service for young people aged between 16 and 25 years. The service supports young people who are at risk of becoming homeless, living in temporary accommodation and who live in their own homes.

with You is a not for profit organisation that provides a number of care services registered with the Care Inspectorate. At the time of the inspection the service was supporting 30 young people.

The service aims to uphold the following principles: Privacy, confidentiality, dignity, rights, independence, choice, inclusion and respect.

The service's objectives are to:

- Consult with people being supported
- Work to improve health, safety and wellbeing of both staff and people being supported
- Support and encourage individuals to achieve all they can
- Value diversity
- Prevent homelessness by supporting people to sustain their accommodation
- Enable the development of skills required to sustain a tenancy
- Engage in multi agency working
- Ensure individuals have an up to date support plan in place
- Regularly review support plans
- Promote independence.

The office premises are centrally situated in Edinburgh and the service accepts referrals from the City of Edinburgh Council, from East Lothian Council and from Midlothian.

## What people told us

We visited the service on 26 February 2020 and on 13 Mar 2020. We met one to one with one young person during our first visit to the service. following our visits to the service we spoke by telephone with three young people being supported by the service.

We sent 20 Care Standards Questionnaire's to people being supported within the service. One of these was completed and returned to us.

We received mainly positive feedback from the people being supported. One person commented that they felt it might be helpful for new staff to have the opportunity to shadow for a longer period as it would give the person being supported more time to get to know the new staff member whilst the longstanding staff member was still present.

People we spoke with made the following comments:

'They chum me to appointments, like the doctors, I do my food shopping with them. I got a flat through with You and its really nice. They encourage you to keep your flat clean. I talk to them about stuff. I go to the gym with my keyworkers. I feel I can trust my keyworkers. Staff are respectful. Staff are here to listen to me. They

are flexible, they help me with benefits. I think they're really good ... I've got a different lifestyle now. I've got activities like going to the gym and art classes.'

'They contact my psychologist and mental health nurse to organise appointments.'

'I've built up more interests. I've found good ways to spend my time.'

'I feel safe in my flat.'

'They talk to me about healthy relationships. I talk to the staff about my alcohol use. They're encouraging me to eat healthily. I feel better when I talk to them.'

'I enjoy the company of the staff, they listen ... They helped me to look after myself and to cook.'

'They come with me to all different meetings at social work. The support has helped me - they have got me out to do more things.'

## 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

with You Horizon's provided a very good quality of care and support to young people within their service. We observed that there were detailed support plans and risk assessments/management plans compiled for individuals being supported within the service.

We noted that there was a high standard of support plan recording. This meant that staff within the service were able to rely on up to date records. This helped to ensure that support was delivered according to assessed needs and risks. We noted that their adult protection policies and procedures in place which helped to guide staff practices when delivering support. This range of measures helped to ensure that risks were minimised.

People we spoke with told us they were actively involved in contributing to their support plan. People receiving support within the service told us that they felt staff listened to their views. We noted that the service had systems in place which ensured that young people's voices were heard across the service. We read summary reports of a recent evaluation of young people's views. The service had received a 100% positive response rate to the question 'Do you feel listened to and supported.' People being supported within the service had been invited to attend and participate in the wider with You organisation's Annual Strategy Event. A young person from the service had recently attended this event where the organisation's

business plan had been drafted. The organisation's commitment to listening to young people helped to ensure that people being supported within the service felt empowered to express and share their views.

People received support on both an emotional and practical level. We found that young people felt comfortable confiding in staff and received emotional support to cope with challenges in their lives. This had included support in related to relationships, court processes and other life events. Staff had helped people to deal with practical tasks such as accessing benefits and foodbanks, shopping, generally maintaining their tenancies, accessing social and recreational activities and safe use of online facilities.

We observed that young people had received support which had helped them to identify their skills and interests. We found evidence of individuals achieving positive outcomes through the support they received. For example, one young person was receiving support to learn to drive. We found that the support people received was generally positive. This was reflected in the following comment made by a young person:

'I'm more confident now ... My lifestyle is more stable than it was. I am feeling hopeful about the future ... I feel happier.'

Staff were knowledgeable about relevant local agencies and were able to signpost young people to organisations for any additional support or input that was required. The staff team worked in partnership with relevant local agencies. The organisation had established links with external organisations to access resources and opportunities for young people. This included creating opportunities for young people to access training in technical subjects as well as in interviewing and general life skills. These opportunities helped young people to widen their skills and develop their potential. The organisation was represented on a local housing referral group. This partnership working helped to ensure that the individuals who were offered a place within the service were people who were most likely to benefit from the experience.

Staff, if requested by the young person, accompanied individuals to attend their appointments with professionals and external agencies. Where appropriate, the staff communicated directly with other professionals and support agencies in relation to individual young people. This helped to ensure that supports delivered across agencies were dovetailed.

We found that staff we spoke with were highly motivated in their roles. One staff member commented on their motivation in their work: 'It's rewarding seeing the young people doing well and succeeding.' We found staff were caring towards the young people they supported and demonstrated an in-depth knowledge of their support needs. We found that staff received regular formal supervision. Staff described strong team working and told us they felt supported by their team and by their organisation.

We noted the staff team brought a wide range of qualifications to their roles. This helped to create a diverse team with a wide skill set to inform the support provided to individuals within the service. Staff we spoke with told us that they were supported to access training to continue their professional development. We read the service's staff training database which allowed the service manager to monitor each individual staff member's progress towards identified training. We spoke with a recently recruited staff member who described having had a robust induction programme to complete which they considered equipped them for the role. We found the service held annual staff development days which provided additional opportunities for staff and team development.

We noted the staff made use of a 'capacity tool' which provided a very robust means of monitoring the number of overall support hours required and the overall number of staff hours available to the service. This helped the service to monitor and respond to the level of support required within the service. This helped to ensure that people being supported within the service would have sufficient staff on shift to support them.

## What the service could do better

Some staff members within the service had received training in the administration of naloxone (an opiate blocker which when administered in the event of overdose can be life saving). The service agreed to explore rolling out naloxone training to the remainder of the staff team.

Whilst the service was making good use of their 'capacity tool' the service should have an additional system in place for regularly reviewing their staffing arrangements to take into account factors which may not be incorporated within this capacity tool.

## 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).

## 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.

### Inspection and grading history

Date	Type	Gradings
22 Jan 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
27 Jan 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
21 Oct 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
17 Jan 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
14 Oct 2009	Announced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 6 - Excellent
13 Aug 2008	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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