

Trust Housing Association Ltd - Branch Three

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

CS2004056364

Date of inspection

4 October 2005

Type of inspection

Announced

Care Commission Office

1 Smithshill St Paisley. PA1.1EB

Period since last inspection

Introduction

The Trust Housing Support Branch 3 is made up 7 developments. The branch was registered as a Housing Support Service (HSS) with the Care Commission in 2004. The service is registered to provide a HSS to older people. The service offers sheltered/very sheltered accommodation to older people.

Basis of Report

An announced inspection was carried out over two days by one Care Commission Officer (CCO). The CCO was able to visit two sites therefore sheltered and very sheltered service provision was reviewed at the High Blantyre development and the Airdrie development. During the course of the inspection, the managing organisation provided Pre - inspection information and a completed self evaluation form.

A range of policies and procedures relevant to the Housing Support Service were reviewed which included the following:

The personal plans for 4 people who used the sheltered and very sheltered accommodation

The written agreement and the information brochure for prospective service users.

Quality Assurance information and service provision feedback information.

The service's complaints procedure, confidentiality policy, recruitment policy, accidents & incidents policy and risk management policy were reviewed as part of the central review process for the service.

Staff training information was also reviewed.

The CCO also reviewed the service performance with reference to the National Care Standards:

Housing Support Service

Standard 1: Informing and Deciding

Standard 2: Your Legal Rights

Standard 3: Management and Staffing

Standard 4: Housing Support Planning

Standard 7: Exercising Your Rights

Staff views were captured via individual conversations and staff questionnaires. 13 staff were spoken with and 1 staff questionnaire was returned. Staff quotations will be highlighted in the main

body of the report.

23 people who used the services were also interviewed and comments from these interviews will feature in the main body of the report.

Action taken on requirements in last Inspection Reports

This is the service's first inspection since registration.

Comment on Self-Evaluation

The self-evaluation was completed timeously.

View of Service Users

There were 6 Tenants spoken with on a 1:1 basis and 17 given the opportunity to speak to the Officer as part of a group. Their views included:

"feel safe, no problems, very happy with the service, I'm very happy with things, staff couldn't do anymore, the only issue is the weight of the entrance doors as some Tenants struggle to open it".

View of Carers

There was a District Nurse and a Home Carer spoken with on the day of the inspection. Their comments included:

"really good service is offered to the Tenants, Tenants are always treated with respect and staff are very caring, I can rely on staff phoning if there is any issues with Tenants health". "beautiful & caring place, nice and happy atmosphere, Tenants are becoming frailer and need more care".

Regulations / Principles

National Care Standards

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

Strengths

The service had in place a 'welcome pack' that shared information on service provision for current and prospective Tenants. It also included information on how to raise a concern with the service. The Branch Manager would undertake an initial visit to prospective Tenants to discuss service provision for sheltered housing. However very sheltered housing visits were undertaken by the Housing Support Coordinator.

The Tenants' support plans held information on the terms and conditions of service provision and the rights and responsibilities of the Tenant.

During the inspection some Tenants voiced that they were given a brochure and leaflets prior to using the service.

On sampling some support plans it was noted that some held information on the cost of the service. This information should be available to all Tenants.

Service provision was monitored by using an external verifier service. It should also be noted that the service had introduced a 'new Tenant satisfaction questionnaire'.

The service had in place an array of policies and procedures that included managing risk, reporting and recording accidents.

The Branch Manager stated that the inspection report would be made available to current and prospective Tenants. It was also voiced that different formats would be made available as required.

Areas for Development

The Branch Manager stated as part of the self-evaluation process that the service needs to 'regularly update the information packs that are made available to prospective Tenants'. It was also highlighted that the service wishes to increase the availability of service newsletters from two to four per year. This will be explored at the next inspection.

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

Strengths

The housing support plans sampled held information regarding the terms and conditions of service provision and were signed off by the individual Tenant.

The Branch Manager highlighted as part of the self-evaluation process that Tenants were provided with copies of the Scottish Secure Tenancy agreements. This was validated by some Tenants on the day of the inspection.

Areas for Development

The Branch Manager as part of the self-evaluation process highlighted that all housing support plans will be agreed with Tenants within Branch 3 by the end of October 2005.

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

The service had an array of policies and procedures in place which included whistleblowing, managing risk, recruitment and complaints. These policies and procedures were validated as part of a central process. A robust recruitment procedure was in evidence.

During discussion with staff they were able to demonstrate an awareness of the Organisation's policy on lone working and their role in managing Tenant's medication. The policy and procedure manual was in evidence within the developments. A staff handbook was also in evidence for perusal for all staff. Staff confirmed that induction training was undertaken by new staff.

The Branch Manager highlighted that the services within branch 3 were in the process of receiving links to the internet to allow staff to access Trust information via the internet and also to access best practice statements relevant to a housing support service.

