

# Trust Housing Association Ltd - Branch Five

**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**

CS2004056395

**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 5, is registered to provide housing support for the tenants who live within the Sheltered and Very Sheltered housing for older people in five areas, located as follows:

Bearsden, Calton, Darvel, Govan, Newmilns.

These services presently support up to 170 tenants at the five locations. There were 4,588 whole time equivalent housing support staffing hours identified for this branch, with the actual number of personnel being 19, 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 Govan service they provide " Very Sheltered " support to 13 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 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 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 five services.

From the documents returned a risk assessment of the service was conducted. Two Care Commission Officers made a short notice inspection visit to the Trust Housing service in Govan on 17 February 2006 they were Charmaine Dickson and Arlene Woods. The Officers spoke with :

Supported Housing Coordinator and the Supported Housing Worker

A domestic

Eleven tenants

The response to the postal questionnaires were as follows:

Seventeen staff questionnaires, 12 tenant questionnaires and 2 relative questionnaires were returned.

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**

This was completed providing information on the strengths of the service as well as describing the development work that had been identified and was being progressed.

### **Views of Service Users**

The responses received were complimentary and positive. Many tenants indicated that they were happy to be interviewed and take part in the inspection process. A small number declined.

Here are a few of the comments received:

" the staff are polite helpful and have a good sense of humour"

" I should have considered this move a long time ago - I feel safe and very comfortable here"

## **Views of Carers**

No relatives were spoken with at the time of the inspection visit. From the relative questionnaires which were returned both indicated that their family member was well taken care of and were satisfied with the service they received. One did express the view that some tenants felt that their concern for the health of other tenants who were unwell or in hospital was thought to be nosiness rather than concern for a neighbours health, it was hoped that this would be taken into consideration by the staff.

## **National Care Standards**

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

#### **Strengths**

An Information Pack is 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.

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.

### **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.

The tenant is then 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:**

It was reported in the Self Evaluation Document that the Organisation were reviewing the Housing Support paperwork with a view to making improvements.

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

#### **Strengths**

Tenants spoken with were complimentary about the care and support they received.

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. It was reported that a record of accidents and incidents was maintained for tenants when it had occurred in a communal area. A record of an accident occurring in the person's flat would be noted in their personal record.

Staff spoken with were well informed and aware of the needs of the tenants. There had been training opportunities for staff in Food Hygiene, First Aid and Movement and Handling.

Staff meet with the Housing & Property Officer regularly and formal supervision had recently been made available for all staff.

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.

**Areas for development:**

It was reported that all staff would be supported to pursue their SVO accreditation, so that they would be able to register with the Scottish Social Service Council. The service also hopes to introduce Branch meetings to ensure that group discussion on common themes and problems could be addressed. These developments 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 in meetings 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 routinely 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 or the Co-ordinator requested an earlier meeting.

At the time of the review, people 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 was needed.

**Areas for development:**

Within the Self Evaluation Document it was noted that the Organisation would be reviewing the Housing Support Plans, which were relatively new to staff and staff would be assisted in their understanding of the process.

**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 Organisation 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 following the inspection of 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.