

**Tenants' Questionnaire Results:**  
**Crocker St, St Cross Court, Malthouse Court and Holyrood St**

**Results based on 43 questionnaires returned from tenants.**

**1 Feedback**

**1) What does your Scheme Manager help you with?**

Filling in forms, contact doctor, call in any repairs

Everything I need to know when I want it

Repairs reporting, Filling in forms, general advice

Filling in forms & sorting out disputes

Form filling, emergency procedures, phoning for doctor, advice/information

Some paper work, docs appointments, any advice on medication, repairs

We have a scheme manager and assistant manager who assist in reporting defects and helps in crisis situations.

Reading letter, phoning doctor, phoning my family, report repairs, filling in forms

Contact us by intercom daily

Paperwork Benefit

She helps discuss situations that arise in every day living and supportive in decisions we make.

**2) 47% of tenants thought that working with the scheme manager had made a difference to their life. This is how: (51% did not answer the question)**

My support worker has always been kind and helpful long may she remains in her job.

I'm so glad in St Cross with company and friends around me

Just having them around makes a difference

Always at the end of a pull cord or in the office during a working week.

It feels like a safety net around me always there if needed.

Always supported if needed

Helped to sort finances out successfully

I feel safe and supported

Reassurance of calls and visits. She is sometimes the only person I see all day and it cheers me up.

Security, secure and confident knowing somebody is there if I need it. Feel safe.

### 3) Tenants would like to change the following about the service?

I would like to know the real answers to questions that we asked without having to wait it seems like forever. (see 2.1)

I have a bath which I cannot get into. I would like a shower instead to strip wash every day. (see 3.1)

It would be nice to have a scheme manager in the evenings as often tenants are confused and walking around the place and other tenants have to help them. (see 2.2)

- Make sure all main doors are kept close, as we are told to not jam them open. (see 2.3)
- When MHA asked to see us, make sure they come, not to keep you waiting most of the day. (see 2.4)
- Let us know over the speaker when the scheme manager goes to a meeting, we are usually left in the dark. (see 2.5)
- Have not had a fire drill since building put up 26 years ago. (see 2.6)
- Make sure everything is written down by the support worker, not to find later on it hasn't been. (see 2.7)

**4) 97%** of tenants thought that they were treated fairly and their rights were listened to when their scheme manager spoke to, or worked with them. (3% did not answer the question.)

**5) 84%** of tenants felt listened to by staff

**6) 72%** of tenants received an information pack when they first began receiving support. (9% did not answer the question)

**7) 53%** of tenants stated that they have a support plan in place. (18% did not answer the question.)

**8) 93%** of tenants stated they felt safe in their home (2% did not answer the question)

**9) 93%** of tenants stated that they have been given advice on how to stay safe in their home (4% did not answer the question)

**10) 79%** of tenants felt that the service was good (11% did not answer the question)

**11) 69%** of tenants stated that they would know how to complain to if needed. (18% did not answer the question) (See 2.8)

**Below are some more feedback received from the questionnaires:**

- With a complex of this size, a warden who lives in would certainly allay fears with many of the residents besides having Wight care available
- I am quite satisfied that last 6 months I have been very poorly. Managers have helped me a lot, not only now but all times. I haven't any complaint whatever.
- Out of hour care leaves a lot to be desired. It isn't helpful to be told "we are very busy" when water is running through our ceiling or someone is ill. We have a small number of residents with mental health problems that need care officially instead of relying on other residents.
- I would like to know that there is someone here at all times, so I can talk to them if need be. That would be day or night, as most things happen here at odd hours.
- At this moment in time I am lucky to be able bodied and need no outside support. The staff here are always helpful when on duty.
- Although I am satisfied with the support I get, I don not feel I belong to St Cross Scheme

**2 Action Points:**

2.1 To abide by the Complaints policy and provide feedback within 14 days when issues are raised.

2.2 To ensure that tenants that need more care are re-assessed and the appropriate help is put in place.

2.3 To ensure that all tenants are aware of the security issues regarding opening the main doors.

2.4 To ensure that when MHA asked to see tenants that they turn up at the specified time.

2.5 To inform tenants when the scheme manager is attending a meeting.

2.6 To have regular fire evacuations.

2.7 To ensure all support provided by the Scheme Manager is recorded

2.8 To ensure that all tenants know how to make a complaint.

**3 Recommendations:**

3.1 To ensure that tenants who require adaptations are referred to the appropriate agencies.

**Tenants Questionnaire Results: Coburg Court**  
**Results based on questionnaires returned from tenants.**

**1) What does your Scheme manager help you with?**

Support with functions etc

Most daily living skills I am assisted with, also Correspondence

Assists with forms

Helps with filling in forms

With my correspondence when needed, also advice & Encouragement

Help with any problems

Always there when I need her

Advice and support with any queries I may have

**2) 64% of tenants thought that working with the scheme manager had made a difference to their life. This is how: (36% did not answer the question)**

