

Trust Housing Association Ltd - Branch Arran

Service name

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Service address

Isle of Arran Homes
Springbank
Brodict
KA27 8BE

Type of care service

Housing Support Service

Provider name

Trust Housing Association Ltd

Service number

CS2004056358

Date of inspection

5th December 2006

Type of inspection

Announced

Care Commission Office

Suite 3 &4a
Sovereign House
Academy Road
Irvine
KA12 8RL

Period since last inspection

03/11/05

Introduction

Isle of Arran Homes is an initiative of Trust Housing Association Ltd. which provides Sheltered and Amenity housing for older people. The registered service which provides housing support has two Sheltered Housing complexes located in Brodick and Lamlash.

These services presently support 38 tenants at the two locations and have 1.16 whole time equivalent staff with the actual number of personnel being 5. They were as follows; a Branch Manager, 2 Sheltered Housing Coordinators and 2 Cleaners, supported by relief staff when needed.

In Brodick there are 15 self contained flats and at Lamlash, 20 self contained flats.

Both services are set out at ground level. Each service has a Coordinator's flat, communal lounge, laundry, guestrooms and an office.

The Coordinator will normally be on duty 35 hours each week, Monday to Friday, and will be on call overnight Monday to Thursday inclusive for emergencies only. These staff are off duty Saturdays and Sundays and these periods are covered by a central control system.

There is a "talk back" unit in each flat and emergency pull cord system in place linking the tenants to the Coordinator when she is on duty, or to the central control system in Edinburgh who will arrange any assistance for tenants if felt necessary.

The organisation states that its mission is:

" to provide quality housing and related services for older people and others in need. "

it aims:

" to meet our strategic objectives in a varied, flexible and innovative way "

This service was first registered on 12 July 2004.

Basis of Report

In preparation for this inspection visit, a Regulation Support Assessment (RSA) was carried out to determine what level of support was necessary.

The RSA is an assessment undertaken by the Care Commission Officer which considers: complaints activity, changes in the provision of the service, the nature of notifications made to the Care Commission by the service and action taken upon requirements. The level of regulatory support was assessed as low as there were no serious concerns or issues with this service.

This was the second annual inspection of this, Housing Support Service.

Housing Support questionnaires were sent to sixteen service users, fourteen were returned. There were seven staff who returned completed questionnaires.

The inspection was carried out by two Care Commission Officer between 14:00 and 18:00pm on 5 December 2006. A staff member from each location participated in the inspection process. Discussions and feedback were conducted with the Housing & Property Officer on 6 December 2006

A range of records were examined at this visit including:

Information booklet and brochure

Tenants Newsletter - "Trust Talk" Autumn 2006

Housing Support Plan which includes Parts 1 & 2 and Review document

The Officers spoke with :

Housing & Property Officer
Sheltered Housing Coordinator and a Relief Coordinator
Six tenants

The inspection focussed upon the National Care Standards and themes selected for this inspection year, 2006/07

- Safer recruitment
- The Scottish Social Services, Code of Practice for Employers

All of these were taken into account and reported upon. The service was measured against the National Care Standards, Housing Support Services:

- Standard 2 - Your legal rights
- Standard 3 - Management and staffing arrangements
- Standard 4 - Housing support planning
- Standard 6 - Choice and communication

Action taken on requirements in last Inspection Report

There were none identified at the last inspection.

Comment on Self-Evaluation

This was completed appropriately and returned within the agreed timescale. The Self Evaluation identified relevant areas of strength and highlighted areas for further improvement and development.

Views of Service Users

The service users responded with very favourable and complimentary statements both in the questionnaires and at interview:

" the support from the Coordinator is outstanding

" we are very happy with the service "

" we are very happy with everything here "

One person responded with concern :

" ever increasing pressure of paperwork to confirm new rules and regulations is forcing a very capable and dependable staff here to spend less time in person contact "

Views of Carers

No carers were interviewed at the time of this inspection

National Care Standards

National Care Standard Number 2: Housing Support Services - Your Legal Rights

Strengths

All Service Users had Scottish Secure Tenancy Agreements and a Housing Support Plan. The Housing Support Terms and Conditions indicate that the Service User may end their housing support service by requesting a service review, to discuss the implications of doing so and to consider alternative arrangements.

