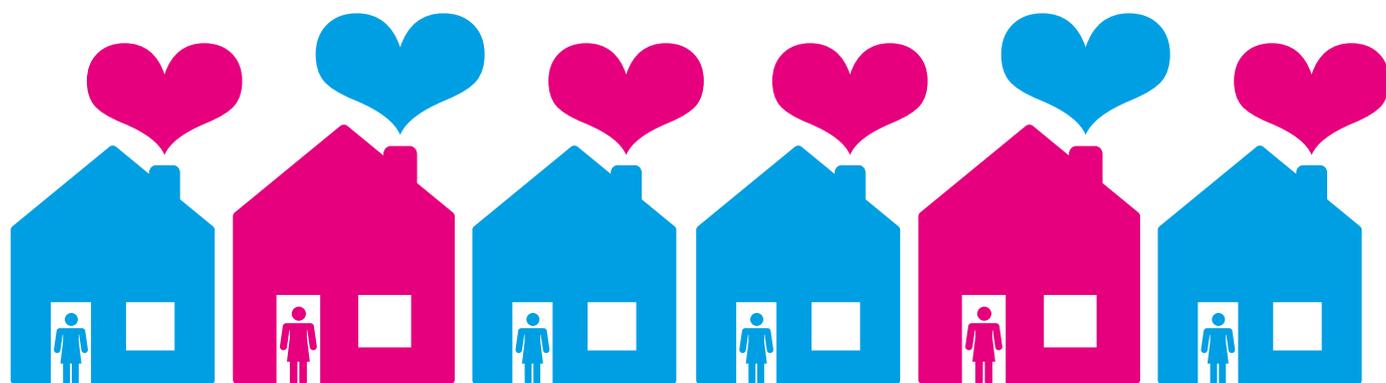


Housing with Care:

Innovative care solutions for living well at home.



Trust Housing Association is a national housing, support and care provider, offering a range of accommodation and support services. Primarily serving older people in our communities we also provide housing for families and individuals. We have over 2,500 properties across the length and breadth of Scotland.

At our Housing with Care developments personal care is delivered by our on site staff team and care packages are tailored around the needs of each individual. This means customers can continue to live independently and have an enhanced quality of life, as well as providing peace of mind to their families.

Customers benefit from:

- **a secure environment**
- **staff support and care**
- **a meal service**
- **a range of activities**
- **a 24 hour repairs service**
- **emergency out of hours support.**

Joseph Cowan, Livingston



“ Living here has been good for me. I have my own flat, and my independence with help from staff when I need it. ”

What do you like about living with Trust?

I can come and go as I please, it's quiet and there's no one to bother me. Staff are available if I need help – they always help me with my television as I get muddled with the remote control.

How has the Housing with Care service helped to improve your quality of life?

It is ten times better here than the care home I stayed in before. I wasn't allowed to go out on my own, it was very noisy and the staff were always rushing about. I spent most of my day in my room watching TV. Here there are plenty of opportunities to socialise with others. I don't like to socialise too much but I speak to my neighbours at meal times and I get invited to events within the development if I want to go. Nothing is forced on you.

The staff here are lovely, very friendly and helpful. We have a laugh and I enjoy chatting with them. I see staff every day, usually at least twice when they visit me to help me with my medication. I also see staff when I go to the dining room or as I'm going in or out – there is usually someone in the office and they always take the time to speak.

The staff are great, they keep me right. They don't tell me what to do – they are all very good. I am able to make my own decisions about what I want to do and how I live my life.

Living here has been good for me. I have my own flat, and my independence with help from staff when I need it. It is quiet and peaceful here and I can do my own thing. In terms of value for money – I think it is good value for what we pay. I get help with my rent and just have the usual bills such as electricity, telephone and such.

What other benefits do you get from the Housing with Care service?

The meal service is really good. I have two meals a day in the dining room with everyone else and I make my own breakfast in my flat. My appetite has not been good lately but there is always a choice and I get something to suit me.



Elizabeth Carberry, Pollokshaws



“ It gives me the freedom I want, it’s like being back in my own home but with the added bonus of having people around all the time. ”

What do you like about living with Trust?

What I like most about living here is the freedom. I like that I don’t have to stay in all day. I really like having company too. I came from a nursing home which was the wrong placement for me and I wasn’t able to live as freely as I am now. It’s great here – much better than the nursing home and much more suitable to me. It’s great, it is absolutely wonderful!

How has the Housing with Care service helped to improve your quality of life?

There were a lot of people with dementia where I lived before and I felt I couldn’t really make any friends or have any conversations with anyone. Here is home, where I was before I only had one room. I talk to my neighbours all the time, every single day. I get chatting to people through the meals service in the dining room, through social activities in the lounge, in the laundry, in the garden and by watching the world go by in the main foyer. There are always people to chat to and I like to chat!

The staff and managers are very, very good. I like them all. I couldn’t make a complaint or find a flaw in any of them and don’t see how anyone else could either. They are all brilliant! In the evening and during the day I see staff. I get regular visits every morning and every night for medication and a check in.

Everyone is very nice and know what they are doing. I also see staff going around the building and the dining room which lets me know there’s always someone there to help. I receive care twice daily at the moment. Other than that, I am pretty independent. Coming from a nursing home I had lost a lot of skills. It makes me so upset to think about it now but I am delighted to see how far I have come, as are my family.

What other benefits do you get from the Housing with Care service?

The meals service is second to none. The food is brilliant. Great portions and there is always more than enough to eat. The chefs do a great job. If I could compare living here to living in the nursing home, living here is far better. It gives me the freedom I want, I can do my own shopping if I like, it’s like being back in my own home but with the added bonus of having people around all the time. Value for money is very good. I mean look at all the nice food you get included! The rents are not too high and the electricity is very reasonable as well. I am happy with the money I pay for the service.



Muriel Brock, Galashiels



“ I feel like I’m in heaven, I can socialise with my neighbours but if I want to be on my own, I can do that too and have my privacy. ”

What do you like about living with Trust?

I love the location of my flat, it’s in a nice town. I particularly like the safety and security it offers. I never have to worry about feeling safe and secure.

How has the Housing with Care service helped to improve your quality of life?

Where I lived before wasn’t so good. The house was damp, the neighbours were not good and there was little in the way of support. Now – I feel like I’m in heaven. Here I can socialise with my neighbours and we have a lot in common, but if I want to be on my own, I can do that too and have my privacy. The staff and managers here are very good – they are always willing to help me. Social work have powers regarding my finances and I need assistance to access them and the staff help me with this. The staff visit me regularly and always have time for a chat and a catch up on all the news. I don’t need any care at the moment but the staff provide me with housing support. I also go to the dining room for my meals. They’re great. Always something on

the menu that I like. It’s good having a chance to meet with other tenants and have a chat over a meal. The meals service is excellent – good quality home made food.

What other benefits do you get from the Housing with Care service?

I had a few health problems that were dealt with very quickly by the staff here and I felt supported throughout. I receive benefits so I think living here is great value for money. I never have to worry about it as it is all taken care of for me.

For more information on the services we provide contact us on **0131 444 1200** or email info@trustha.org.uk



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