

Trust Housing Association Ltd - Branch Four A

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

CS2004056389

Date of inspection

17/02/2006

Type of inspection

Announced

Period since last inspection

Initial Inspection.

Care Commission Office

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

Introduction

Trust Housing Association Ltd. Branch 4A, is registered to provide housing support for the tenants who live within Sheltered and Very Sheltered housing for older people in the six sheltered housing facilities in the following areas:

Pollokshaws, Clydebank, Croftfoot, Carmunnock, Dowanhill, Old Kilpatrick. These services presently support up to 169 tenants across the six locations. There were 5.33 whole time equivalent housing support staffing hours within these services, with the actual number of personnel being 19 who provide support and advice. The accommodation and staff were provided by Trust Housing.

Each sheltered facility has communal lounge areas, laundry, a co-ordinators office and guestrooms, with the exception of the service at Carmunnock which has no guestrooms.

The Sheltered 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.

Clydebank and Pollokshaws were the two services in this Branch which provided " Very Sheltered " support which ensures that a greater proportion of staff time was available to deliver higher levels of core support, including an evening meal. These services were managed by a Supported Housing Coordinator. Additional housing support may be available according to each tenant's assessed needs. In these facilities a staff member sleeps overnight on the premises.

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

This was the first inspection of this registered branch

Prior to the visit a Pre Inspection Return and Self Evaluation Form were sent to the service. Questionnaires were sent to a sample of all the service users and staff.

From the documents returned a risk assessment of the service was conducted.

A short notice inspection was carried out by two Care Commission Officers, Charmaine Dickson and Arlene Woods on the morning of 17 February 2006 at the Pollockshaws service. The Officers spoke with :

Supported Housing Coordinator
2 Supported Housing workers
5 tenants

From a sample of questionnaires sent out to tenants, their relatives and Trust staff across the six services, the following responses were received: 14 from tenants, 3 from relatives and 14 from staff. A small number of tenants declined to have contact with the Care Commission Officers. However, in total there were 9 tenants interviewed in person or by telephone

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 initial inspection of this service.

Comment on Self-Evaluation

The Manager provided a detailed response which identified strengths and areas for development.

Views of Service Users

The Care Commission Officers were provided with positive and complimentary responses from tenants. They were happy with the support and many indicated that they enjoyed the opportunities to socialise, whilst others preferred the privacy and respect that the service upheld.

Views of Carers

There were no relatives spoken with during this inspection process. One person stated in her response questionnaire:

"I have been delighted with the service provided as it has given me piece of mind to know Mum is secure"

National Care Standards

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

Strengths

Trust Housing Association provides an Information Pack for all prospective tenants. This contains details of the service to be provided and the charges for the services and accommodation. A tenants handbook and leaflets about the specific sheltered housing being considered were included in the pack.

This information can be provided in a variety of formats including braille, large print, audio and translated if needed.

Areas for development:

In the Self Evaluation Document it was stated that the Organisation continually reviewed information to ensure that accurate details were passed onto service users.

The Organisation was considering using a marketing strategy which may prove useful, ensuring that prospective applicants were aware of what the association offered.

The Organisation was raising the production of its newsletter to four per annum in response to tenant feedback. All of these developments will be examined at the next inspection.

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

Strengths

After the initial assessment has been conducted, the tenant was provided with a Scottish Secure Tenancy Agreement and a Housing Support Plan Agreement, which related to the core housing support activities that would be provided. Both agreements would be signed by the tenant and the staff member assisting with the application process.

Copies of these agreements were given to the tenant.

Each person would have time to consider the support being offered. Staff took 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 would be gone over including how the tenant can end or change the support they received.

Areas for development:

The Care Commission inspection report will be made available to the services within this branch and their tenants.

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

Strengths

Staff spoken with were well informed and aware of the needs of the tenants.

All the relevant policies and procedures were available to staff and tenants.

The recruitment, selecting and vetting procedures for staff, complies with the regulations.

Records were in place for the recording of incidents and accidents and complaints.

Staff spoken with were well informed and aware of the needs of the tenants.

There had been training opportunities for staff in Food Handling, First Aid and Moving and Handling. Staff spoken with described the opportunities to network and share training workshops at the Organisation's annual two day conference.

Staff met with the Housing Officer regularly and supervision was provided.

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 were well maintained. Links with other agencies were said to be good, this was confirmed in the information noted in the communications diary and individual records. Tenants spoken with were complimentary about the care and support they received.

Areas for development:

The service had noted in the Self Evaluation Document that a staff programme of SVQ training would be rolled out and that staff appraisals were to be conducted annually. They would intend to periodically hold coordinators meetings within the branch. These developments will be considered at the next inspection.

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

Strengths

Housing Support Plans were agreed in meetings with the person and any family member, friend or advocate that the person wished to be present. A description of the Core Housing Support Services that were provided to assist the tenant were noted. The support each person needs is 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.

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 requested an earlier meeting.

At each person's review they were asked how their needs were being met and if any changes were required .

Service users were reminded at this meeting about how to make contact with the service and how to seek guidance and advice if this is needed

Areas for development:

It was reported that a working party was presently reviewing the Housing Support planning paperwork.

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

Strengths

Information regarding Trust's confidentiality policy and the tenants' rights and responsibilities were provided in the "Trust Housing Support Service " booklet.

Tenants confirmed to the Care Commission Officers that they were very confident that any information the service may hold about them was held securely and their confidentiality was respected at all times.

Tenants were regularly reminded of the choices and decisions they can make about their

Housing Support Plan.

It was a mutually agreed document which they had signed and dated. A copy was given to the tenant 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 was 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 is also noted in the Housing Support Plan.

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

Areas for development:

The complaints policy had recently been reviewed it was reported that training will be provided for all staff. This area of development will be examined at the time of the next inspection.

Enforcement

None identified

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.