

# Trust Housing Association Ltd - Branch 3 Housing Support Housing Support Service

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

Telephone: 01412 278 531

**Type of inspection:**  
Unannounced

**Completed on:**  
27 February 2026

**Service provided by:**  
Trust Housing Association Ltd

**Service provider number:**  
SP2003000174

**Service no:**  
CS2016353103

## About the service

Trust Housing Association Ltd - Branch 3 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 27 February 2026 between 09:00 and 17:00 hours. Six inspectors carried out the inspection. We visited four developments these were in Helmsdale, Inverness, Nairn, East Renfrewshire.

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 25 people using the service and five relatives
- spoke with 14 staff including management
- observed practice and daily life
- reviewed feedback from 59 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.
- Families were complimentary about the quality of care their loved ones received.
- People were supported by the right number of staff at times that were convenient to them.

## 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?	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.

Staff demonstrated the Health and Social Care Standards (HSCS) in their everyday practice. This encouraged a climate of warmth, respect, and dedication to giving people a good quality service. One person told us, "Staff make each day a pleasure" another person shared "I have my independence staying here, it's my home and I am safe." Throughout the inspection, staff consistently interacted with individuals politely and respectfully, demonstrating a strong understanding of each person's needs.

A wide range of social events and activities were available across the developments, and these had a clear, positive impact on people's wellbeing. Activities included seasonal celebrations, coffee mornings and afternoons, musical performances, birthday events, and various outings. Staff made every effort to ensure as many people as possible could take part. People spoke highly of these opportunities, with one person saying, "I love the social aspect; it keeps me going and I have made new friends." We encouraged staff to continue offering these events, as they clearly contributed to enhancing overall wellbeing.

Relatives told us that the service had been responsive and communicated well. One person said, "I have peace of mind knowing she is well looked after," while another shared, "we have our mother-daughter relationship back, and this means the world to me." Visiting professionals also told us that staff had demonstrated good knowledge and understanding of people's needs and had worked effectively as a team, raising concerns appropriately. We observed this ourselves during the inspection, which evidenced responsive care and support.

Robust systems were in place to ensure the safe management of people's medication, supporting individuals to receive the correct medication at the right time. People had as much control of their medication as possible. Ongoing communication with individuals helped maintain safe practices while promoting independence. As a result, any treatment or intervention provided was both safe and effective. Staff training had recently been enhanced through small group, hands on sessions, which improved skills and confidence. This approach is now being implemented across all developments and branches, with positive feedback received so far.

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.

Positive morale was clear throughout the service, with staff expressing how rewarding it was to support people to remain independent and brighten their day. One staff member shared, "we work well together as a team, we are here for the people and that's what is important". Staff shared that they feel supported in their role and enjoy being able to explore development opportunities. During the inspection, we saw strong

communication among management, staff, and relatives. Supportive and visible leadership empowered staff to provide 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. The staff team worked well together. There was respectful communication within the team which created a warm atmosphere because of good working relationships. Staff also worked on their own initiative, to gain a deeper understanding of people's 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. Rotas were planned in advance, taking into account the needs of both staff and the people they supported.

Staff wellbeing was prioritised, and the management team recognised the complexity and dynamic nature of the service. Staff were given regular opportunities during team meetings and supervision sessions to discuss their wellbeing and development needs. They also had access to an Employee Assistance Programme, which provided counselling and wellbeing support. Management shared that supervision paperwork was being redesigned to further incorporate staff wellbeing and observations of practice. This was intended to help identify key areas for staff development, including enhancing staff knowledge and skills by focusing on key areas. By fostering a positive working environment where staff felt supported and their achievements were acknowledged, the service maintained high levels of morale and performance.

## How well is our care and support planned?

**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.

Personal plans, also known as care plans, are vital documents that outline individuals' wishes, needs, risks, and preferred ways of being supported. When we sampled plans across the developments, each person had their own plan in place, along with the appropriate risk assessments. The plans were detailed and captured people's interests, needs, and health related risks effectively. The service explained that there had been a focused effort to make care plans more detailed and person centred. A specialist team had been working alongside staff, and it was clear that this approach had been successful. Staff confidence had increased, ensuring that important information was consistently recorded in personal plans and that any changes were communicated promptly. Whilst many experienced staff knew people well we encouraged staff to continue to enhance personal plans as people's needs and what is important to them change. This further promotes responsive and effective 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. Regular audits of personal plans identified areas that required attention, helping staff focus on updates and address any gaps. This reflected a culture of continuous improvement, supported by robust and transparent quality assurance processes.

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.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

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?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.