

Trust Housing Association Ltd - Branch Six

Service name

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Service address

12 New Mart Road

Edinburgh EH14 1RL

Type of care service

Housing Support Service

Provider name

Trust Housing Association Ltd

Service number

CS2004056400

Date of inspection

22 November 2005

Type of inspection

Announced

Care Commission Office

Stuart House Eskmills Musselburgh
EH21 7PB

Period since last inspection

Not applicable

Introduction

Trust Housing Association, Branch 6 - Housing Support Service was first registered with the Care Commission in July 2004 to provide a Housing Support Service to older people living in sheltered housing developments

Branch 6 consists of 7 services. Six of these are sheltered housing developments and are in Helmsdale, Lochinver, Nairn, Portree, Stornoway and Inverness. One development is a supported accommodation and is in Stornoway.

The service is provided via a staff team of 5.95 staff. The operational hours of each of the developments vary according to the needs of the tenants. In addition all tenants have access to an alarm call centre.

At the time of the inspection 176 people were receiving the service.

Trust Housing Association's Mission Statement is To provide quality housing and related services for older people and others in need.

Basis of Report

This announced inspection was carried out by 1 Care Commission Officer (referred to in the report as the Officer) over a period between 22 November 2005 and 25 November 2005.

The report is based on:

A pre inspection meeting (by Care Commission Officer Rose Bradley from the South East region) on the 1st August 2005 with Trust Housing Association managers to discuss the inspection process and subsequently individual consultation with the named manager of the service.

Further discussion with the manager on 22 November 2005.

Consideration of the content of Pre Inspection material completed by the manager prior to the inspection.

The National Care Standards Housing Support Services and in line with the policy of the Care Commission against 5 pre determined core standards.

Standard 1 Informing and Deciding.

Standard 2 - Your Legal Rights

Standard 3 - Managing and Staffing Arrangements.

Standard 6 Housing Support Planning.

Standard 7 - Exercising your Rights.

Two of the seven developments within the service were inspected. One sheltered and one very sheltered development were selected in Stornoway. The above standards were divided between the 2 developments.

The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002. Scottish Statutory Instrument 114 (SSI 114).

Individual meetings with 2 tenants and telephone contact with 3 tenants.

Social contact with 2 tenants.

Discussion with 2 coordinators, and telephone contact with 4 staff and 1 coordinator.

Consideration of the content of 11 staff questionnaires that were completed and returned to the Care Commission.

Consideration of the content of 6 tenant questionnaires.

Consideration of the content of 3 tenant representative questionnaires.

Examination of selected records and documentation, including:

- Accident and Incident Records

-Support Plans

-Staff Training Records

-Policies and Procedures

- Personnel records were examined at Trust Housing Association s head office on the 26th September 2005

Action taken on requirements in last Inspection Reports

This was the first inspection of this service.

Comment on Self-Evaluation

The purpose of the Self Evaluation Form is to assist the provider of a service judge the quality of the service against the National Care Standards being inspected.

Prior to the inspection, the manager completed and returned the Self Evaluation form within the agreed timescales. This was the manager s first involvement in the completion of the Self Evaluation documentation and the content was of satisfactory standard and showed evidence that the future development of the service had been considered.

View of Service Users

The Care Commission mailed a total of 52 postcards to a random sample of tenants across the 7 developments, asking if they wished to be involved in the inspection process.

Thirty postcards were returned directly to the Care Commission.

Nine postcards indicated that tenants did not wish to be involved in the inspection.

Eight tenants requested to complete a short questionnaire.

Five tenants requested that a relative complete a short questionnaire on their behalf.

Six tenants requested to meet with the officer in person, although due to circumstances, the officer met with 2 tenants and attempted to contact the others by telephone.

Two tenants requested to be contacted by telephone.

All tenant questionnaires and tenants who spoke with the officer stated that they were satisfied with the service and expressed positive views about staff. The tenants stated that staff were professional and experienced. All involved confirmed that they knew how to make a complaint and would feel comfortable speaking to staff about any concerns they might have. Staff were said to speak to tenants in a respectful and polite manner. Tenants stated that staff were mindful of their privacy while in their homes. One tenant reported having a copy of their written agreement and the other recalled signing an agreement and commented that she was fully aware of the elements involved in the agreement. Questionnaires indicated they received the support which was agreed.

