

# Trust Housing Association Ltd - Branch 1 Housing Support Service

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**Type of inspection:**

Announced (short notice)

**Completed on:**

25 February 2020

**Service provided by:**

Trust Housing Association Ltd

**Service provider number:**

SP2003000174

**Service no:**

CS2004056339

## About the service

Trust Housing Association Ltd - Branch 1 was registered with the Care Inspectorate on 1 April 2011 to provide a housing support service for older people. The service registered a care at home service in August 2013 and is now providing a combined housing support and care at home service. The service is provided by Trust Housing Association, a registered social landlord.

The branch includes 17 sheltered housing developments in Edinburgh, the Highlands and the Borders, where a range of support options are provided, dependent on need and local authority funding.

The mission statement for the organisation states that they 'provide quality homes and services that promote independent living' and their key goals include:

'Customers First, Prepared for Change and Ready for Opportunities.'

## What people told us

We gathered the views of 123 people about the quality of the service.

Prior to the inspection we received 111 Care Standards Questionnaires, with some completed by relatives on the service user's behalf.

We met 12 people receiving support when we visited two locations, where a higher level of service was commissioned, including personal care. We also spoke with two relatives by phone.

Overall, 99 percent were happy or very happy with the service. People were very happy with their staff and the support they received. Comments included:

"Very happy with the care given to tenants in this complex."

"I think all staff do a good job and are very willing."

"I consider myself very lucky to have arrived at this particular development."

"I am perfectly happy with my flat and the wonderful happy feeling in this complex."

"Since my arrival I have been well looked after and cared for by staff. They are very helpful and attentive in my opinion to my needs."

"Coordinator is excellent."

"I am very happy with the care I get. The girls are all very nice and very helpful. I do appreciate what they do, and they are all good company too."

"I am really happy with the standard I get from the carers and all staff."

"The girls are wonderful, and the service is excellent. You all bring some sunshine into the place."

"Excellent care from this facility."

"Lived at my development for many years. Nobody has let me down. All staff have been helpful, and I feel safe living here."

"It is reassuring to know staff on duty during office hours on weekdays are always ready to help and support me. I feel safe in this development."

"There is always plenty of help and support from the coordinator. Plenty of activities are organised and all the residents can participate if they wish to do so. The coordinator does a terrific job and her work is much appreciated."

"I have settled in very well. Staff very friendly and helpful. I am very pleased with the cleanliness of the common room, laundry and corridors. Overall very pleased."

"I have lived in this sheltered housing for deaf people for many happy years and all my communication needs are met by staff."

"The carers give me good care which includes personal care, preparing meals and doing my washing."

"I cannot express strongly enough how happy and content I am since moving to this facility. Everyone, from local staff to head office in Edinburgh, is friendly and approachable. They cannot do enough to help you and facilitate matters to provide an 'above par' service. They always go the extra mile."

"The building could be kept cleaner in my opinion."

"I am very happy about the support and care I receive on a daily basis. I know all the staff by name and they all know me. They treat me with massive respect and always make sure that I am OK and well. The staff help me more than they know."

"Coordinator at times is very busy and not enough time to do all that is expected of her."

"The staff do not have enough time."

"Staff don't have enough time."

"The staff do not have enough time to spend on care. They are stretched to full capacity."

"At times the staff are very busy in the office dealing with more needy tenants than others."

"I am very happy, and I get cared for very well."

"Staff could do with more time to carry out care and support."

"I do not need carers and am able to look after myself."

"Staff always seem in such a rush. Would like a 'pop in for a chat' at times as don't get many visitors."

"Great service and fantastic place for (my relative) to live."

"The warden has been extremely supportive to ensure (name) has all he needs in his flat to ensure he remains safe and supported enough to continue to live at home."

"When I moved in the coordinator was here Monday to Friday 10 am - 1 pm and holiday cover was the same. This changed in April so now when the coordinator is on holiday or sick, we don't have the same level of cover. Several of my neighbours are concerned that at some point in the future there will be no-one on site at all."

"I think the service is great, I needed someone see to him when I can't. He knows the carers and thinks they are diligent; they check in on him, even when not they aren't scheduled. The staffing has been consistent. My relative has been welcomed with open arms. I've been invited to reviews and to social gatherings. If I can make it, I show up. The managers have been good, they contact me even with even with minor things, they're informative. There is nothing they could do any better, the staff are friendly, and they keep an eye on my relative."

