

Trust Housing Association Ltd - Branch 4 Housing Support Service

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

Telephone: 01412 271 994

Type of inspection:
Unannounced

Completed on:
6 November 2023

Service provided by:
Trust Housing Association Ltd

Service provider number:
SP2003000174

Service no:
CS2004062641

About the service

Trust Housing Association Ltd - Branch 4 is registered to provide a housing support and care at home service to people with support needs living in their own homes. The provider is Trust Housing Association Limited.

At the time of the inspection, the service supported people to live in their own homes within nine housing with care, sheltered and supported housing developments across Scotland. The service has an office base in Govan, Glasgow.

About the inspection

This was an unannounced inspection which took place on 31 October and 1 and 2 November 2023. Feedback was provided on 6 November 2023. The inspection was carried out by one inspector from the Care Inspectorate. We visited three developments in Glasgow, two in Motherwell and one in Bellshill.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- visited people in their homes
- spoke with 25 people experiencing care and their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- obtained feedback from stakeholders.

Key messages

- Staff were compassionate and kind.
- People were respected and treated with dignity.
- People were supported to maintain relationships with those important to them.
- Management and leadership were stable and effective.
- Quality assurance processes and systems drive forward improvements.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

There was a very welcoming and relaxed atmosphere within all the developments we visited where staff interactions with people were excellent. There were stable staff teams working in those developments, where most tenants had lived for many years. This meant that staff and tenants knew each other well and staff were able to recognise and respond to changes in people's wellbeing. Relationships were caring and genuine. Values were evident and there was a compassionate and supportive culture. People experienced warmth, kindness, and compassion in how they were supported and cared for.

People were very complimentary about the staff and happy living in their homes. People told us:

"I really like it here, we're a community."

"The staff are very nice and helpful, they respect me."

"I feel very safe living here, the staff are excellent."

"The move has been terrific for my relative and has added to their daily life. Their quality of life has been enhanced. It's just been incredible and beyond any expectation."

There were many social events and activities in the developments which people could be involved in. This positively impacted on people's wellbeing. These included celebrating calendar events, holding coffee mornings or afternoons, musical entertainment, and going on outings. Staff tried to ensure as many people as possible could attend. People commented how much they had enjoyed these occasions. One person described their development as a "community", and how they had gained new friends since moving in. We encouraged staff to continue to have these events as they clearly enhanced people's general wellbeing.

Staff members knew people well and this promoted very good health and wellbeing outcomes. Records showed examples of staff advising and supporting people to get appropriate medical help. Emergency services were contacted swiftly when needed. There were safe systems in place for the management of people's medication to ensure that people got their right medication at the right time. People had as much control of their medication as possible. There was regular communication with people to ensure safe medication practices were maintained whilst promoting people's independence. This meant that any treatment or intervention a person experienced was safe and effective.

Personal plans showed that each area of people's care and support informed staff how to deliver care that took account of their personal preferences. Each area of people's care and support, and risk assessments, informed staff how to deliver care safely. Reviews of care had been carried out and staff told us that this was ongoing. The interventions by staff showed that there was structure and meaning for the individual, encouraging independence and to take control of their life.

How good is our leadership?**5 - Very Good**

We found significant strengths in aspects of leadership and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The management team was committed to ensuring people were well cared for. They were well supported by a very experienced staff team. Staff and management demonstrated that they had the skills, capacity, and systems in place to identify risks and drive improvement.

A range of quality assurance processes helped continually evaluate the service. Issues identified helped to prioritise, direct and support improvement. Audits were in place and there was a comprehensive improvement plan. This plan was well considered and covered all aspects of the service. This meant that people's experiences could continue to be positive, and the service would continue to improve.

The views of people experiencing care were sought as part of the quality assurance process. They were able to express their views through various methods, and they could be confident that any feedback given was used to improve their care and the wider service. This meant that those leading the service understood the value of feedback and were responsive in using learning to improve.

Staff described receiving regular feedback and supervision, with access to managers that enabled guidance and support as needed. This helped to ensure that people's needs were met well whilst also supporting staff development. Staff told us that they felt valued, included, and listened to by the management team.

There was a positive culture and ethos of continuous improvement and development. This was led by the management team, but staff at all levels were able to describe and demonstrate it. We saw a respectful and supportive team who shared the aims and values of the service. This meant that people experiencing care were cared for and supported by a dedicated and positive workforce.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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Care Inspectorate
Compass House
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Dundee
DD1 4NY

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