

Trust Housing Association Ltd - Branch Four B

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

CS2004056390

Date of inspection

9 November 2005

Type of inspection

Announced

Care Commission Office

1 Smithhills Street Paisley PA1 1EB

Period since last inspection

First Care Commission Inspection

Introduction

Trust Housing Association provides housing support services for up to 29 older people in sheltered housing accommodation in the Pollok area of Glasgow. The sheltered accommodation is situated within a large two storey modern building. The building is also shared with a care home facility and daycare centre for older people. The accommodation and staff are provided by Trust Housing.

Basis of Report

Prior to the inspection the service manager completed a pre-inspection return and a self-evaluation statement containing information about the service.

During the inspection visit, which took place on the 9th November 2005, the Care Commission Officer was able to speak with five service users and three members of staff which included the manager. The Care Commission Officer also looked at a range of policies, procedures and records some of which are included in the following:

- Service users personal plans
- Occupancy agreements
- Whistle blowing policy
- Complaints procedure
- Confidentiality policy
- Recruitment policy
- Accident and incident records
- Complaints records
- Staff members training and personnel records

The Officer took all of the above into account and reported on whether the service was meeting the National Care Standards for Housing Support Services, in particular:

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 initial inspection of this service.

Comment on Self-Evaluation

The manager provided a self evaluation document which detailed strengths and areas for development.

View of Service Users

All service users who spoke with the Officer were extremely positive about the support offered to them by the staff team. All confirmed that staff members respect their privacy and do not enter their home without permission.

View of Carers

The Officer did not meet with any carers at this inspection.

Regulations / Principles

National Care Standards

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

Strengths

The service provides a general welcome pack for service users of Trust services, which details the service to be provided and the cost which will be incurred and how to complain if unhappy with the service provided.

The welcome pack is available in a variety of formats including Braille, large print and in spoken word.

Areas for Development

The brochure which is specific to this service is in the process of being updated to reflect the service as is currently offered. The Officer welcomes this area of continued development.

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

Strengths

All service users hold signed Scottish Secure Tenancy Agreements.

The Care Commission report was not available to service users as this was the initial inspection, however the manager advised the Officer of the intention to display the report when it is received.

Areas for Development

None identified.

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

Strengths

The service has a wide range of policies and procedures some of which include staff recruitment and training, whistle blowing, confidentiality, complaints procedures and accident and incident recording.

Of the staff records sampled, the Officer was able to evidence that staff who are recruited have relevant skills, qualification and experience required to support this particular client group.

Training records show that staff members attend regular training events which reflect issues facing service users.

An annual training plan is in place.

Staff are offered regular formal supervision from line managers.

The service uses safe recruitment practices including an interviewing selection process, Disclosure Scotland checks and two suitability references.

The service has a policy on the employment of ex -offenders in promoting equal opportunities.

Service users expressed staff members as being attentive and adequate in numbers to meet their needs.

Areas for Development

The manager advised the Officer of the ongoing work regarding the updating of policy documents. The Officer would welcome the continued progress in this area, in particular the updating of the recruitment policy which does not, at present, reflect the robust recruitment procedures currently in place by this organisation.

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

Strengths

The service has personal plans in place for service users which contain relevant contact details and next of kin arrangements.

Personal Plans are kept securely to ensure confidentiality and a copy of the daily support needs kept in service users own possession.

Details are recorded of other agency involvement.

Health needs are recorded.

Contact details of housing support staff are displayed in communal areas.

The arrangements of how service users can cancel the support agreement are contained within the tenancy Agreement.

Service users confirmed that notice is given of any change to charges or to the service offered.

Areas for Development

Of the personal support plans sampled, the Officer noted that insufficient detail was recorded of other services which should be contacted if the health or circumstances of the service user causes concern.

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

Strengths

The service provides a Scottish Secure Tenancy agreement outlining the conditions of the lease.

Staff members are aware of the code of conduct.

Staff members are regularly supervised and practice monitored.

Staff members have access to whistle blowing procedures.

A policy on managing challenging behaviour has been recently written and awaiting final agreement with line management prior to implementation.

A confidentiality policy is in place.

Personal information relating to service users is kept securely.

Service users who spoke with the Care Commission Officer state that staff members always respect their privacy and do not enter premises without permission.

All service users have access to a buzzer call system which is linked to staff mobile phones.

On the day of inspection staff members were observed to respond promptly to calls from service users and speak in a respectful manner. This was confirmed as normal practice by service users who spoke with the Officer.

Areas for Development

None identified

Enforcement

There is no enforcement action proposed following the inspection of this service.

Other Information

No other issues were noted at this inspection.

Requirements

There were no requirements made following this inspection.

Recommendations

Standard 4 . Currently the service is attempting the implementation of annual reviews of personal plans. This should be undertaken for all service users to meet with this standard.

Anne Borland
Care Commission Officer