

Trust Housing Association Ltd - Branch 2 Housing Support Service

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Unannounced

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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 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 later living housing, sheltered and supported housing developments across Scotland. The service had a head office based in Govan, Glasgow.

About the inspection

This was an unannounced inspection which took place between 23 February to 03 March 2026 between 09:00 and 17:00 hours. Six inspectors carried out the inspection. We visited developments in Alloa, Clydebank, Livingston, Loanhead, Newmilns, Old Kilpatrick, and Stornoway.

To prepare for the inspection we reviewed information about the service. This included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with 83 people using the service and two relatives
- spoke with 30 staff including management
- observed practice and daily life
- reviewed feedback from 75 pre-inspection questionnaires from people using the service, family members, visiting professionals, and staff
- reviewed documents.

Key messages

- People were supported to maintain links to their local communities.
- People were respected and treated with dignity.
- Staff were kind, caring and compassionate.
- Quality assurance processes and systems drive forward improvements.
- Care plans should be consistent across all developments; person centred and include appropriate risk assessments.

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 staff team?	5 - Very Good
How well is our care and support planned?	4 - 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.

People were treated with compassion, dignity, and respect. We observed staff using their knowledge and skills to provide care in a warm and considerate manner. One person shared, " I like living here, its my space and I like that I chat and spend time with the other people staying here too "another person shared" its not perfect but there is nowhere else I would rather be". Throughout the inspection, staff consistently engaged with people politely and respectfully, showing a strong awareness of each individual's needs.

Relatives shared that they are happy with the service provided for their loved ones. One person said, "It's great, honestly no complaints, anything I do have concerns about I raise it with management and its dealt with" another shared "would be good to get permanent staff but there is no issues with the care, its good dad's independence is promoted". Visiting professionals also told us that staff had demonstrated good knowledge and understanding of people's needs. We observed this ourselves during the inspection, which evidenced responsive care and support.

A wide range of social events and activities were available across the developments, and these had a clear, positive impact on people's wellbeing. Throughout the developments we were able to see photos and videos of activities being displayed. In some developments staff helped to organise activities which included musical events, themed events and fish teas. This was warmly received. In other developments people were encouraged to take ownership of their activities and they planned regular entertainers, coffee mornings and themed events. This promoted people's independence and their wellbeing.

There were effective systems in place to ensure the safe management of people's medication, helping individuals receive the correct medication at the right time. People were supported to retain as much control over their medication as possible. Regular communication with individuals helped maintain safe practices while also promoting independence. This ensured that any treatment or intervention provided was both safe and effective. Staff training had recently been strengthened that enhanced staff skills and confidence.

Transparent reporting procedures were followed, and all notifiable events were shared with the Care Inspectorate or relevant professionals. Staff acted promptly to identify risks and escalated concerns when they could not maintain safety due to health changes or increased needs. This demonstrated responsive and effective care and support.

How good is our staff team?

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 clear sense of positive morale across the service, with staff describing how fulfilling it was to help people maintain their independence and brighten their day. One staff member told us, "I love my job and I feel really supported". Staff also spoke about valuing opportunities for learning and development, as these helped to further strengthen their skills and knowledge. During the inspection, we observed effective communication between management, staff, and relatives. Supportive and visible leadership helped empower staff to deliver high quality care to both individuals and their families.

People could be confident that staff were recruited safely in line with national guidance with appropriate checks, references, and professional registrations. Training was comprehensive, combining in-person sessions, e-learning, and self-development, with regular refreshers and observed practice to maintain high standards. All staff received training appropriate to the needs of the people they cared for. This ensured staff continued to have the skills to meet people's changing care needs.

Rotas showed that people were consistently supported by familiar staff, with the appropriate number of carers available at the right times to promote continuity and strong relationships. We discussed agency usage and the impact this can have but we were reassured to hear that a recruitment drive was underway for permanent staff. When agency staff were required block bookings were made. This helped to promote consistency and continuity of care.

Support and supervision sessions were held regularly and included meaningful agenda items, and it was encouraging to see reflective practice being promoted. Management also shared that supervisions were being redeveloped to place greater emphasis on wellbeing and incorporating observations of practice. This is to enhance the support and development opportunities for staff.

Staff wellbeing was a clear priority across Trust services. The management team acknowledging the complex and evolving nature of the service and promoted an open-door policy. Staff had access to an Employee Assistance Programme offering counselling and wellbeing support amongst other wellbeing initiatives. By promoting a positive working environment staff felt supported leading to better outcomes for people.

How well is our care and support planned?

4 - Good

We evaluated this key question as good because there were a number of major strengths which, taken together, clearly outweighed any areas of improvement.

Personal plans, often referred to as care plans, are important documents that capture people's wishes, needs, risks, and how people want to be supported. Sampling care plans across the developments each person had their own care plan, but the quality varied across developments. We saw some plans were detailed, covering people's interests, needs, and health risks well. However, there was evidence of gaps in some care plans and risk assessments, where the detail was brief and lacked person centred elements.

Whilst many experienced staff knew people well, this lack of detail presented risk to people being supported by new or agency workers. We highlighted this to management, who agreed that improvements were required across all branch developments to achieve greater consistency in care planning. (See area for improvement 1). We were reassured that this is something management self-identified and recognised the importance of this work.

We encouraged continued enhancement of personal plans as needs and priorities change. This helps ensure any staff member, including those less familiar with the individual, can provide safe, consistent, and high quality care.

A new digital system was in place for people's personal plans, though this remained in a period of transition. Management explained that ongoing developments were aimed at making the plans more accessible for people, staff, and agency staff. Agency staff did not have access to people's digital personal plans, which created a barrier. Agency staff relied on handover notes, the quality of which varied across developments. Management confirmed they were working towards a solution to make personal plans accessible to

everyone.

Monthly wellbeing chats took place regularly with individuals, providing a valuable opportunity for people to reflect on what they were enjoying and identify any goals they wished to work towards. The information gathered fed into personal plans and review processes. Reviews of care had been completed, and staff told us this work was ongoing. The support provided by staff demonstrated structure and purpose for each person, encouraging independence and enabling individuals to maintain control over their own lives.

Areas for improvement

1. Care plans should be streamlined across all developments where they are person centred, accessible and appropriate risk assessments in place.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17) and 'I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty' (HSCS 3.18).

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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