

Trust Housing Association Ltd - Branch 3

Housing Support

Housing Support Service

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Telephone: 0141 227 8531

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Trust Housing Association Ltd

Service provider number:

SP2003000174

Service no:

CS2016353103

About the service

Trust Housing Association Ltd - Branch 3 re-registered with the Care Inspectorate in May 2017, after a restructuring process of its branches across Scotland.

The service is registered to provide housing with support for older people. It now operates over 17 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 Motherwell, Bellshill, Wishaw and Loanhead. 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:

'Everything is really good, especially the food.'

'I couldn't be happier that my relative stays there.'

'The manager goes above and beyond for everyone.'

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	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We saw that staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice. This meant that people experienced care and support with compassion as we observed warm, nurturing positive relationships between staff and people. Staff displayed genuine care and respect for people experiencing care. They took the opportunity to get to know each person and were interested in their lives and skills. Staff had good knowledge of people's circumstances and were observant to any changes. People told us they felt respected and listened to, as their wishes and preferences were used to shape how they were supported.

We noted that people were involved in decisions about the service in ways that were meaningful to them. There was a strong, well-established commitment to the involvement of people using the service and there were very high levels of satisfaction with the quality of the service. This gave people an opportunity to raise any issues and influence the quality of their service.

It is important that people experiencing care are fully involved in developing their support plans, which identify their personal goals and needs. People should be confident that their support plan is regularly reviewed to highlight any changes in their support needs. We saw that support plans contained detailed information on people's support needs that identified outcomes the person wished to achieve. People told us they had regular contact with key staff and were encouraged to review their support plan.

The developments we visited enabled people to live in their own homes for as long as possible and to get to know, and have good relationships with fellow tenants. People were also encouraged and supported to maintain as many links with their local communities as they wished. We noted that many people enjoyed being active around the developments, such as taking meals in the dining rooms, socialising, attending or organising events. It was evident that people were able to choose where and how they spent their time and participated in interests and activities that mattered to them.

Some of the developments we visited benefitted from the installation of Wi-Fi and lounge computer kiosks, as part of Trust's digital participation project. Some people we spoke with told us they enjoyed using the lounge kiosks to get linked to family and pursue their interests. We encouraged its use and future development to help support tenants connect to the digital world.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

People who experience care should be confident that the staff who support them are competent and receive training relevant to their needs. This helps ensure people feel valued and promotes wellbeing and self-esteem. We noted that staff were recruited in a way which was informed by all aspects of safer recruitment guidance. The process was well-organised and documented so that the core elements of the procedure were followed consistently. We saw that people experiencing care had the opportunity to be involved in the process in a meaningful way, and meant their views were taken into account about recruitment decisions.

The staff induction process was tailored to the training needs of individual staff and their role. The process had been developed to reflect the needs of people experiencing care and there was an emphasis on implementing the Health and Social Care Standards as underpinning values for care and support.

We saw that staff competency was regularly assessed to ensure that learning and development supported better outcomes for people experiencing care. The service had a training plan which reflected the support needs of people and staff told us they had regular opportunities to participate in training that was relevant to their role. This meant that people were supported by staff who understood and were sensitive to their needs and wishes.

We noted that supervision and appraisal were used constructively and were valued by staff. The service had recently introduced a support and skills discussion form to enable the supervision process. The process encouraged reflective practice and reviewed what staff did well, what could be improved and what needed to change. People experiencing care were involved in the supervision process and this helped ensure that staff development supported improving outcomes for people.

We supported the use of this reflective supervision process and that it enabled a learning culture to be embedded within the service. We suggested that with its ongoing use, the staff team would be more comfortable acknowledging their learning needs, as well as identifying any practice issues that could be improved. This meant that staff practice would be supported and improved through effective supervision and appraisal.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

People who experience care should expect that the service is managed and led well and that there are systems in place to regularly check the quality of the service and improve it.

We felt that the leadership at the service was very effective and the managers we met during the inspection led by example. The managers were visible role models and very enthusiastic about what they did. They actively sought to achieve the best possible outcomes for people experiencing care and this was shaped by people's views and needs.

The management team provided strong leadership and support to a well-trained, skilled and motivated staff team. The promotion of positive leadership values echoed throughout the staff team and we saw examples of decision-making consistent with their roles. It was clear that people experiencing care benefitted from a supportive, inclusive and respectful culture.

We saw that the service continually evaluated people's experiences to ensure that, as far as possible, people were provided with the right care and support in the right place to meet their needs. People confirmed that their views had been heard and taken into account.

Quality assurance and monitoring systems were very effective. The overall performance of the service was closely monitored and there was a clear commitment to the maintenance of high standards and ongoing development.

From the evidence we have examined at this inspection, we could see that there was an assurance to continually improve the quality of the service for the people who use it. People experiencing care were involved in the service's comprehensive quality assurance systems and activities. People told us they were very comfortable giving feedback and raising any concerns, as they knew they would be acted on without negative consequences.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the service registered.

Enforcement

No enforcement action has been taken against this service since registration.

Inspection and grading history

This service does not have any prior inspection history or grades.

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