An annual conference was held for some development based staff. The Officer noted that the topic of elder abuse would be covered as part of the agenda. The Organisation should consider rolling this topic out for all staff to access.

The Branch Manager stated that the Organisation was committed to all staff achieving recognition within the Scottish Vocational Qualification (SVQ) system. Some staff had already achieved SVQ level 3 or 4 status. It was also stated that the Organisation was carrying out a training needs analysis to develop staff skills across relevant care topics.

Staff from the two developments visited were very enthusiastic about the role they performed. Tenants spoken with stated they were always treated with respect and in a courteous manner by Trust staff.

Staff stated that supervision sessions take place approximately every 4-6 weeks with their line manager and that there was a 6-8 weekly staff meeting within the developments visited. Executive staff meetings took place on a monthly basis and minutes of the meeting were disseminated to all Trust developments. During discussion with staff they stated they felt supported by their Line Manager.

Areas for Development

Staff training was limited in the area of computer skills. The Branch Manager stated that there were plans for all staff to receive training to develop their skills within information technology. This will be explored further at the next inspection. There had been no staff training on the topic of elder abuse at the time of the inspection. The Branch Manager stated that staff would benefit from training in this area.

The Branch Manager highlighted as part of the self-evaluation process that she would like to introduce 'Branch' meetings with the Housing Support Co-ordinators.

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

Strengths

Tenants felt that their housing support needs were being adequately met and provided as agreed. They confirmed that they knew how to access their Housing Support Co-ordinator within the developments. The majority felt that their requests for assistance were responded to quickly and in a courteous manner.

The new housing support plans were sampled. The plans have been introduced recently and were at an early stage of implementation. It was noted in the majority of cases that the support plans recorded relevant information about individual Tenants.

The service carried out a review of the individual's housing support plans three months after taking up tenancy, thereafter the housing support plans would be reviewed on an annual basis or earlier if care needs change.

Out of hours contact was covered by a service called 'Hanover Careline'. Basic information was

held by this service to assist with out of hours service provision.

Areas for Development

There was some correlation between Tenants needs and the support plans. However, the service should develop these plans to ensure that all aspects of care needs were reflected in individual housing support plans.

On reviewing the sample of housing support plans it was noted that there was some gaps in recording. This was discussed with the Branch Manager on the day of the inspection.

Some Tenants during discussion stated they were not aware of their housing support plan. The services should continue to explore ways of raising the Tenants awareness regarding their housing support plans.

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

Strengths

The housing support plans sampled highlighted the terms and conditions of service provision. The rights and responsibilities of Tenants were also explained within the housing support service brochure.

Confidentiality was discussed as part of the Trust housing support service brochure. As part of the housing support planning Tenants were asked to sign a 'sharing of information' proforma.

It was noted during inspection that the Tenants' housing support plans were securely locked away.

During discussion with Tenants they voiced that staff treat them with respect and their privacy was maintained.

On both developments visited they had a 'suggestion box' in place, advocacy information was displayed and there was information available on accessing the Scottish helpline for older people.

The Tenants were aware who their local councillor and MSP where. They stated they were supported to participate in local and national elections.

Areas for Development

Some Tenants were not aware who their dedicated support worker was. This was discussed with the Branch Manager on the day of the inspection and it was highlighted that all Tenants were made aware of who their named worker was as part of the application / admission process. It was acknowledged by the service that some work maybe need to ensure that Tenants who may have a cognitive impairment are reminded of who their named worker is.

The service acknowledged that staff may benefit from training in recognising, detecting and preventing older abuse. The Branch Manager committed to exploring staff training in this area.

Enforcement

None

Other Information

During the inspection it was noted and discussed with the Branch Manager that the very sheltered service within the High Blantyre development was currently at full capacity of 14 very sheltered tenancies and 22 sheltered tenancies. However, given the natural increase in frailty levels of existing sheltered tenants living at the development along with the frailty levels of new applicants moving in to receive the service it was voiced that this is placing considerable pressure on the existing staff resources allocated to the development.

The Branch Manager stated that this matter was highlighted by Trust staff, service users and carers/families to South Lanarkshire Council Supporting People Staff during the Council's Supporting People Review carried out at the development earlier in the year with the view to additional resources being allocated to Trust to increase the number of very sheltered tenancies being offered and also the possibility of the provision of Floating Support. During discussion with staff it was voiced that the staff resources are currently stretched as the staff are meeting the Housing Support needs of the current 14 allocated places and also the additional pressures of approximately seven sheltered tenants who have been identified as requiring the very sheltered service. This will be explored/reviewed further at the next inspection.

Requirements**Recommendations**

1. A staff training plan should be developed that reflects not only mandatory training but the continual professional development of staff for example within the area of recognising and preventing elder abuse. National Care Standards for Housing Support Services, Standard 3.4: Management and Staffing.

Jacqueline Dennis

Care Commission Officer