

Trust Housing Association Ltd - Branch 2 Housing Support Service

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Telephone: 0141 227 1994

Type of inspection:

Unannounced

Completed on:

31 January 2020

Service provided by:

Trust Housing Association Ltd

Service provider number:

SP2003000174

Service no:

CS2004056395

About the service

Trust Housing Association Ltd - Branch 2 is registered to provide a housing support and care at home service to people living in their own homes.

The service is provided to people living in nine developments across Scotland. We visited people living in Alloa, Tillicoultry, Greenock and Thornhill at this inspection. We also received feedback from people living in some of the other developments.

The registered manager coordinates the overall running of the service. Service managers, managers and coordinators locally manage the staff teams who provide direct support to people.

The organisation's Our Purpose statement is to: 'Provide quality homes and services that offer independence and choice.' The values of the organisation are: 'Innovative, Collaborative, We Care About People, Agile and Aspirational.'

What people told us

We used a range of methods to gather information on people's experiences of the service including questionnaires, telephone interviews and face-to-face meetings. We received 86 responses to the 120 questionnaires issued and made telephone calls to people experiencing care. During the inspection, we visited people in their homes where we met 35 people experiencing care and 14 members of the staff team.

The people we met with were generally extremely complimentary about their experiences of the service. They told us staff were very friendly and caring, and how they were supported to have a very good quality of life. People said that they really liked the staff who supported them. Comments included:

"No further comments required. All good."

"Very happy with everything."

"Nothing to add. Great service. Extremely glad to be living under great care."

"I cannot fault the service I am receiving; it is excellent. The staff here are marvellous. I am very satisfied indeed."

"I have only lived here for 6 months, but so far I am very pleased with the level of care and support I have received."

We also received favourable comments from family members and carers which included:

"A great team and management who provide excellent care and support to my relative. The staff always keep me updated and are there to speak to at any time."

"I am very happy with the level of care that my relative receives from the staff. They are very helpful, positive and happy to assist."

Self assessment

A self assessment was not required for this inspection. We discussed our self-evaluation guidance with the manager to support improvement and assist the service in evaluating its own performance.

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

Trust Housing Association Ltd - Branch 2 continued to provide a quality service that was highly valued by the people experiencing care. We could see the positive difference the service made in their lives and we received an abundance of extremely favourable comments to underpin this.

People could be confident that they would experience warmth, kindness and compassion in how they were supported and cared for. We observed very compassionate interactions between staff and people experiencing care. It was wholly evident that warm and trusting relationships existed and we saw staff exhibit great skills and knowledge of people, and how they wished to be supported.

People could be confident that their care and support would meet their needs and be right for them. We saw that people had very detailed personal plans that described important information about their support as well as their choices and preferences. Plans were outcome focused and contained comprehensive information, and most had recent reviews. This meant staff had available and up-to-date information which enabled them to support people well.

We found that people were enabled to get the most out of life and there were numerous opportunities to connect with family or friends and contribute to their local community in a variety of ways. We heard and saw evidence about how people regularly attended local clubs, went on trips or holidays home and abroad, and spent time with their families. It was clear that people were being supported to build and maintain meaningful relationships.

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. People benefited from a supportive service provider and passionate and experienced managers. They showed and encouraged strong leadership. Staff told us that they continued to develop their roles and responsibilities through learning programmes provided by the service. This learning had a very positive benefit on developing their mentoring and management skills and promoted continuous and reflective learning within the staff group.

The manager had involved people experiencing care and staff in the service's development plans. The plans we reviewed were very detailed and identified numerous areas for service improvement. We could see that the plans were regularly reviewed and updated to evidence improvements made and identified any further actions to be taken. This meant a culture of continuous improvement had developed within the service.

There was obvious commitment and motivation to look at ways to further improve the quality of the service and promote positive outcomes for people in maintaining their homes.

What the service could do better

When we sampled personal plans, we felt that for some additional information could be included in relation to people's changing health needs, just for clarification. We discussed this with the manager and gave some examples of where this could be further enhanced.

The service had recently experienced a small number of behavioural related incidents. This had some impact on others and the service had addressed these well, liaising with their service partners where required. We felt the recording of these incidents needed to be improved and we discussed this with the manager. This was subsequently addressed.

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
15 Mar 2019	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
28 Nov 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
29 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good Not assessed
12 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
4 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
17 Oct 2013	Announced (short notice)	Care and support Environment Staffing
		4 - Good Not assessed 5 - Very good

Date	Type	Gradings	
		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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