"We swapped to Trust for my relative, I wasn't happy with previous care providers, I felt I had to check on them to see that everything was done. They went above and beyond. The quality care of was outstanding, it's not an easy job to do. The carers were 'switched on'. They were willing to work with the family, to communicate with us and willing to try things. There was trust and teamwork with us. It felt integrated. I got to know all the managers; they were contactable. I knew the chain of command. There was consistency, the carers knew him, and he got to know them. His dignity was maintained, and he was made comfortable. Nothing was too much of a problem. Without this he would have been hospitalised more which would have had an impact on emergency services. The change to Trust facilitated my relative to live where he wanted to be."

"Excellent service. Well run. Kind, organised and approachable staff. Shame that sometimes no funding for sleepover staffing. On these occasions residents are more anxious and there is a sense of unease that there are no staff in the building, however the (call system) has worked fine for my relative on the one occasion necessary for her to press the call button."

"My mother has found the staff here to be very helpful and considerate, we can't fault them and would recommend Trust Housing to anyone."

"As a relative I have no hesitation in stating that all aspects of service provision are outstanding, including the leadership of the manager which is of a very professional and caring standard."

"Staff are very pleasant and helpful. I am unsure of the level of training and support for service users with dementia. There is very little personal support given at times of stress, anxiety, confusion, agitation and aggression. We are unsure of the future for our relative. Staff cover at night - or lack of cover each month is a concern regards users needing immediate assistance. My relative recently had to wait an hour for Trust to answer the alarm when he pulled the cord, although there was, I think, sleepover cover who also did not respond. This is a very real concern."

"A major issue is the lack of overnight cover where tenants feel vulnerable and insecure. It is a concern whether proposed residents are vetted for substance abuse."

One person was concerned about high rents and the association's central costs amidst cutbacks to mobile and operational staff.

We contacted several professionals for their feedback about the service.

Comments included:

"The residents are happy and settled as they are aware, they are in a secure environment and can contact the warden in the complex quite easily if required. I sense they are provided with a good home for life experience, which provides security and having the access of getting out and about independently. My staff say most of the service users they attend to are happy as there are events which occur regularly during the week for social interaction and if they choose not to engage, they are never pressured to attend. They have always found the wardens helpful and supportive. Working with the complex managers has always been positive. I feel we have a very good understanding and relationship. The dealings with the wardens has always been very easy, helpful, friendly, efficient and professional. They are very knowledgeable about the service users who have a package of care. I feel they have a clear understanding of their needs and goals. There have been occasions where there has been concerns regarding a service user and the support of the wardens has made the process easier. The support has always been there and if any concerns arise about service users, they are reported to myself or the care staff immediately."

"I recently facilitated the discharge of a gentleman from hospital to his new tenancy. I found the staff at all times to be professional and helpful. They were very mindful that this was a big transition for the gentleman and made every effort to support him in the process. The manager arranged to meet with him prior to discharge on the ward to introduce herself and complete a needs assessment, which very much put the gentleman and his family at ease. Staff were always helpful and accommodating, offering unlimited access and visits as were needed in the run up to his discharge. Once the gentleman was established in his new home, the staff were very quick to assess his needs and were actively engaged in finding solutions to any issues that arose. Recognising the gentleman's initial reticence to engage in social activities, they invested time in getting to know him and gently encouraged and supported him to attend activities. At all times I found the staff had the gentleman's well-being at the forefront of their interventions, keen to promote his independence and inclusion to the complex."

"The staff are very approachable and always happy to help when they can. They get to know their tenants and are very knowledgeable when it comes to the service. They are always available to attend emergency meetings regarding the service."

"When I have visited tenants, they have all made comment about what a great place it is to live. They are provided with the service they need, they feel safe and have a great connection with neighbours and the workers. I have found the staff very skilled and knowledgeable; they have all been very welcoming and been great to work alongside with. The manager is very responsive and has always been available and gets back to me quickly on any matters. Trust Housing really is an amazing housing development to have in our community!"

