

**Trust Housing Association Ltd - Branch Eight**

**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**

CS2004056408

**Date of inspection**

29 September 2005

**Type of inspection**

Announced

**Care Commission Office**

Stuart House Eskmills Musselburgh  
EH21 &PB

**Period since last inspection**

N/A

**Introduction**

Trust Housing Association, Branch 8 - 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 8 consists of 8 sheltered housing developments at Abbeyhill, Bingham, Corstorphine, Joppa, Stockbridge, Callander, Killin and Loanhead.

The service is provided via a staff team of 5.13 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 268 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 one Care Commission Officer (referred to in the report as the Officer) over a period between the 1st August 2005 and the 13th October 2005.

The report is based on:

A pre inspection meeting 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 the 29th September and the 10th October 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 4 Housing Support Planning.

Standard 7 - Exercising your Rights.

Three of the 8 developments within the service were inspected. Two sheltered and 1 very sheltered developments were selected at Loanhead, Stockbridge and Joppa. The above standards were divided between the 3 developments.

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

Individual meetings with 4 tenants and telephone contact with 1 tenant.

Social contact with 6 tenants.

Discussion with 2 coordinators, 1 relief coordinator, 1 domestic and 1 housing support worker and telephone contact with 3 coordinators.

Attendance at 1 staff handover of information.

Consideration of the content of 9 staff questionnaires that were completed and returned to the Care Commission.

Consideration of the content of 9 tenant questionnaires.

Consideration of the content of 4 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 a satisfactory standard and showed evidence that the future development of the service had been considered. The manager advised the officer that development coordinators would be involved in the completion of the documentation for future inspections.

### **View of Service Users**

The Care Commission mailed a total of 48 postcards to a random sample of tenants across the 8 developments, asking if they wished to be involved in the inspection process.

Twenty three postcards were returned directly to the Care Commission.

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

Nine tenants requested to complete a short questionnaire.

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

Five tenants requested to meet with the officer in person, although in some instances due to circumstances, alternative arrangements were made.

All tenant questionnaires and tenants who spoke with the officer stated that tenants were satisfied with the service and expressed positive views about staff. The tenants stated that staff were reliable and that they knew in advance which staff would be coming to support them. Staff were said to speak to tenants in a respectful and polite manner and to be professional in their approach. Tenants stated that staff were mindful of their privacy while in their homes. Tenants confirmed that they knew how to make a complaint and would feel comfortable about speaking to staff about any concerns they might have. Tenants had a copy of their written agreement and questionnaires indicated they received the support which was agreed.

One tenant commented that they felt that Trust was over vigorous in addressing Health & Safety issues and things that had benefited tenants in the past, had been stopped as a result. Examples given included - urns had been replaced with kettles and door stoppers which held communal doors open and made it easier to get about had been removed. The officer understands that these measures had been implemented as a result of legal requirements that Trust Housing Association must comply with.

Direct comments included:

Professionally competent staff

Spirit of friendship is tangible

When a replacement coordinator is temporarily in post the same high standard prevail

I have no complaints about the service or staff

The staff are wonderful

### **View of Carers**

Four relative questionnaires were returned to the Care Commission.

All questionnaires indicated that relatives were satisfied with the service provided to their relative.

All questionnaires indicated that the relatives did not know how to place a complaint and were not involved in the review of the service provided to their relative.

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.

The officer also established that all tenants were provided with a copy of the complaints procedure although Trust would not automatically provide a copy of this to a tenant's relative unless requested.

## **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 tenants 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.

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 is the service first inspection previous reports were not available.

##### **Areas for Development**

The manager identified in the self evaluation document that the content of the introductory pack would benefit from regular formal review to ensure information was current.

#### **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 the plans 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.

Systems were in place to record accidents and incidents and a system was in place to monitor these corporately via the organisations Health and Safety Adviser.

Trust Housing Association was committed to staff training as an organisation and a number of staff across the service were participating in SVQ training. Mandatory training in First Aid, Manual Handling and Food Hygiene was 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 and staff questionnaires and staff who spoke with the officer confirmed that they had received induction.

In developments with larger staff teams, staff practice was discussed, monitored and developed through individual supervision and staff meetings. Records sampled evidenced that supervision and team meetings took place on a regular basis.

The staff who worked at lone working developments met other Trust employees at the yearly annual conference and met with the named manager on a bi monthly basis. Staff who spoke with the officer stated that the manager was easily contactable outwith these arranged meetings and that they felt adequately supported. 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 officer was informed that the service did not provide routine financial assistance to service users, however on occasions limited financial support was provided

### **Areas for Development**

The organisation had recently reviewed its complaints procedure and recording methods. The manager had identified in the self evaluation that this was expected to be fully implemented by the end of October 2005 and that staff training on managing complaints would be provided. Progress on this will be followed up at future inspections.

Part of the manager's bi monthly meetings with coordinators allowed time for the discussion of the coordinators personal development and other issues. The officer noted that staff questionnaires indicated that staff did not always recognise this opportunity as supervision. This was discussed with the manager during the inspection and the officer suggested that if this time were to be regarded as supervision, it should be identified explicitly as such. This will be followed up at future inspections.

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

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

### **Strengths**

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

A new housing support plan system was being implemented across the services and was at an early stage of development in some cases. The officer 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 the tenancy, thereafter the housing support plans would be reviewed on an annual basis or earlier if support needs changed.

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 held. 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**

Staff demonstrated knowledge of the individual tenants' support needs. The support plans identified the areas of staff input, but the specific input was not detailed. There was no record of the level of staff involvement in assisting service users with communication, financial matters or medication.

The manager had identified in the self-evaluation document that the support plans required to be developed. (see Recommendation 1).

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

### **Strengths**

Information on tenants' 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'. There was evidence that confidentiality and staff responsibility in this area had been discussed at a recent tenants meeting.

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 confirmed this. The programme for the staff annual conference evidenced that 'elder abuse' would be a subject for discussion. Some staff had attended training on the Protection of Vulnerable Adults. 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 limited. Tenants could access this information on request.

Tenants described staff as polite and respectful of their rights to privacy and confidentiality. 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**

N/A

**Other Information**

Staff Questionnaires indicated that staff were not aware that the name of the service registered with the Care Commission was Branch 8 and referred to the service name, in the questionnaires, as the local operational name. The manager agreed to ensure that staff and tenants were familiar with the registered name. This agreement will be followed up at future inspections.

**Requirements**

No Requirements were made following this inspection.

**Recommendations**

1. It is recommended that support plans be developed to contain information on all areas and degree of assistance given to service users particularly in relation to medication or financial matters.

National Care Standards "Housing Support Services" Standard 4 - Housing Support Planning

**Rose Bradley**

**Care Commission Officer**