One tenant in the very sheltered accommodation commented that it was felt that there was a need for a Handyman in the premises with regard to doing small jobs within the individual flats. One tenant in the sheltered accommodation raised concerns about a change in where the warden would be based and was aware that a new warden would not be based in/near the accommodation; it was highlighted by the tenant that this may deter service users in contacting the warden as they wouldn't want to take someone out of their home or have to travel far to the accommodation. The officer understands that these changes to warden accommodation had been implemented as a result of Trust Housing Association policies.

It was also highlighted by a tenant that there was a very short space of time in which to agree to accept the offer of accommodation.

Direct comments included:

The staff are lovely

I am very happy here and satisfied with the service

I have no complaints about the service

We are lucky to live here and receive this service

I could not fault the service or staff

A really lovely place to live

View of Carers

Three relative questionnaires were returned to the Care Commission.

All questionnaires indicated that relatives were satisfied with the service provided to their relative and knew how to raise concerns.

One questionnaire indicated that the relative had no awareness of or involvement in reviews.

During the inspection the officer established that a support planning system had been developed which involved offering tenants the opportunity to have a relative or representative involved.

Regulations / Principles

National Care Standards

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

Strengths

An introductory pack was provided to all new service users and contained information about areas identified in this Standard, including, a service leaflet, explanation of the principles and values of the organisation, and a copy of the organisation complaints procedure which included the Care Commission contact details. The introductory pack was noted to be available in various formats.

A booklet entitled 'Trust Housing Support Service' provided details on charges, tenants' rights as a user of the service, risk assessment, confidentiality and housing support plans. Tenants were also advised of their right to have anyone of their choice involved in the planning of their support.

The booklet also detailed how inspection reports could be accessed although as this was the service first inspection previous reports were not available.

Areas for Development

No areas of development were identified at this inspection.

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

Strengths

Tenant questionnaires confirmed that tenants were in receipt of a written agreement detailing the housing support arrangements. The housing support plans detailed the core housing support service provided and these were signed and dated by tenants.

Tenants were also in receipt of a Scottish Secure Tenancy Agreement.

This was the first inspection of the service by the Care Commission and previous reports were not available. The manager stated that future inspection reports would be made available to tenants and information on how to access this was included in the booklet 'Trust Housing Support Service'.

Areas for Development

No areas for development were identified at this inspection.

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

Strengths

Trust Housing Association had a selection of policies and procedures that covered all legal requirements including: staffing and training, whistle blowing, complaints, health and safety and managing risks. A corporate review of policies had recently taken place and the revised policies had been issued to the developments. Copies of the policies were held at each development and the officer observed that these were easily accessible to staff. Staff indicated in questionnaires that they were aware of the policies and had access to them. The co-ordinators seen on the day of the inspection reported that any new guidance was made available to them and all staff were informed via staff meetings and the staff notice board.

Systems were in place to record accidents and incidents and a system was in place to monitor these corporately via the organisation's Health and Safety Officer.

Mandatory training in First Aid, Safer People Handling and Food Hygiene were provided to all staff.

A recruitment strategy was in place and staff were recruited through a process that included criminal record checks, taking up references and selection interviews. New staff were inducted to the organisation. The co-ordinators who spoke to the officer and staff questionnaires confirmed that they had received induction.

Records sampled on the day of the inspection evidenced that team meetings took place on a monthly basis. Staff who spoke with the officer stated that the manager was easily contactable at all times and felt that an appropriate number of arranged meetings were planned throughout the year. The manager was described as supportive and approachable.

There had been no increase or decrease in the staffing levels agreed with the Care Commission at the time of registration.

The manager reported that staff did not provide financial assistance to service users.

