

**Young Adult Supported
Accommodation Inspection Report**
IN045955
3 October 2024

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

Service Type:

Young Adult Supported Accommodation

Provider Type:

Independent Provider

Located within: – Belfast Health and Social Care Trust

Brief description of how the service operates:

Supported Accommodation Projects provide housing support and accommodation for young people aged 16 – 21+ whose needs can best be met in a living environment that affords age and developmentally appropriate experiences in preparation for adult life.

2.0 Inspection summary

An unannounced inspection took place on 3 October 2024 between 9.30 a.m. and 4 p.m. The inspection was conducted by a care inspector.

There were no areas for improvement identified at the last inspection and no new areas for improvement were identified at this inspection.

Staff and management in the project demonstrated they had a detailed understanding of the young people's individual needs and positive relationships were evident between the young people and staff. Young people, staff and visiting professionals were positive and complimentary about the service. The inspector concluded there was safe, effective and compassionate support delivered in the service and the project was well led by the management team.

3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

In preparation for this inspection, a range of information about the service was reviewed to help plan the inspection.

A range of documents were examined to determine that effective systems were in place to manage the project and deliver safe care.

RQIA inspectors seek to speak with young people, their relatives/carers, visitors and staff for their opinion on the quality of care and their experience of living, visiting or working in this project.

Information was provided to young people, relatives/carers, staff and other stakeholders on how they could provide feedback on the quality of care and support in this project. This included questionnaires and an electronic survey.

The findings of the inspection were discussed with the manager at the conclusion of the inspection.

4.0 What people told us about the service

The inspector spoke with young people, staff and visiting professionals during inspection.

Feedback from young people provided a positive view regarding the support received from staff and their relationships with staff. Young people reported they liked living in the service and were happy with the environment and the facilities provided.

Staff reported positively on the supportive relationships between staff and young people and the quality of support provided to young people. Staff stated that the morale amongst the staff team and the support provided by management was good.

Visiting professionals highlighted the existence of good relationships and communication between the staff team and outside professionals. They believed that the staff team were invested in the young people and proactive in providing support to young people.

Questionnaires were received post inspection from staff. Responses from staff confirmed they were satisfied that the support provided to young people was safe, effective, compassionate and well led.

5.0 The inspection

5.1 What has this service done to meet any areas for improvement identified at or since last inspection?

No areas of improvement were identified in the previous inspection on 1st March 2024.

5.2 Inspection findings

5.2.1 How does the service ensure young people are getting the right support at the right time?

Sampling of team meeting minutes identified that all staff were provided with regular opportunities to meet together as a group. Staff discussed the strategies agreed to support young people, and reflected upon what is working well and what could be done differently. This is essential to ensure the effectiveness of the team and consistency of support provided to the young people.

Inspection of evidence identified that the young people had regular opportunities to come together as a group in house meetings. The meetings provided an opportunity for the young people to raise any issues, express choices with regard to activities and influence the running of the project and delivery of support. These meetings also facilitated young people's engagement with advocacy groups, who will raise awareness of issues faced by the young people with the provider.

Discussion with the person in charge and visiting professionals provided assurance that there were adequate advocacy arrangements in place for the young people. Advice was provided that the service should hold records of statutory visits to looked after children by social workers.

Young people's records evidenced that staff and management were proactive and responsive to known and emerging risks to the young people's safety and wellbeing. Clear strategies and safety plans were implemented to reduce the risk of harm and effective communication was maintained with relevant others as necessary. Furthermore, management had completed group living risk assessments, to assess the suitability of young people cohabiting, by identifying risks and implementing strategies to mitigate risks.

Support plans were developed with young people and used to measure progress against the agreed action plan. Individual support sessions happened routinely; these evidenced that staff were attuned to the individual needs of the young people and that there were good relationships between staff and young people.

5.2.2 How does the service ensure that safe staffing arrangements are in place?

Robust arrangements were in place to monitor compliance with the staff teams mandatory training requirements in areas such as trauma informed practice, first aid and fire training. Records also evidenced that staff were provided with opportunities to attend training in line with the needs of the young people. Advice was provided to the manager to ensure that the training matrix accurately reflects that staff receive annual safeguarding training.

Sampling of the rota and discussion with the person in charge identified that the number of staff on shift, was consistent with the staffing model and based on the assessed needs of the young people. The service had an experienced and stable staff team who were motivated to provide safe and effective support to the young people.

Sampling of evidence provided assurance that there are safe recruitment practices in place for staff working in the project.

5.2.3 Does the service ensure that the environment meets the needs of the young people?

Robust fire safety checks were completed by staff on a regular basis. The records evidenced the consistent completion of monthly fire tests and evacuations. There was evidence of appropriate actions being taken when issues were identified, and of proactive planning for potential risks. The fire risk assessment was also up to date.

The internal environment of the service was nicely decorated and presented as a comfortable, homely space for young people to live. Young people reported that they enjoyed spending time together in the communal areas of the service. Young people reported that they were happy with the accommodation provided and confirmed that they had access to the essential amenities needed to be able to develop their independence skills whilst living in the service. A well maintained and welcoming outdoor space was also available to the young people.

6.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with the manager as part of the inspection process and can be found in the main body of the report.

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