

# Aberdeen Foyer - Supported Accommodation Housing Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

12 February 2019

**Service provided by:**

Aberdeen Foyer

**Service provider number:**

SP2004006434

**Service no:**

CS2004069101

## About the service

Aberdeen Foyer - Supported Accommodation provides services for young people who are homeless, at risk of becoming homeless, or are living in unsuitable accommodation.

The housing support service is part of a broad range of services which the organisation provides for young people. At the time of this inspection, the housing support service was provided at five supported accommodation premises across the north east of Scotland.

This service has been registered since 5 August 2004.

## What people told us

We interviewed four young people, two were spoken with on the telephone, and the others were spoken with face-to-face at the Trinity Centre shopping mall.

All young people indicated very high levels of satisfaction. All met with their key workers on a regular basis and were working on targets that they had identified. All were focused on helping maintain and sustain their tenancy. Comments from young people included:

- "Support is good."
- "It's been amazing. Staff actually listen."
- "Yes, I'm aware of the complaints but I've no complaints."
- "Staff definitely have the skills to meet my needs."
- "Staff always ask my opinions, that is part of the weekly support meetings."
- "My [key] worker is excellent."

We also issued 30 Care Standards Questionnaires (CSQs) and we received 14 returns. All completed CSQs indicated that they were satisfied with the service. Two indicated that they were not happy that the service had closed their area offices and moved to outreach.

## Self assessment

We did not request a self assessment on this occasion.

## 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	4 - Good

## What the service does well

The service was delivering high quality housing support, resulting in very good outcomes for service users using the service. We graded the service very good for the quality of care and support and good for the quality of management and leadership.

All young people were actively involved in developing their personal plans. The service provides very good individual support to respond to the changing needs of the young people and gave them access to a wide range of support to help boost self esteem and confidence. All staff had very good networks with external agencies to provide necessary support for young people. This included The Prince's Trust, Reach programme, social work, health, and maximising their benefit projects. Staff were found to be very approachable and had developed very good relationships with their service users. One young person stated "my [key] worker is the best support I have ever had". All service users had up to date individual risk assessments. These included risks that staff may be exposed to while carrying out their work. These ensured that young people felt safe.

Participation was built on all aspects of support into referral forms, housing support agreements, and personal support plans. The interviews with young people and the records examined confirmed that all levels of the organisation try to promote active involvement and feedback on the service. There was fantastic tenant meetings which had educational elements which were tailored to young people's support needs. There was also a very good drop-in session with a nurse and young people were taking full advantage of getting help and assistance with their health needs. Staff were found to be going the extra mile with young people, taking them to the gym or helping them gain access to fitness activities.

The service continues to invest in staff training and several workers had been on innovative training which was then used with young people in regard to gaining skills for employment. Staff indicated that these were essential in keeping their practice up to date and also ensured that they were following best practice as the situation with the changes in benefits had affected young people greatly. We found established systems for supervision on a formal and informal basis. Most staff indicated that they had very good support from their manager. All staff also had access to regular weekly team meetings. These were an open forum where their opinions were encouraged. Staff indicated they were supported by the management team. Staff interviewed indicated high levels of morale at this time.

The service had a good approach to quality assurance. There were regular audits to ensure quality within the service. There was a need for this information to be collated into a service development plan.

## What the service could do better

The service had some difficulty with individual flat recordings, as there was a need for these to be archived. This had been resolved during the inspection. There was also issues with consistency of individual weekly recordings. Advice was given on how this could be improved.

There had been some slippage in supervision. This has been addressed and all staff are now receiving supervision in keeping with the provider's policy on support.

Although there was a staff training plan, there were elements of individual staff training needs that have to be addressed as urgent. All staff must have regular training on vulnerable adults and child protection.

We had a discussion with the manager about the need for the organisation to have succession planning as the current manager is due to retire in the next financial year.

The service was due to cease operation in the Autumn of last year, however they were commissioned to continue the service. This has hampered the development of an annual development plan. This should be created in consultation with all stakeholders and should be submitted to the Care Inspectorate on completion.

## 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
24 Jan 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
19 Mar 2015	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
25 Jul 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
16 Jul 2010	Announced	Care and support 5 - Very good Environment Not assessed

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

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