"I found the warden to be very accommodating to the person's needs as best that they could. The client was kept well-informed of the activities taking place in the complex and was respected when she chose not to attend. I found the warden to be always approachable and would make time to discuss any issues. She took the time to understand the complex needs of the client."

"Trust housing provides an excellent service for its tenants. They provide a safe and welcoming environment, with good quality support for tenants, and excellent and varied food, prepared on site. The management have been great, the manager is very good and is a pleasure to deal with. She is very responsive whenever any issues arise. The staff seem to be skilled and knowledgeable. On occasion, they can be short-staffed due to illness. I have recommended Trust Housing to people with dementia and would be very happy to recommend the service to anyone."

"I think the service they provide has a positive impact on tenants lives, enabling them to live independently in a secure and safe environment. The tenant's flats are a nice size and meals provided appear adequate for those who have them.

There are some activities held in the communal areas which give tenants the opportunity to engage with others. When any multi-disciplinary meetings have been held regarding any of their tenants there has always been some representation from Trust. The staff appear to know all the tenants well and the manager is very good at responding to any communication from myself in relation to any of our service users. Any staff I have met appear to be able approachable and knowledgeable."

"My experiences are extremely positive ones. I witness tenants as being extremely at home and enjoying the freedom to maintain their independence as much as reasonably practicable. They have a lovely foyer where visitors pass through and they love to chat to people coming and going. They have a lovely dining room, comfortable lounge chairs and a big communal TV, where they can watch programmes together, should they wish. They have broadband now and can access the internet via the lounge, if they do not have the equipment in their own flats. They do their own laundry and enjoy the freedom to do so in their own time. The communal aspect of the facilities has a massive impact on tenants' well-being. When they want their privacy, they can go to their flat, however the option of having company or taking part in activities is an option. I have never heard a tenant complain of being lonely! What a difference to many people who are living alone in our community who don't see anyone from one day to the next. Tenants are well, nourished, warm, happy and at ease. I see that tenants are relaxed with staff and that is lovely to see. The manager is outstanding and is well thought of by tenants and their families, which is plain to see. She never stops! She is measured, but very prompt in her reactions and responses, diplomatic and the sole of discretion. She has been hugely helpful and encouraging in setting up the activity group. She has good boundaries with tenants, ensuring their safety and well-being at all times. There is an overwhelming feeling of mutual respect, which again is wonderful to see."

"My experience has been very positive with the staff being very approachable and committed to the care and well-being of my client. Communication has been very good between the two services. The support and close community that can exist at the housing development has been very influential, I believe, in my client feeling very settled and happy there. It's very much his home."

"Trust Housing Association are doing a wonderful job in supporting their tenants. My personal experience has been one of staff who are highly knowledgeable in meeting individual needs of tenants. They have dealt with challenging situations by implementing strategies and protocols in place. For instance, my patient who was a resident and vulnerable due to diagnosis of dementia and at risk of absconding from the premises and possibly come to harm due to high level of cognitive impairment. The staff managed to initiate the Herbert Protocol to maintain my patient's safety. I was in regular contact with managers quite frequently and managers are very accessible which is highly commendable. Meetings have been arranged quite easily and coordinated with health professionals and family members too. Trust Housing I found is forward thinking and use their initiative in maintaining therapeutic relationship with tenants. Staff are able to identify their short comings with regards to different situations and notify the relevant health professionals when they require assistance."

## Self assessment

There was no requirement for the service to provide a self-assessment for the inspection year 2019/20. Issues relating to quality assurance, feedback from people using the service and their relatives along with the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018, the new Health and Social Care Standards replaced the National Care Standards. These seek to promote and improve outcomes for people who experience care. Services should now be providing support in accordance with these standards. These are:

- 1: I experience high quality care and support that is right for me.
- 2: I am fully involved in all decisions about my care and support.
- 3: I have confidence in the people who support and care for me.
- 4: I have confidence in the organisation providing my care and support.
- 5: I experience a high-quality environment if the organisation provides the premises.