Given me the wish to go on in life

Has allowed me to stay in my own home which I would be unable to without the assistance as I have virtually no sight at all

Has enabled me to stay In my own home

We are very happy here

If I have a problem I can speak to her to sort it out. As my family live on the mainland

I know that there is always someone I Can turn to for advice and help

Nice to have support when needed

Has given encouragement to me to have adult education to improve my literacy skills

You could not get better staff

**3) Tenants would like to change the following about the service?**

I find it's too quiet here I thought I would have more company.

**4) 100%** of tenants thought that they were treated fairly and their rights were listened to when their scheme manager spoke to, or worked with them.

**5) 100%** of tenants felt listened to by staff

**6) 81%** of tenants received an information pack when they first began receiving support. (9% did not answer the question)

**7) 68%** of tenants stated that they have a support plan in place. (22% did not answer the question.)

**8) 95%** of tenants stated they felt safe in their home (5% did not answer the question)

**9) 91%** of tenants stated that they have been given advice on how to stay safe in their home (9% did not answer the question)

**10) 81%** of tenants felt that the service was good (9% did not answer the question)

**11) 81%** of tenants stated that they would know how to complain to if needed. (13% did not answer the question)

Below are some more positive feedback received from the questionnaires:

- Has given encouragement to me to have adult education to improve my literacy skills
- I am very happy and satisfied and glad I came here to live
- Quite happy with all things here
- I am quite satisfied
- I am happy with what I get

**Tenants Questionnaire Results: Gobles Close, Ryde**  
**Results based on questionnaires returned from tenants.**

**1. Feedback**

1) What does your Scheme manager help you with?

I get help to sort out my high water bills and help to telephone the offices about them.

Reading letters etc

Nothing specific but available when needed.

Helps with paperwork, organise repairs etc

Help if needed at anytime

Anything

Any query

Advice on mobility, hearing safety devices where needed

2) **67%** of tenants thought that working with the scheme manager had made a difference to their life. This is how: (33% did not answer the question)

Made my life easier

Yes quite a lot, It helps to know that I can talk to some one about anything.

There if I want help

Good to know that she is there in the mornings if help needed.

Yes, they are always helpful in times of need, life is very pleasant here and I am quite content

3) Tenants would like to change the following about the service?

I would like the warden to be there all day not just mornings

4) **100%** of tenants thought that they were treated fairly and their rights were listened to when their scheme manager spoke to, or worked with them.

5) **100%** of tenants felt listened to by staff

6) **87%** of tenants received an information pack when they first began receiving support. (6% did not answer the question)

**7) 73%** of tenants stated that they have a support plan in place. (13% did not answer the question.)

**8) 93%** of tenants stated they felt safe in their home (7% did not answer the question)

**9) 93%** of tenants stated that they have been given advice on how to stay safe in their home (7% did not answer the question)

**10) 86%** of tenants felt that the service was good (6% did not answer the question)

**11) 94%** of tenants stated that they would know how to complain to if needed. (6% did not answer the question)

**Below is further feedback received from the questionnaires:**

- One Resident stated that “I would like to have her own washing machine. There would be no problems with the noise as I live above the lounge & Kitchen. I would also like my own storage heater in the flat and MHA storage heater taken away. It does not heat up at night and is completely useless and it smells of dust really bad.” ([see 2.1](#))
- I am very happy with all the help I receive.

**2. Recommendations:**

[2.1 That the issues regarding the washing machine and storage heater are addressed with the resident.](#)

**Tenants Questionnaire Results: Gordon Lodge, East Cowes**  
**Results based on questionnaires returned from tenants.**

**1. Feedback**

1) What does your Scheme manager help you with?

