

# Trust Housing Association Ltd - Branch Arran

**Service name**

Trust Housing Association Ltd - Branch Arran

**Service address**

Isle of Arran Homes  
Springbank  
Brodick  
KA27 8BE

**Type of care service**

Housing Support Service

**Provider name**

Trust Housing Association Ltd

**Service number**

CS2004056358

**Date of inspection**

03/11/2005

**Type of inspection**

Announced

**Period since last inspection**

Initial inspection

**Care Commission Office**

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

## **Introduction**

Isle of Arran Homes is an initiative of Trust Housing Association Ltd. which provides Sheltered and Amenity housing for older people. There are two services on the island registered to provide housing support. They are located in Brodick and Lamlash.

These services presently support 38 tenants at the two locations. The service has 1.16 whole time equivalent staff with the actual number of personnel being 5, they were as follows; a Branch Manager, 2 Sheltered Housing Co ordinators and 2 Cleaners.

Brodick was built in 1990 and has 15 self contained flats. Lamlash was completed in 1995 and has 20 self contained flats.

Both services are set out at ground level. Each service has a Coordinator's flat, communal lounge, laundry, guestrooms and office.

The Co ordinator will normally be on duty 35 hours each week, Monday to Friday, and will be on call overnight Monday to Thursday inclusive for emergencies only. These staff are off duty Saturdays and Sundays and these periods are covered by a central control system.

There is a " talk back " unit in each flat and emergency pull cord system in place linking the tenants to the Coordinator when she is on duty, or to the central control system in Edinburgh who will arrange any assistance for tenants if felt necessary.

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 service.

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

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

During the inspection visit which was carried out by two Care Commission Officers, Charmaine Dickson and Arlene Woods on 3 & 4 November 2005.

The Officers spoke with :

Housing & Property Officer

Two Sheltered Housing Co ordinators

Seven tenants

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**

N/A

### **Comment on Self-Evaluation**

This was completed appropriately and returned within the agreed timescale. The self evaluation identified relevant areas of strength and highlighted areas for further improvement and development.

### **Views of Service Users**

There were ten questionnaires returned from tenants. Seven people from both services were interviewed. They were very positive about the service they received. Here are 4 quotes from individual responses.

" staff can deal with any issue "

" would recommend service to anyone "

" this is a very good service "

" feel the warden's time is taken up with more and more paper work "

### **Views of Carers**

No carers were interviewed at the time of this inspection.

## **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.

It was noted in the Self Evaluation Document that the service intends to regularly update their information packs and that they hope to produce a Newsletter every three months, in response to service users' feedback.

#### **Areas for development:**

There were no areas for development.

### **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 Short Assured 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.

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. This Housing Support Plan agreement would be signed by the tenant and copies 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:**

The service indicated in their Self Evaluation that they need to address the issue of a tenant being able to end the support service without ending the tenancy agreement

### **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 Handling, First Aid and Movement and Handling. Staff meet with the Housing & Property Officer regularly . 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 both within the organisation and externally were found to be good.

**Areas for development:**

The following information was provided in the Self Evaluation Document about service development:

Meetings of Coordinators will be held more often than the annual conference.

Staff appraisal would be conducted annually and SVQ accreditation would be made available to all Support staff.

Presently the complaints policy is being reviewed, once this has been adopted and implemented, training will be provided for all staff. These areas of development 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 are agreed in meetings with the person and any family member, friend or advisor that the person wishes to be present. A description of the Core Housing Support Services that are provided to assist the tenant to maintain their home are identified. The support each person needs is tailored to suit them as this may vary from time to time.

Arrangements are routinely put in place at a tenant's request for further advice or specialist support from other agencies.

All essential information is 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 is conducted by the Co-ordinator initially after the first three months, and annually unless a tenant request an earlier meeting.

At the time of the review, people are asked how their needs are being met and if any changes are required .

Service users are 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:**

The service completed all the Housing Support Plans in August 2005. In their Self

Evaluation they state that they will actively continue with this programme.  
**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 is included the booklet.

Tenants confirmed to the Care Commission Officers that they were very confident that any information the warden may hold about them is fully protected and their confidentiality is respected at all times.

At all times tenants were reminded of the choices and decisions they can make about their Housing Support Plan.

It is mutually agreed. The document is signed and dated. A copy is given to the service user and if they wish, a copy will be forwarded to their representative if they were not present at the meeting.

The right to confidentiality is 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 is also noted in the Housing Support Plan

Each person is kept informed of any changes to the person who will 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.

### **Areas for development:**

There were no areas for development.

## **Enforcement**

None

## **Other Information**

Trust Housing Association Ltd moved to a new registered address on 19 September 2005

## **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.

There were no requirements.

## **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.

There were no recommendations.