

# Trust Housing Association Ltd - Branch One

**Service name**

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**Service address**

West Regional Office  
25 Park Circus  
Glasgow  
G3 6AP

**Type of care service**

Housing Support Service

**Provider name**

Trust Housing Association Ltd

**Service number**

CS2004056339

**Date of inspection**

27/03/2006

**Type of inspection**

Announced

**Period since last inspection**

Initial Inspection

**Care Commission Office**

Suite 3  
Sovereign House  
Academy Road  
Irvine  
KA12 8RL

## **Introduction**

Trust Housing Association Ltd. Branch 1, is registered to provide housing support for the tenants who live within the Amenity, Sheltered and Very Sheltered housing for older people in eight areas, located as follows:

Bowmore & Port Ellen on Islay, Tobermory on the Isle of Mull, East Kirk Court & St Margaret's Court in Greenock, Netherlee & Thornliebank in Glasgow and Strachur.

These services presently support up to 229 tenants across the eight locations. There were 9.3 whole time equivalent housing support staffing hours identified for this branch, with the actual number of personnel being 51, who provide support and advice. The accommodation and staff were provided by Trust Housing.

It was reported that each sheltered housing service was of varying design. However, all have communal lounge areas, laundry facilities, guestrooms and a coordinators office.

The Supported Housing Coordinator will normally be on duty 39 hours each week, Monday to Friday

An emergency call system was provided with 24 hour monitoring of this system and in most developments there was a telephone link for the emergency call system. The staff were off duty Saturdays and Sundays and at certain times of the day. These periods were covered by a central control system providing an out of hours on call service for tenants and staff.

There was a communication system linked to each flat and emergency pull cord system in place linking the tenants to an emergency response system. At the Thornliebank service they provide " Very Sheltered " support to 12 of their tenants, which ensures that a greater proportion of staff time was available to deliver higher levels of core support. Additional housing support may be available according to each individual tenant's assessed needs. In the Very Sheltered unit a staff member sleeps overnight on the premises.

The Association 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**

This was the first inspection of this branch of Trust Housing. Prior to the visit a Pre Inspection Return and Self Evaluation Form were sent to the Branch Manager/Housing Officer. Questionnaires were sent to a sample of the tenants and staff across the eight services.

From the documents a risk assessment of the service was conducted. The inspection took place between 27 March and 28 March 2006 and was conducted by two Care Commission Officers, Charmaine Dickson and Arlene Woods. They consulted with 63 tenants and 16 members of staff. Two relatives responded on behalf of their family member. These consultations were carried out in the form of questionnaires, telephone interviews and one-to-one interviews.

A short notice inspection was made to the two services in Greenock. The Officers spoke with;

Two Sheltered Housing Co ordinators  
A Domestic  
Seven tenants

The following records, policies and procedures were examined:

Housing Support Plans  
Operational Policies  
Accident, incident and complaint records  
Staff training and supervision records.  
Fire safety records.  
Information and welcome leaflets

The Care Commission Officers took all of the above into account and reported on whether the service was meeting the following National Care Standards, Housing Support Services:

- 1 Informing and deciding
- 2 Your legal rights
- 3 Management and staffing arrangements
- 4 Housing support planning
- 7 Exercising your rights.

### **Action taken on requirements in last Inspection Report**

This was the first inspection of these services.

### **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 majority of the responses from tenants was positive and complimentary about the support and assistance provided. One tenant would " like someone on duty at the weekends," Some of the responses were as follows:

" on occasions I have required a little additional help and staff have treated me very well "

" if you have a complaint they sort it out to your satisfaction"

" Do's & Don'ts for the use of the washing machine would be a help"

" I can't think of anything else to say except I am very comfortable in my flat and satisfied and happy "

### **Views of Carers**

There were no relatives interviewed at the time of the inspection visit.

One person response in their questionnaire was, " as long as the Edinburgh weekend cover is available my Father will be perfectly happy with the care available."

## **National Care Standards**

### **National Care Standard Number 1: Housing Support Services - Informing and Deciding**

#### **Strengths**

An Information Pack was sent to all applicants. It contains a booklet in large print called "Trust Housing Support Service " which contains all relevant information about the service to fully inform the applicant about what can be provided. This can be made available in braille, audio or be translated if needed and is available in very large print for those with a visual impairment.

Time is taken to discuss all the details with the applicants at the visit made to assess their housing and support needs. Contact names and telephone numbers were given should the applicant require further information. Tenants spoken with explained that they had been encouraged to visit the service and meet with the staff and other tenants prior to making a decision.

#### **Areas for development:**

It was noted in the Self Evaluation Document that the service intends to regularly update their Information Packs as well as increase the Association's newsletter from two to four publications every year.

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

#### **Strengths**

Following the initial meeting, the applicant and Housing Support staff would discuss the support needs of the person.

