

Trust Housing Association Ltd - Branch 2 Housing Support Service

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

Telephone: 0141 227 1994

Type of inspection:

Unannounced

Completed on:

15 March 2019

Service provided by:

Trust Housing Association Ltd

Service provider number:

SP2003000174

Service no:

CS2004056395

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service is registered to provide a Care at Home and Housing with Support for older people. It now operates over 12 housing developments with eight staff teams in North Lanarkshire, West and Mid Lothian and Clackmannanshire. 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 Livingstone, High Blantyre and East Kilbride. We sent questionnaires and made telephone contact to the services we did not visit. 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

Comments from the returned questionnaires and the people we spoke with during the inspection were mostly very positive and included:

"I am very happy staying here".

"Staff look out for my dad. The care and respect they show for him is amazing. He settled here very quickly and made to feel welcome because of these lovely ladies".

"I am very happy with all the care and support I have received since I have moved in".

"All the staff are very kind and helpful to me".

"I feel that the coordinator has too much paper work to do and would be better being able to spend more of her time with the tenants".

"Excellent service provided for my elderly mother who has Alzheimers. I feel I work alongside the staff to provide best care for mum whether I am around or not".

During the inspection, we were supported by an inspection volunteer. An inspection volunteer is someone who has either used services before or is familiar through having someone close receiving care and support from services.

The inspection volunteer told us that the people she spoke with had generally made positive comments about the service including the helpfulness of staff particularly when there was an emergency situation. Some people said that they had been involved in the recruitment of a new service coordinator.

Self assessment

We did not request a self-assessment this year.

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	not assessed

What the service does well

People who experience the service and their relatives told us that they were treated with dignity and respect by staff. The support staff we spoke with were knowledgeable of people's individual needs and had a genuine respect for the people they supported.

We could see that meetings with people who use the service took place regularly and covered a range of topics including fundraising, entertainment, activities and the quality of meals. People told us they felt included and encouraged to take part in the decision making within the service.

People should be fully involved in assessing their emotional, psychological, social and physical needs at an early stage, regularly and when needs change. Personal plans reflected what was important to each person to help guide staff on the best ways of supporting them. People had copies of their plans in their flat and they told us that they were regularly consulted on the content of their plan. People were confident that care reviews were being used to check if there was any changes with their care or support needs, and inform any changes needed to the support plan or risk assessments. This means that there should be a continuity of approach by staff as a result of following person centred information within up to date personal plans.

We found that the service had positive relationships with external social care and health care professionals. There was good evidence of staff seeking their advice to improve the support and care of individuals. This ensured that people's health and welfare needs were being met.

We noted that people's medication was securely stored for people who this may be a risk, and that staff were following good practice when medicine support was being provided to people. Staff who administer medication had received appropriate training and their training and practice was observed and refreshed yearly. This ensured that people were safe from harm.

As recommended from the last report, the service had reviewed the policy for consent on the use of passive alarms which now included consultation with welfare guardians and power of attorneys. This insured people who lacked capacity had their rights respected and protected.

We could see that staff were recruited and inducted in line with best practice guidance. This ensured that staff supporting people were fit to do so and that people were protected from harm. In keeping with good practice, it was very good to see that people who use the service had recently been involved in staff interviews.

People who experience the service should have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. We could see

that staff had regular opportunities to attend training to learn new skills and to refresh their knowledge. Regular supervision meetings and observation of staff practice was taking place which gave the staff opportunities to discuss their roles and develop their practice which promoted good outcomes for people.

People should be actively encouraged to be involved in improving the service they use, in a spirit of genuine partnership. We saw that there were individual operational improvement plans for each service that linked to the corporate improvement plan. We could see some progress was being made in the planned improvements. Staff and management were committed to ongoing involvement of people who experience the service in the service improvement process.

The service continues to perform to a very good standard and we could see that the management and staff are committed to provide a quality service to the people who use the service. This had a very positive effect on the outcomes they experienced and their quality of life.

What the service could do better

People should be supported to discuss significant changes in their life, including death or dying and which should be handled sensitively. We found that there was little information within the support plans regarding anticipatory and end of life care. We signposted the manager to the best practice document, "Anticipatory care planning: Guidance for professionals"

<https://ihub.scot/project-toolkits/anticipatory-care-planning-toolkit/anticipatory-care-planning-toolkit/>

We could see from people's daily notes that some improvement had been made in making them more person centred and outcome focused. We would encourage the staff and management to continue the good progress they have made in support planning and recording that promote good outcomes to people using the service.

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.

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.

Inspection and grading history

Date	Type	Gradings								
28 Nov 2017	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
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29 Nov 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
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12 Nov 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
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Date	Type	Gradings								
4 Nov 2014	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
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17 Oct 2013	Announced (short notice)	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
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Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	5 - Very good									
23 Oct 2012	Announced (short notice)	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	4 - Good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
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Staffing	5 - Very good									
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26 Nov 2010	Announced	<table border="0"> <tr> <td>Care and support</td> <td>Not assessed</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	Not assessed	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
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9 Nov 2009	Announced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	5 - Very good
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