

Trust Housing Association Ltd - Branch Two**Service name**

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Service addressWest Regional Office
25 Park Circus

Glasgow G3 6AP

Type of care service

Housing Support Service

Provider name

Trust Housing Association Ltd

Service number

CS2004056354

Date of inspection

18 December 2006

Type of inspection

Announced

Care Commission Office4th Floor 1 Smithhills Street Paisley PA1
1EB**Period since last inspection**

10 months

Introduction

Trust Housing Association Ltd - Branch 2 was registered with the Care Commission in December 2005 to provide Housing with Support for older people within eight sheltered and very sheltered housing developments. The eight complexes are located within Dumfries and Galloway, and East Ayrshire. There is a named manager with 8 coordinators at a local level.

The Mission Statement for the organisation states that they " Provide quality housing and related services for older people and others in need."

Trust Housing Association aims to, "meet our strategic objectives in a varied, flexible and innovative way.

Basis of Report

This service was inspected after 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, nature of notifications made to the Care Commission by the service, action taken upon any requirements etc.

This service was required to have a low level of support that resulted in an inspection based on the national inspection themes and any recommendations and requirements from previous inspections, complaint or other regulatory activity.

Before the visit:

The service submitted an Annual Return containing information about the service.

A self-evaluation form was also provided.

29 service user questionnaires were returned.

Ten staff questionnaires were also returned.

During the visit which took place on 18 December 2006, the Care Commission Officer spoke with:

The Manager

The Care Commission Officer took all of the above into account. As there were no recommendations or requirements following the previous inspection, the Officer reported on any areas for development highlighted in the previous inspection report, the feedback from staff and service user questionnaires and the inspection theme of Safer Recruitment which was looked at by the Care Commission. The latter is reported under the following National Care Standard for Housing Support Services:

Standard 3: Management and Staffing Arrangements

Action taken on requirements in last Inspection Reports

Not applicable.

Comment on Self-Evaluation

The self-evaluation for the service was completed in an open and comprehensive manner, identifying both strengths and areas for development.

View of Service Users

29 questionnaires were received and the majority were complimentary about the service and indicated that they were satisfied with staff support and service delivery. Only a minority of views indicated some dissatisfaction in certain areas and the suggestion was that this was mainly down to poor communication. During verbal feedback, the manager stated her intention to look into the views of dissatisfaction right away. Service users' comments included:

They have it just right. I get all the help I need. Safe and happy that someone is there even at 02.30am.

Totally satisfied with all services never had to complain.

The staff here at Care Trust Dumfries have become friends of mine and my family.

I am very happy with the care I receive.

First class service.

Everything is fine as far as I am concerned.

"Coordinator always very polite and respectful, a pleasure to have her around.

Former showpiece gardens and grounds suffer from neglect.

I am unhappy with the laundry arrangements, i.e. no specific time allocated I often wait for days to get it free.

Because if you tell the wardens anything it goes in one ear and out the other some show no interest.

"Things have changed since Trust Housing took over and not for the better as far as tenants are concerned Necessary work being overlooked, no funds or so we are told, surely the safety of tenants is important.

I feel I could be told who your carer will be when normal carer is off.

View of Carers

No carers were spoken with on this occasion.

Regulations / Principles

National Care Standards

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

Strengths

An audit of the service's safer recruitment policies and procedures has been carried out by the Care Commission and found to be satisfactory.

The Officer noted that staff questionnaire responses were positive. They indicated that SVQ training was being provided on a rolling programme, there were good ongoing training opportunities, staff felt well supported and that staff were familiar with policy and procedural guidance.

The self evaluation confirmed that staff appraisal would be rolled out in 2007 to cover all staff.

Areas for Development

In discussion it was suggested that the organisation develops a system for rechecking Enhanced Disclosure Checks for staff.

Enforcement

No enforcement action has been taken against this service.

Other Information

Part 1 of the Housing Support Plan includes the terms and conditions for receiving the housing support service. The Officer suggests that information relating to a Written Agreement contained within the Housing Support Plan, is easily identified to service users and/or their representatives as such.

Requirements

None.

Recommendations

None

Tony Valbonesi

Care Commission Officer