

Trust Housing Association Ltd - Branch 4 Housing Support Service

Pavilion 5
Watermark Business Park
345 Govan Road
Glasgow
G51 2SE

Telephone: 0131 444 1200

Type of inspection: Announced (short notice)
Inspection completed on: 9 March 2018

Service provided by:
Trust Housing Association Ltd

Service provider number:
SP2003000174

Care service number:
CS2004062641

About the service

Trust Housing Association Ltd - Branch Four was formed in August 2017 following a restructuring process of its branches across Scotland.

The service is registered to provide housing with care and support for older people. It now operates over 16 housing developments across Scotland. The type of service delivered from these developments varies from sheltered to housing with care. The developments we visited during this inspection were located in Glasgow and Alloa. The registered manager is the named branch manager. Each development has a housing with care manager or co-ordinator and support staff.

The provider is Trust Housing Association Ltd. The organisation's Our Purpose statement is to: 'Provide quality homes and services that offer independence and choice.'

The organisation's values are: "Innovative, Collaborative, We Care About People, Agile and Aspirational."

What people told us

We spoke with people during our inspection and received many supportive comments about the service and the staff team.

We received more favourable comments from people who completed our care standards questionnaires. These included:

'I am very happy with the service I receive, especially the co-ordinator, who is a really good co-ordinator and always has a smile.'

'The staff are excellent. They are very helpful and considerate, always available for a chat. In my opinion you cannot ask for more.'

'Staying in this Trust Housing service has made me feel less isolated and lonely and I have settled well.'

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	5 - Very Good

What the service does well

We saw that the service had an effective tenant participation strategy which included meetings, use of independent advocates and a wide range of opportunities for people to give their views and opinions. People confirmed this and added that they felt listened to.

The tenants with whom we spoke were very happy with the level of support they received from the staff teams. Tenants stated they had trust and confidence in the way the service was managed.

We found care plans remained person-centred and it was evident people were involved in their creation, with their individual choices clearly documented. There was a thorough risk assessment undertaken before anyone moved into a development, to determine if the property would meet their needs or required adaptations. This contributed to keeping people safe and helped maintain their independence.

We noted some activities took place in developments and the communal sitting rooms were used by people to meet up, chat and build friendships. This encouraged people to socialise, which helped reduce isolation and contributed to a positive effect on their health and wellbeing.

The service had a comprehensive development plan and systems in place for monitoring quality and improvement. The range of quality assurance methods included regular staff supervision, performance reviews with staff, audits and a variety of meetings that enabled effective communication and information-sharing. The development plan highlighted areas for action and showed how much progress had been made.

These systems helped ensure that the service continued to provide high quality support to the people experiencing care.

We saw that staff working in the developments were encouraged to progress their skills and use their initiative. This contributed to a positive leadership culture and helped the staff team feel supported to continuously improve and help shape the service.

There had been some changes to the staff teams at the developments we visited. We noted that the teams were already proactive there and enthusiastic about their roles. We found a well-managed, outcome-focused service, with a staff team who provided competent and knowledgeable care.

What the service could do better

At one of the developments we reviewed the records of accidents and incidents and, in particular, records around a number falls that had occurred. We found there was a lack of consistency in the process and quality of risk assessments, to enable the manager and staff to have an overview of who was at risk of falling.

We noted that some people had repeated falls and injuries and could not see that analysis had been carried out of the reasons for falls, or what action was taken to minimise the risk. We discussed the processes of the management of falls and fractures and signposted the service to current best practice guidance.

We asked the service to expand its quality assurance processes to include the review of the content of falls risk assessments, in addition to ensuring that they have been completed.

We discussed the introduction of the new Health and Social Care Standards and their focus on the outcomes for people and their experiences of the service provided. We recognised that a commitment to meeting people's needs remained, but managers acknowledged that work was still to be done by staff, especially around the recording of the support provided. We asked the service to maintain this commitment.

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

Inspection and grading history

Date	Type	Gradings
28 Feb 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
26 Feb 2016	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
28 May 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
20 Dec 2012	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
12 Mar 2012	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
10 Nov 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
18 Dec 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed

Date	Type	Gradings	
16 Feb 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.