Anything I want

I've only moved in recently and my scheme manager has helped me settle in and makes me feel at home and safe

Everything when required

Doctors, phone, social services, support worker, repairs, filling forms in, help as necessary

Report repairs, help with paperwork, contacts the OH people, doctors, nurses, other personal things

They make me feel comfortable both in the building and out, with the advise and encouragement given, they help as the need arises

Bills, paperwork, repairs, shopping lists, reading letters

Repairs, contacting doctors etc. help with paperwork, forms anything that I don't understand

Reporting repairs that need to be done

Report repairs, contacts other services helps with forms

Day to day living

I can now talk openly if I have any problems & have a good laugh. That is important to me

Making sure I am ok with an early morning call and keeping my independence

Advice and help as necessary

She will remind me of various things also takes time to explain

Everything & anything small or big that I worry about, I try to wait that the scheme manager is not dealing with other people problems though she is very special person and we all think the world of her

**2) 83%** of tenants thought that working with the scheme manager had made a difference to their life. This is how: (17% did not answer the question)

I am more stable and have no problems

If I ask how or why - I always get a sensible answer ( very quickly)

Has helped me to keep my freedom /independence

A great feeling of well being

I had quite a few problems over the last year & I honestly could not have coped as I did without her shoulder to cry on.

By helping me to think I'm in my own home, carry on my life as normal at 102 yrs old.

By boosting my confidence, easing periods of depression and making sure my life style improves

She has always been available and willing to help with any problems we have, and keep an eye on things when we are away on holiday etc.. Which is reassuring

They give you confidence and help is there if needed

Yes, I was homeless and she's given me a home and safe environment

In all ways

**3) Tenants would like to change the following about the service?**

I would like choice to have an elderly old dog if I so wished, I've never been without one all my life & would love to have one again after careful thinking about it of course. All is wonderful here for me.

**4) 100%** of tenants thought that they were treated fairly and their rights were listened to when their scheme manager spoke to, or worked with them.

**5) 100%** of tenants felt listened to by staff

**6) 80%** of tenants received an information pack when they first began receiving support.

**7) 96%** of tenants stated that they have a support plan in place.

**8) 100%** of tenants stated they felt safe in their home

**9) 100%** of tenants stated that they have been given advice on how to stay safe in their home.

**10) 100%** of tenants felt that the service was good.

**11) 95%** of tenants stated that they would know how to complain to if needed.

**Below is further more feedback received from the questionnaires:**

- I am happy here & feel extremely privileged to be able to end my life, knowing I am cared for so well. Thanks to all concerned & to the scheme manager for her help for one so young, she's the best & treats us all in the same way.

**2. Actions**

2.1 To ensure that all tenants receive an information pack when they join the service.

**3. Recommendation:**

3.1 To discuss with a resident the issue of her wanting a dog.

**Tenants Questionnaire Results: Park Court**  
**Results based on questionnaires returned from tenants.**

**1. Feedback**

1) What does your Scheme manager help you with?

Anything that I cannot manage myself  
Finances, budgeting, shopping care  
Doctor when ill, repairs chat  
Any help I want  
Anything we ask her really, but we are a little more able than some of the tenants, but we only have to ask and it is sorted out right away  
Paperwork, talk through problems  
With all the information she can and nothing seems like too much trouble

2) **83%** of tenants thought that working with the scheme manager had made a difference to their life. This is how: (17% did not answer the question)

Always there if needed  
Made it easier  
I lead a very quiet life but help is there if I want it  
I know she is there if I need any help and helped me settle in after a difficult period in my life  
Yes - help to join in with things  
In all ways

3) Tenants would like to change the following about the service?

Would like to know what Supporting People means.

4) **64%** of tenants thought that they were treated fairly and their rights were listened to when their scheme manager spoke to, or worked with them.

5) **77%** of tenants felt listened to by staff (13% did not answer the question)

6) **86%** of tenants received an information pack when they first began receiving support. (6% did not answer the question)

7) **55%** of tenants stated that they have a support plan in place. (16% did not answer the question)

8) **100%** of tenants stated they felt safe in their home

9) **84%** of tenants stated that they have been given advice on how to stay safe in their home.

10) **88%** of tenants felt that the service was good.

11) **77%** of tenants stated that they would know how to complain to if needed. (9% did not answer the question)

**Below is further feedback received from the questionnaires:**

- I am very happy and fine with the manager very good and helpful
- It is nice to know help is available if needed.
- Don't really understand what supporting people is all about. Would like some explanation
- I feel very lucky to have got this lovely flat and I am very happy here

**2 Action Points:**

**2.1 To ensure that all tenants are informed about the Supporting People programme**

## Tenants Questionnaire Results The London

**Results based on questionnaires returned from tenants.**

### **1. Feedback**

**1) What does your Scheme manager help you with?**

Staying independent

To fill any forms in

Making sure I am ok, helping if I need advice, if I need a doctor when I am ill, getting people interested in each others company in groups. Her cheerfulness is a pleasure at all times

Helps me with problems supports me when I am feeling very low.