The full standards can be viewed at:

<https://scotgov.publishingthefuture.info/publication/health-and-social-care-standards-my-support-my-life>

## From this inspection we graded this service as:

<b>Quality of care and support</b>	6 - Excellent
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	6 - Excellent

## What the service does well

We have evaluated this service as excellent. This means the service supports excellent experiences and outcomes for people and there is a track record of innovative, effective practice. Tenants told us about the positive difference the service had made to their quality of life. They had confidence in the care and support they received and the knowledge and abilities of their staff. Trusting relationships had developed with carers and managers. People experienced kindness and compassion from staff who knew them individually and knew their needs, wishes and preferences. Continuity of care was very good, with occasional reliance on agency cover for absence. People knew who would provide their support on a day-to-day basis and what they were expected to do. People were empowered and enabled to be as independent and as in control of their life as they wanted and could be.

We observed warm interactions which were interested, respectful and good-humoured. It was clear that people were comfortable around care staff and managers. Communication with tenants and their families was of a very high standard. Managers were up-to-date on current issues or people's concerns and ensured the high quality of support being provided. We were satisfied that any shortcomings that had arisen were followed up, addressed and apologies given.

People were acknowledged as experts in their own needs and were fully included in developing their own care and support plans, which were person-centred, detailed and current. They contained life stories and details of who and what was important to the person. This helps staff deliver a meaningful service.

Daily care was delivered in an unhurried manner, so that people could take part and do whatever they could for themselves and maintain maximum independence. People were actively encouraged to remain part of their local community, so that they continued to get the most out of life. Regular activities took place within each development initiated by tenants.

Through a sound understanding the value of physical activity on people's health, independence and overall well-being, staff encouraged people to walk and take exercise, according to their ability. We saw a new gym being set up at one location and new Zumba classes had proved popular at another. Staff were committed to rolling out Trust's 'move more often' initiative, following on from participation in the Care Inspectorate's 'Care About Physical Activity' project. People's right to make choices and take informed personal risk was supported, for example, during frosty weather, we saw that people weren't discouraged from taking a winter walk but were advised about conditions and reminded to take extra care.

People benefited from good links between Trust and local health and social care professionals. Staff shared information appropriately, for example, where there were changes in someone's health or well-being. This meant people received the right level of support.

Leaders demonstrated excellent understanding of their responsibilities to protect people from harm or abuse. The service was exceptionally good at notifying us of any concerns and the actions taken to refer people to appropriate agencies for support or assessment.

There were excellent opportunities for people to be involved in and influence the local service as well as the organisation. We saw how Trust worked hard to share financial information and budget decisions with people in an open and straight forward way.

Managers were exploring better ways for people with dementia to give their views and have an impact on Trust's management decisions. We heard that future quality assurance surveys would include more face to face discussion with people to gather feedback on their experience of the service.

At the locations visited we saw staff were happy, enthusiastic, well-motivated.

Although some feedback indicated that staff needed more time to carry out their roles, this was not reiterated by staff. They received supervision and support and spoke of job satisfaction. It was clear that the organisation's person-centred values were understood and practised, in keeping with the Health and Social Care Standards.

Leaders were excellent role models. They valued staff and spoke of how they geared training and development to the best effect, engaging staff in meaningful and practical ways. Staff spoke about excellent opportunities to gain qualifications and for career progression. We were pleased to hear that staff received guidance on individual learning logs - a registration requirement for the Scottish Social Services Council (the workforce regulator).

The service was forward-looking and kept abreast of good practice developments. Trust was devising palliative care procedures, to best support people who wished to remain at home. The manager had begun to plan for self-evaluation against the Care Inspectorate's new quality framework. There was a strong commitment to continuous improvement. We saw comprehensive development plans that were used effectively to make improvements. We were confident that this excellent performance would be maintained.

## What the service could do better

We made a small number of suggestions for the service to consider, including:

- Working to record clearer individual goals/outcomes in personal plans and reviewing progress in supporting people to achieve these. We directed the service to upcoming MY PLAN guidance from the Care Inspectorate.
- Exploring the options to reduce noise levels in the dining area at one location, through décor and furnishing, to create a more peaceful dining experience.

We look forward to reviewing the progress in these areas and the impact they have had on people's lives.

## 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](http://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
18 Mar 2019	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent Not assessed 6 - Excellent Not assessed
15 Sep 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 6 - Excellent
9 Sep 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
3 Sep 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
6 Aug 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 3 - Adequate 4 - Good
31 Oct 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good 5 - Very good
27 Dec 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good
26 Nov 2010	Announced	Care and support Environment Staffing
		5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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