The Care Commission Inspection Report conducted on 3 November 2005 was displayed in each service

Areas for development:

The service indicated in their Self Evaluation response that they need to ensure that each Service User understood that they can end their Housing Support Service at any time without ending their tenancy agreement.

This will be examined at the next inspection visit.

National Care Standard Number 3: Housing Support Services - Management and Staffing Arrangements

Strengths

Not all of the elements of this standard were inspected.

A central audit of Trust Housing's, Safer Recruitment Policies & Procedures was conducted by the Care commission and was found to be satisfactory.

Staff confirmed that they had received copies of the SSSC Code of Practice and were aware of their responsibilities. Staff had received regular supervision and some had been provided with training mainly at the Annual Conference.

It was reported that the staff of both services have good working relationships and the communication systems within the Housing Support Service were good.

Service Users confirmed that staff members were supportive and available when needed.

Areas for development:

The Housing & Property Officer confirmed that a number of developments were being progressed :

The Complaints Policy which is provided by the service within their leaflets was being reviewed. It was reported that once this had been adopted by the organisation, staff would receive appropriate training.

The meetings of Coordinators were presently being considered so that staff would meet more regularly than at the Annual Conference.

In their Self Evaluation response the service identified that the staff appraisal scheme needs to be rolled out to cover all care staff and then reviewed within set timescales.

An audit of staff training was to be determined and individual training records were to be developed for each staff member.

It was indicated that plans were being developed to provide SVQ training for staff on the island, in preparation for their registration with the Scottish Social Services Council . (see Recommendation 1)

These initiatives will be examined at the time of the next inspection visit.

National Care Standard Number 4: Housing Support Services - Housing Support Planning

Strengths

The Care Commission Officers examined the new, recently introduced Housing Support Planning documents. These were comprehensive and were currently being used to record the support each person needs. The forms were then completed indicating that each Service user's support is tailored to suit them.

Arrangements are routinely put in place at a tenant's request for further advice or specialist support from other agencies.

All essential information is recorded in the person's Housing Support Plan

Those plans examined were found to be accurately maintained and the information written in a sensitive and thoughtful manner.

Review meetings with the tenants and their representative were conducted by the Co-ordinator, initially after the first three months and annually unless a tenant requests an earlier meeting.

At the time of the review, people were asked how their needs were being met and if any changes were required.

Areas for development:

The service identified within their Self Evaluation response that they need to consider the use of this paperwork by taking into account Service User and Staff comments and views at the time of the new paperwork being reviewed.

This will be examined at the next inspection.

National Care Standard Number 6: Housing Support Services - Choice and Communication

Strengths

The Housing Support Plans examined set out in clear terms the agreements reached about the type of housing support being provided and received. It was mutually agreed. Records indicated that Service Users were kept informed of any changes to the worker who will be providing them with their support.

Service users gave positive comments about the support and assistance they received:

“ they really do look after you – they would do anything for you, “

“I get respect and consideration”

There were clear indications from records examined that communication within the service was good.

Service users confirmed that they were given opportunities and encouraged to make choices about all aspects of their routine and support needs.

A local Advocacy service maintains regular contact with the services and all tenants have good information provided via the organisation's newsletter which is distributed quarterly.

Areas for development:

There were no areas for development identified.

Enforcement

None identified at this visit.

Other Information

A new Housing & Property Officer took over the registered Manager's post in May 2006 on the retirement of the previous person.

Requirements

A requirement is a statement setting out an enforceable action required of a service provider in order that the service comply with current legislation, usually within a specific timescale.

None

Recommendations

A recommendation is a statement setting out proposed actions to be taken by the service provider aimed at improving the quality of service (based on good practice and professional judgement) but which would not be subject to enforcement action if not actioned.

- 1 The organisation should provide SVQ accreditation opportunities for staff , in preparation for their registration with the Scottish Social Services Council.

This report was written by Charmaine Dickson, Care Commission Officer,
03/01/2007