**2) 41% of tenants thought that working with the scheme manager had made a difference to their life. This is how: (41% did not answer the question)**

Staying safe secure & Independent

Taking time to listen and to be able to depend on her

Feel safe & Happy

Someone to talk to

It's nice to be able to go to them with any problems

Her helpfulness is very good it makes you feel like on big happy family

She understands me helps me when my family gets me down and depressed. Brightens my days

Enabled me to remain independent

Yes she listens and will act if need be

**3) Tenants would like to change the following about the service?**

More calls and would like to be informed about changes to care plan

**4) 96 % of tenants thought that they were treated fairly and their rights were listened to when their scheme manager spoke to, or worked with them. (3% did not answer the question.**

**5) 87% of tenants felt listened to by staff (4% did not answer the question)**

**6) 92%** of tenants received an information pack when they first began receiving support.

**7) 33%** of tenants stated that they have a support plan in place. (33% did not answer the question.)

**8) 100%** of tenants stated they felt safe in their home

**9) 92%** of tenants stated that they have been given advice on how to stay safe in their home (8% did not answer the question)

**10) 84%** of tenants felt that the service was good (8% did not answer the question)

**11) 75%** of tenants stated that they would know how to complain to if needed. (21% did not answer the question)

Below is further feedback received from the questionnaires:

- Sometimes I do not feel safe here at the London because some tenants let in strangers they do not know. Teenagers are let in from the youth centre across the road. I'm very happy with the scheme manager in everything she has to do. Also the members who are on duty when she is away. Thank you
- I am easy going person very friendly. So I find a lot of rules that have come out lately are rather holding people back from saying what they normally say. I like to speak my mind.
- We have 2 or 3 people here who let anyone in at the front door although they do not know them. So it's not very safe here now as you don't know whose being let in. I don't know why we have the buzzers on the front door, because so many outsiders have keys these days. People could just ring the bell and get let in but now you don't know who you meet in the building these days.
- I'm very happy with the scheme manager in everything she has to do. Also the members who are on duty when she is away. Thank you

## **2 Action Points**

**2.1 The security issue regarding the front door needs to be discussed with the tenants and resolved.**

## **3 Recommendations**

**3.1 Tenants would like to be informed about changes in their care plans.**

**Tenants Questionnaire Results: Wallace Court, Newport**  
**Results based on 10 questionnaires returned from tenants.**

**1 Findings**

**1) What does your Scheme manager help you with?**

Forms, advise, support when ill, any support

Scheme manager supports me with everything and I could not do without that service

Forms, advice, bills, emotional support. Support when ill, prescriptions phone calls, set up care if needed.

always available when needed

Reading correspondence, reminding me of hospital, doctor's appointments by making lists in large writing to ensure bills are paid.

**2) 100 % of tenants thought that working with the scheme manager had made a difference to their life.**

Having a support worker who is helpful and cheerful

From Scheme manager, has made me feel secure, advice, emotionally secure. It's a service I could not do without.

Yes I feel secure and safe knowing the scheme manager is there every day

Brilliant peace of mind

Made my life easier and kept it more ordered due to being partially sighted not all my correspondence is in large print.

You can rely on their support when needed

Reassured me that I do exist & someone would soon realise if I suffered any injury or harm.

**3) Tenants would like to change the following about the service?**

Scheme managers hours need to be increased, too many tenants not enough hours. 3 hours for 28 tenants is not enough. (see 2.2)

Like to see more of the scheme manager  
more hours of warden, more meetings, social place to meet other residents

More managers hours needed

I would like to have coffee morning to meet other residents (See 3.1)

4) **100%** of tenants thought that they were treated fairly and their rights were listened to when their scheme manager spoke to, or worked with them.

5) **100%** of tenants felt listened to by staff.

6) **60%** of tenants received an information pack when they first began receiving support. (See 2.1)

7) **40%** of tenants stated that they have a support plan in place. (10% did not answer the question)

8) **100%** of tenants stated they felt safe in their home

9) **100%** of tenants stated that they have been given advice on how to stay safe in their home.

10) **90%** of tenants felt that the service was good.

11) **90%** of tenants stated that they would know how to complain to if needed.

## **2 Action Points:**

2.1 To ensure that all tenants receive an information pack when they join the service.

2.2 To re-assess the tenants to establish whether they require further housing related support from a floating support provider.

## **3 Recommendations:**

3.1 To allocate an area that can be used for social activities.