

**Trust Housing Association Ltd - Branch Two**

**Service name**

Trust Housing Association Ltd - Branch Two

**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**

CS2004056354

**Date of inspection**

27 February 2006

**Type of inspection**

Announced

**Care Commission Office**

Central West 4th Floor 1 Smithhills Street  
Paisley PA1 1EB

**Period since last inspection**

This is the first inspection of this service

**Introduction**

Trust Housing Association 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 complexes. The eight complexes are located within Ayr, Girvan, Dumfries, Newton Stewart, Stranraer, Glenluce, Langholm and Thornhill.

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**

The service returned a Pre Inspection Return and a self-evaluation which contained comprehensive information about the service.

The officer visited three of the complexes within the branch and took the opportunity to meet with service users in groups and on a one to one basis during these visits.

There were 14 questionnaires returned by tenants living in some of the other complexes giving their views on the service.

Seven questionnaires were returned by staff giving their views on the service.

There were six questionnaires returned by relatives / representatives / professional workers.

The inspection was carried out during an announced visits between the 27th February and 2nd March 2006 by one Care Commission Officer.

During the inspection the officer discussed the service with the Housing Officer, service users and staff members.

The officer viewed a range of documentation including the following:

Accident and incident records

Service information pack

Complaints procedure

Support plans

The inspection focused on the requirements of the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002, Statutory Instrument 114 and on the following 5 of the National Care Standards for Housing Support Services:

Standard 1 - Informing and Deciding

Standard 2 - Your Legal Rights

Standard 3 - Management and Staffing Arrangements

Standard 4 - Housing Support Planning

Standard 7 - Exercising Your Rights

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

This is the first inspection of this service.

### **Comment on Self-Evaluation**

The self evaluation was completed in a comprehensive manner and submitted on time.

### **View of Service Users**

Service users commented positively about the service they received and about the skills and commitment of the staff. Comments from service users included: "The staff listen to you and help with any worries" and "I feel safe living here, I can call for help if I need it".

### **View of Carers**

Questionnaires returned by relatives / representatives / professional workers contained positive comments about the service such as:

"My mother receives an excellent standard of care."

"The premises are beautifully kept and there is a range of social activities."

"The organisation is professionally run, the site warden is helpful both to my parents and myself."

## **Regulations / Principles**

### **National Care Standards**

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

##### **Strengths**

People wishing to use this service were sent comprehensive information leaflets about the service. The leaflets included details such as; information about the service, locations of the complexes, what support can be provided , charges for the service and the complaints process.

Individual Housing Coordinators welcomed visits to the scheme by prospective Tenants and their relatives.

##### **Areas for Development**

The Housing Officer commented within the self evaluation that information was continually reviewed to ensure that accurate details were provided.

In response to suggestions from Tenants ,the organisation was aiming to increase the amount of newsletters sent out to tenants from twice a year to four times a year.

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

##### **Strengths**

Each tenant had a Scottish Secure Tenancy Agreement which clearly defined the service they would receive. The agreement was signed and dated by the Co-ordinator and the tenant.

##### **Areas for Development**

There were no areas of development identified on this occasion

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

##### **Strengths**

The organisation had policies and procedures which covered all legal requirements such as health and safety, staff training , record keeping and risk management. These policies and procedures were being validated as part of a central process. Each complex had copies of the policies and procedures for reference.

The organisation's recruitment screening process included obtaining relevant references and carrying out a criminal records check on all recruits.

The induction programme that new employees undertook when they started in post included training on topics as moving and handling, first aid , food hygiene and the organisations policies and procedures. Staff were aware of the Scottish Social Services Council and the code of practice.

Staff had access to a range of internal and external training opportunities. Staff spoken with commented that they felt well supported by their line manager and had opportunity to raise issues in both formal and informal forums.

### **Areas for Development**

The organisation had a rolling programme in place for supporting staff with SVQ training this was discussed with the Housing Officer and staff members during the inspection.

The Housing Officer for branch 2 detailed in the self evaluation that there was a plan to introduce periodic meetings with the Housing Coordinators from the eight complexes.

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

### **Strengths**

The organisation had revised the format of recording tenant's information; this had resulted in the development of improved Housing Support Plans. The Officer viewed a sample of Housing Support Plans, there was evidence that they contained relevant personal information, including their next of kin and personal contacts, medical and care contacts and what support the individual received from other sources.

Tenants were aware of their right to access their records.

### **Areas for Development**

The Housing Support Plans detailed the "core" services available to tenants, however the support plans did not reflect all aspects of service users individual needs in detail. The Housing Officer explained that a working party was currently reviewing this aspect of the support plans .

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

### **Strengths**

Tenants spoken with were aware of their rights and responsibilities as users of the service. They were aware of the complaints process and who to complain to. There was evidence that complaints

were recorded and managed in line with the organisation's policy.

The organisation had recently implemented suggestion / comment cards as an additional method for people to raise issues about the service.

There were policies in place addressing confidentiality and equality, staff were aware of the policies.

Information about tenants was kept securely and people were aware that they could access their own records.

Interactions between staff and tenants were observed to be appropriate and respectful, any requests were handled in a polite and prompt manner.

**Areas for Development**

There were no areas of development identified on this occasion.

**Enforcement**

**Other Information**

There were no other issues identified on this occasion.

**Requirements**

There were no requirements identified on this occasion.

**Recommendations**

There were no recommendations identified on this occasion.

**Fiona Stevenson**

**Care Commission Officer**