An assessment of need would be completed, from this, a Housing Support Plan would be drawn up. There is a section within the documents which allow for a tenant who was resident prior to 1 April 2003 to sign that they do not wish to have a Housing Support Plan.

Tenants were provided with a Scottish Secure Tenancy Agreement and a Housing Support Plan Agreement, which relates to the core housing support activities that would be provided. Both agreements would be signed by the tenant and the staff member conducting the application. Copies of these were given to the tenant.

Each person would have time to consider the support being offered. Staff will take time to give clear explanations of how and when support will be provided.

Further discussions about the service and the details in the Information Pack will be gone over including how the tenant can end or change the support they have.

#### **Areas for development:**

There were no areas for development.

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

## **Strengths**

A comprehensive range of policies and procedures were in place which covered all legal requirements and appropriate records were maintained. Staff who had completed questionnaires and those spoken to on the day of inspection were aware of and knew how to access policies and procedures. Staff confirmed that they received regular training to review and learn about new guidance.

Sheltered Housing Coordinators and staff spoken with were able to confirm that staff were recruited in accordance with the Association's policy which included taking up references and Disclosure Scotland checks.

Staff consulted during the inspection process confirmed that they had received induction and attended a range of training opportunities to ensure that they had the knowledge and skills for the job, taking account of individual development needs and training needs identified in relation to service delivery. One staff questionnaire included the comment - "I will be quite prepared to undertake any further training to make me more proficient in my job"

A number of staff described the annual conference as being a good experience and training opportunity.

All tenants consulted during the inspection process felt that staff had the knowledge, skills and training to meet their needs.

Staff confirmed that they received regular supervision which provided them with the opportunity to review their training and development needs. Several staff spoken with during the inspection process were able to evidence opportunities for career development within the Organisation or how they had been supported with their development, particularly in preparation for the regulation of the housing support service. Tenants were provided with details of the complaints procedure in the Trust Housing Support Service booklet and in the tenants handbook.

The staff have good working relationships and the communication systems within the Housing Support Service and the other services within the Organisation and externally were found to be good.

Staff were aware of the Scottish Social Services Council Code of Practice and confirmed that they had received a copy of this.

## **Areas for development:**

It was reported that all staff would be supported to pursue their SVO qualifications, so that they would be able to register with the Scottish Social Service Council. This will be examined at the time of the next inspection.

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

### **Strengths**

Housing Support Plans were agreed at a meeting with the person and any family member, friend or advisor that the person wished to be present. A description of the Core Housing Support Services that were provided to assist the tenant to maintain their home were identified. The support each person needs was tailored to suit them as this may vary from time to time.

Arrangements were put in place at a tenant's request for further advice or specialist

support from other agencies.

All essential information was 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.

A review meeting with each new tenant and their representative were conducted by the Co-ordinator initially after the first three months, and annually unless a tenant requested an earlier meeting or the Co-ordinator felt an early review was appropriate.

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

Tenants were reminded at this meeting about how to make contact with the service and how to seek guidance and advice if this was needed.

### **Areas for development:**

From discussions with staff, it was explained that a working party was reviewing the Housing Support Plans, which were relatively new to staff and tenants. It was stated that staff would be assisted in their understanding of the process and any significant changes to the documents would be discussed and training provided.

## **National Care Standard Number 7: Housing Support Services - Exercising Your Rights**

### **Strengths**

Tenants rights and responsibilities were provided in the " Trust Housing Support Service", booklet.

Information regarding Trust's confidentiality policy were included in the booklet.

Tenants confirmed to the Care Commission Officers that they were very confident that any information the staff may hold is kept securely and that their confidentiality was respected at all times.

At all times tenants were reminded of the choices and decisions they can make about their Housing Support Plan.

It was mutually agreed. The document were signed and dated. A copy was given to the service user and if they wished, a copy would be forwarded to their representative if they were not present at the meeting.

The right to confidentiality was upheld and only if legal reasons prevailed would information be shared. This is clearly set out in the section of the booklet " Your Housing Support Plan is part of a Confidential Process".

Records were held securely at all times and copies of all records were made available to the service user. Details about keeping a confidential file for the tenant was also noted in the Housing Support Plan.

Staff members were aware of the Code of Conduct and have access to whistle blowing procedures.

Each person was kept informed of any changes to the person who would be providing them with their support.

Tenants were complimentary about the service they received and stated that their requests were always dealt with politely and well in time.

Comment cards were available for tenants to share their suggestions or ideas with the service

Complaints leaflets and information about the complaints procedure was on display and also contained in the Information Pack

**Areas for development:**

The Association was preparing to introduce a revised complaint policy and procedure. It was reported that staff would be provided with training on this new policy.

**Enforcement**

There was no enforcement action proposed for this service.

**Other Information**

None

**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.

**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.