

# Aberdeen Foyer - Supported Accommodation Housing Support Service

Sir Ian Wood House  
Hareness Road  
Aberdeen  
AB12 3LE

Telephone: 01224 373 874

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Unannounced

**Completed on:**  
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**Service provided by:**  
Aberdeen Foyer

**Service provider number:**  
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CS2004069101

## About the service

Aberdeen Foyer - Supported Accommodation provides a service to young adults experiencing homelessness or at risk of homelessness living in temporary, permanent or supported accommodation. The service supports young adults in Aberdeen City and Aberdeenshire.

They describe their purpose 'To meet the needs of people as they move towards social and economic progress....which will involve learning, with support, to gain the skills to be able to manage their own home and work towards becoming employed....(and) improve their understanding of themselves, where they are now and how to work towards where they want to be'.

## About the inspection

This was an unannounced inspection which took place on Monday 29 and Wednesday 31 January 2024. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service, and intelligence.

To inform the inspection, we:

- spoke with six people living at the service
- spoke with staff and the manager
- observed practice and daily life
- reviewed documents.

## Key messages

- People enjoyed supportive and trusting relationships with staff who knew them well.
- Young people were fully involved in decisions about their care and support and future goals for their lives.
- A highly flexible and responsive approach ensured young people had the best chance of engaging with the support offered.
- There was a clear vision for the service which focussed on the best possible outcomes for young people.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for young adults, therefore we evaluated this key question as very good.

Tenants living at Aberdeen Foyer benefitted from supportive relationships which were warm and encouraging. They were recognised as experts in their own needs and wishes, which meant they were fully involved in decisions about their care and support and future goals for their lives. Support plans, goals and action plans were developed alongside young people to ensure these reflected their needs and wishes.

Staff respected young people's individual identities and strengths and in doing so were able to support young people in an inclusive and person-centred way. There were positive examples of the service adjusting to meet individual needs, thereby demonstrating a flexible and inclusive culture which recognised each individual's importance within the service. The team understood the benefit to the wider group of coming together to develop practical skills and reduce potential isolation and had various cooking and craft sessions which provided these opportunities. Young people also described opportunities to discover the culture of their city through planned walks and activities with other tenants and staff, giving them a sense of purpose through structured and interesting activity. Tenants' meetings also provided opportunities to share views and impact service delivery. Meetings were also used to promote good health through discussion and information sharing.

The community-based part of the service (provided across Aberdeenshire) had a highly flexible and responsive approach which ensured young people had the best chance of engaging and therefore of positive outcomes.

The Foyer tenant handbook was an engaging, informative document shared with tenants when they moved in. The document described the 'Foyer deal' a hugely positive 'something for something' statement. It detailed shared responsibility for young people's progress and empowered young people to take ownership of their future, and to make lasting and personal positive change.

The staff team were enthusiastic about the model of 'advantaged thinking' the service had introduced. It reflected their strengths-based values in identifying the skills, talents and achievements of each young person so they could thrive. The model was being embedded through workshops and information sharing but had already changed the positive use of language to improve engagement and outcomes for young people.

Young people were supported to identify their own goals and access the Foyer resources which provided opportunities for training, education and employment. For some young people support was focussed on getting them ready for those opportunities. A young person we spoke with described the opportunity to have a structured day as hugely important to his mental health and his overall ability to see a brighter future for himself.

Aberdeen Foyer had a range of services which supported young people to have good physical and mental health. Staff also understood the importance of signposting services that young people would be able to access after they had moved on from Aberdeen Foyer. This ensured that young people had the best possible support during and after their time staying at the Foyer.

Young people felt very safe in the service. This was as a result of proportionate use of CCTV, clear expectations within the tenancy agreement and a supportive staff, including at key times over the weekend. They were also kept safe by staff who fully understood their responsibilities in relation to safeguarding. Staff received comprehensive training in child and adult protection, with clear policies and procedures were in place for reporting concerns.

## How good is our leadership?

**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for young adults, therefore we evaluated this key question as very good.

There was a clear vision for the service which focussed on the best possible outcomes for young people. A service improvement plan detailed the developments and aspirations for the housing support service. This would be further improved by making direct links to the progressive work that the service was engaged in, and which would have significant benefit to young people. Collaborative working with groups and agencies demonstrated a forward-thinking service who advocated passionately on behalf of young people and the pathway of those who may experience homelessness.

The organisation had framework of quality assurance. A recent visit from the Foyer Federation was very favourable and had led to service accreditation. Reports provided to funders (the Local Authority) were comprehensive and highlighted progress and areas for improvement. Young people completed regular surveys and exit surveys to support improvement of the service and attended tenant meetings where they could share their views and shape their support, and the wider service.

Leaders demonstrated a clear understanding of what they wanted to improve and develop. Training, development days, support and supervision ensured the team had the skills, capacity and commitment to ensuring continuous improvement and to embedding identified improvements.

Young people's progress was regularly monitored. Regular reviews took place to ensure they were receiving the right support to progress, with an outcome monitoring tool supporting evaluation. Further team training had been planned to ensure the tool was being used as effectively as possible, thereby ensuring the best possible outcomes.

Young people we spoke with were able to identify key individuals that they would approach to raise any concerns and said they felt listened to and respected. There was a clear complaints procedure in place which was detailed in the tenant's handbook. When this is reprinted, we suggest that this includes the Care Inspectorate's 'Text to complain' service as this may be a more accessible format for young people.

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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