

Trust Housing Association Ltd - Branch 2 Housing Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 28 November 2017

Service provided by:
Trust Housing Association Ltd

Service provider number:
SP2003000174

Care service number:
CS2004056395

About the service

Trust Housing Association Ltd - Branch Two re-registered with the Care Inspectorate in September 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 16 housing developments in the west of 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 Girvan, Greenock, Clydebank and Old Kilpatrick. 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:

'Since coming here one year ago, I love it here, the staff are 10 stars, my life has changed so much.'

'I feel at home here as all the staff are brilliant.'

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 found that people experiencing care had a wide range of opportunities to give their views and opinions. Regular meetings occurred and minutes showed any issues raised were addressed. People we spoke with confirmed this, which meant they felt listened to.

We saw that an independent organisation had met with people to discuss the support they received from the service. We applauded this as it gave people an opportunity to raise any issues with someone from outside the service.

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.

It was evident that staff had developed effective, trusting relationships with people experiencing care. Staff were described as being very skilled and people thought 'they always went the extra mile.'

The service had a very good range of effective quality assurance methods. These included regular staff supervision, performance reviews with staff, audits and a variety of meetings that enabled effective communication and information sharing.

We noted that from these systems, the service had developed an operational plan that highlighted areas for development and showed how much progress had been made. We were pleased to see that progress had been made in some key areas.

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.

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.

At some of the developments, we found that some tenants had infra-red door alarms situated at the door to their apartments. The alarms were programmed to alert care staff that the tenant was leaving their home and was possibly at risk. Risk assessments were in place surrounding the use of the alarms for those tenants and there was evidence that they had been reviewed regularly.

We found that in cases where the tenants had incapacity and were unable to make such decisions themselves, consent had not been sought or given by any relatives, advocates, welfare attorneys or guardians, for the use of equipment that could be recognised as being a form of restraint.

The manager advised us that the service had reviewed its policy and procedure governing the use of passive alarms and that new consent processes for their use would soon be in place.

We will monitor these areas 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

Inspection and grading history

Date	Type	Gradings	
29 Nov 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
12 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Oct 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Oct 2012	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Nov 2010	Announced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
9 Nov 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good

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