Areas for Development

Part of the manager's monthly meetings with coordinators allowed time for the discussion of the coordinators personal development and other issues although this was not identified explicitly as

supervision. It was identified by some staff that supervision was not regular although the Co-ordinators and manager were available for discussion at any time and hand over sessions were also highlighted as valuable in terms of communication about service users needs and other issues.

Some supervision contacts between the co-ordinator and staff were on record within the premises in which the officer carried out the inspection.

However, a number of issues were highlighted within the staff responses throughout the inspection process; these issues were discussed with the manager on the day of the inspection and it was reported that the manager was only aware of some of the issues. Therefore the issue of regular formalised supervision was discussed as a procedure which would encourage communication and support with all staff. It would also provide a means of identifying training needs and interests. The need to identify, plan, formally record and carry out regular supervision sessions were highlighted with the coordinators and manager seen on the day of the inspection. The manager had previously identified in the Self Evaluation form that staff appraisals were to be implemented for all staff. This issue will be followed up at future inspections.

It was highlighted in staff responses received during the inspection and also identified by the manager that staff meetings were not regular in all the services. The manager felt that this had been apparent for some time but was difficult to overcome as staff were mostly part time workers and had other work commitments. The manager highlighted that this issue would be considered in order to ensure that regular meetings take place. Progress on this will be followed up at future inspections.

Within the Self-Evaluation form the manager noted that periodic Branch meetings were to be introduced for coordinators.

Some responses from staff had commented upon the issue of having no training opportunities. This was discussed during the inspection and it was apparent that Trust Housing Association was committed to staff training as an organisation and some staff within other areas had begun to participate in Scottish Vocational Qualification courses. It was explained clearly by the manager that this was ongoing and due to begin for the staff within this service in the near future. However staff who spoke with the officer were not aware of this. The manager had noted training as an area for development in the Self-Evaluation form and demonstrated an awareness of the need for this in relation to the Scottish Social Services Council's Code of Conduct. (see Recommendation 1)

Issues in relation to staff feeling safe at work were raised by some staff. This issue was discussed with the manager and it was reported that issues would be discussed and safety precautions evaluated and agreed on. This issue shall be followed up at future inspections.

The issue of staffing levels during times when meal preparation takes place and in relation to the changing needs of the tenants was highlighted by some staff. This was discussed with the manager who reported that this had already been identified and was being looked into by the organisation. This shall be followed up at future inspections.

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

Strengths

Tenant questionnaires and discussions with tenants indicated that they were satisfied with the service provided and that the service was provided in the manner agreed.

The officer noted that in the support plans examined on the day of the inspection all information was appropriately recorded.

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. The manager reported that the annual review forms were recently put in place and would now be progressed.

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.

All tenants' personal files were securely stored. Files sampled evidenced that only information pertinent to the service was kept. Tenants could access the file on request.

A key worker system was in place in very sheltered developments. In sheltered developments tenants identified the coordinator as the named member of staff with whom they would discuss changes and developments to their support provision.

Areas for Development

No areas for development were identified at this inspection.

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

Strengths

Information on service user rights and responsibilities and the service provision was included in the service introductory pack.

A confidentiality policy was in place. Confidentiality was also outlined in the booklet Trust Housing Support Service.

The Human Resource department confirmed that all staff were issued with a copy of the Scottish Social Service Council Code of Practice at the time of employment. Staff questionnaires and discussion with two coordinators during the inspection confirmed this. Tenants stated that staff respected their privacy and were polite.

Only tenant information pertinent to the service was held. Trust Housing Support Service booklet detailed how information would be used. The officer observed that information was securely stored and access was limited to staff. Tenants could access this information on request.

Staff were said to be helpful and to respond quickly to requests for assistance.

Areas for Development

No areas of development were identified at this inspection.

Enforcement

Not applicable

Other Information

No other information was identified at this inspection.

Requirements

No Requirements were made following this inspection

Recommendations

1. It is recommended that information on the organisation's strategic approach to assisting staff gain a recognised qualification be shared with all staff to increase staff knowledge.

National Care Standards "Housing Support Services" Standard 3.7 - Management and Staffing.

Rose Bradley

Care Commission Officer