

# Trust Housing Association Ltd - Branch 1 Housing Support Service

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Type of inspection: Announced (short notice)  
Inspection completed on: 15 September 2017

**Service provided by:**  
Trust Housing Association Ltd

**Service provider number:**  
SP2003000174

**Care service number:**  
CS2004056339

## About the service

Trust Housing Association Limited Branch 1 was registered with the Care Inspectorate on 1 April 2011 to provide a housing support service for older people. The service registered a care at home service in August 2013 and is now providing a combined housing support and care at home service.

The branch recently reconfigured its delivery sites and now includes developments in Edinburgh, Fife and the Borders.

The mission statement for the organisation states that they 'provide quality homes and services that promote independent living.'

Trust Housing Association Ltd's key goals include: 'Customers First and Prepared for Change and Ready for Opportunities.'

## What people told us

People we met with were extremely complimentary about their experience of the service. They told us staff were very friendly and caring and provided examples of how the service enabled them to have a very good quality of life, living where and as they wanted. They told us the service was very reliable and responded to their needs.

It was evident the support provided was highly valued by people using the service. People said:

'Living here makes me feel happy and safe and part of a great big family.'

'It's made a lot of difference since we moved here. We feel safe and more homely.'

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's improvement plan and quality assurance documentation. These demonstrated the service's priorities for development and how they monitored the quality of provision within the service.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## What the service does well

We found very good examples of person-centred planning in care plans which were individual to each person and detailed the levels of support received. We observed that the outcomes for people had a focus on re-ablement and people were supported to live in their own home for as long as possible, doing as much as they could for themselves. We noted that care plans reflected actions required by staff to enable positive outcomes for people using the service.

People had been involved, some with support from their families, in developing their own personal plans. The information contained in the plans was central to the person's care. There was a record of each person's life history and this was used in day-to-day conversations and support. This meant that people were seen as individuals and their abilities and strengths were recognised.

People we met and spoke with confirmed they had received very good information on what to expect from the service. They told us that they could talk to staff if they had any issues or needed advice. People felt that staff listened and responded to them and provided care and support beyond their expectations.

People told us they had confidence in the service and its leadership. We met tenants who were board representatives at local and national level of the organisation. They valued their involvement and enthused about the service, and how it captured and responded to their opinions and input to influence development.

People were encouraged to be involved in making decisions about the organisation and the day-to-day life of the service. We found that the service frequently consulted with people and saw digital technology being used to involve people and gather their views. The overall majority of feedback was extremely positive.

The service excelled in the way it monitored and evaluated the quality of the service provided. The management team listened to people's feedback and used this to continually look at how the service could improve. If complaints or concerns were raised they were responded to promptly, considerately and with understanding.

The service had a dynamic development plan which was continually evaluated and progressed with input from people using the service. The plan takes into account all aspects required to ensure a quality standard of service, with positive outcomes for people, is provided.

## What the service could do better

We read daily records of care and support, within personal plans, and found that, in general, they were a good process for the recording of information. We noted many examples of good recording, but we felt that ensuring all staff record their involvement in a person-centred manner remained a work in progress. We asked the management team to maintain their commitment to the support of staff in adhering to good standards of practice around recording and reporting.

We noted that some people who used the service were living with dementia and received assistance to take their medication. We suggested where some people with dementia lacked capacity to decide about their medical treatment, then a certificate from their doctor, under section 47(1) of the Adults with Incapacity Act (Scotland) 2000, would be required to authorise treatment. We asked the management team to discuss this with the people, relatives and doctors concerned and, where deemed appropriate, attain the necessary certificates to authorise treatment.

We will monitor progress in these areas for development at the next inspection.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

## Inspection and grading history

Date	Type	Gradings	
9 Sep 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
3 Sep 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Aug 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	4 - Good
31 Oct 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
27 Dec 2012	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Nov 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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