

Findings from the tenants meeting at Coburg Court, East Cowes

(No-one from Gordon Lodge attended)

Based on 9 tenants attending a meeting with Supporting People Team.

1. Feedback

1) How do you feel about the Scheme manager?

We are all happy with the scheme manager, she couldn't do any better.

2) What are the good points?

- We are well informed about any changes that are done.
- Security is good.
- We are happy with the paperwork.
- There is the choice to be involved with groups if you want to.

3) What are the bad points?

- We are all quite happy apart from feeling that the scheme manager is over worked.
- The gardener is not very good and they are not happy with the current state of the gardens. They have written to Medina Housing Association who are looking into the matter.

4) How often do you see your scheme manager?

Every day and we are happy with the times.

5) What do you do when the scheme managers are unavailable and you require assistance?

Wightcare who are very good and relief wardens.

6) How do you go about making a complaint?

They would complain to the scheme manager.

7) How do you report any maintenance issues with your flats?

They are reported and things get sorted quickly.

8) Do you have any social events on a regular basis?

Coffee mornings and American suppers.

9) Were you given a welcome pack when you first moved in?

Yes

10) Do you have regular fire drills and evacuations?

No, we know where the fire assembly points are and would be happy having fire drills.

11) What changes would you like to see made?

The gardening taken care of as, it is included in our service charge.

2. Action Points

- To have regular fire evacuations

3. Recommendations

- To discuss with the tenants the issues around the gardener

Findings from the tenants meeting at Gobles Close, Ryde

Based on 15 tenants attending a meeting with Supporting People Team.

1. Feedback

1) How do you feel about the Scheme manager?

She is good.

She is very organised.

2) What are the good points?

- Very good social life
- Parties
- The people who live there
- The activities
- The gardener
- The majority of the tenants get on very well

3) What are the bad points?

- There is an awful slope into the bin room
- There is an awful slope into the side entrance

4) How often do you see your scheme manager?

Every day, but the tenants would prefer to have someone there all day. The warden still has the same amount of work to do but has less time to do it in.

5) What do you do when the scheme managers are unavailable and you require assistance?

If there is an emergency they use Wightcare. The majority of the tenants stated that Wightcare was not very responsive and quite slow. One tenant stated that Wightcare did not sort the problem out they contacted their daughter. (See [Appendix 5, 3.1](#))

6) How do you report any maintenance issues with your flats?

Go through to the scheme manager or Wightcare.

7) Do you have any social events on a regular basis?

There is a social group and they have coffee mornings to raise issues. A garden party was being held the weekend following the visit.

8) Do you have regular fire drills and evacuations?

There is a fire drill every Thursday when the alarms are rang but there is no evacuation procedure in place. The residents thought it would be a good idea to have regular evacuations. The fire procedure is written on the doors. (See [2.1](#))

9) Any other issues?

- There is no lift the residents stated that they knew funding was available but wanted to know when it was going to be sorted out.
- Not sufficient access for wheelchairs and scooters
- There are overgrown trees and an unstable wall at the back on the gardens that backs onto Monkton Street.
- Poor lighting coming into Gobles Close

2 Action Points:

2.1 To have regular fire evacuations.

3. Recommendations:

3.1 To discuss the following issues with the tenants: the slope into the bin room, the slope into the side entrance, insufficient access for wheelchairs and scooters, the lighting at the entrance into Gobles Close, the need for a lift and the overgrown trees and an unstable wall at the back on the gardens that backs onto Monkton Street. To inform the tenants how the issues will be resolved within an agreed timeframe.

Findings from the tenants meeting at Park Court, Cowes

Based on 17 tenants attending a meeting with the Supporting People Team.

1 Feedback

1) Why did you move into sheltered accommodation?

For the extra security.

2) How do you feel about the Scheme manager?

We get on fine with her.

3) What are the good points?

- We have no worries living here
- We get on with everyone

4) What are the bad points?

- The fire alerts

5) How often do you see your scheme manager?

Monday to Fridays

6) What do you do when the scheme managers are unavailable and you require assistance?

Wightcare – comments varied from never used them, alright to very good.

7) Do you know how to go about making a complaint?

Yes

8) How do you report any maintenance issues with your flats?

Speak to scheme manager and issues are sorted out quickly.

9) Do you have any social events on a regular basis?

Have raffles once a month, quizzes and a knitting circle. Go to a church service at Easter and Xmas.

10) Were you given a welcome pack when you first moved in?

No

11) Do you have regular fire drills and evacuations?

Yes they have just re-introduced evacuations.

12) What changes would you like to see made?

I would like a ramp to be put in at the back door.

2 Recommendations:

[2.1 To discuss with tenants the request for a ramp at the back door.](#)

Findings from the tenants meeting at St Cross Court, Malthouse Court, Crocker St and Holyrood St

Only tenants from St Cross Court attended the meeting.

Based on 10 tenants attending a meeting with the Supporting People Team.

1. Feedback

1) Why did you move into sheltered accommodation?

- Security
- Accepted after I had a stroke
- Precaution with health conditions

2) How do you feel about the Scheme manager?

All excellent

3) What are the good points?

- Secure
- For the company
- You have the choice to shut your door and be private or to join in
- There is always someone there

4) What are the bad points?

- Too many care clients
- Wightcare is not reliable (3.1)
- No-one there during the night
- The representative for the area and the residents said they never see him. (3.2)
- It has the stigma of an old people's home
- It is more like a care home, we have to help 6 of the other residents and they find them wondering around at night in their night clothes. (see Appendix 4 Action 2.2)
- The eligibility criteria has changed over the last few years, originally people had to be independent and mobile now they seem to let anyone live there.

5) How often do you see your scheme manager?

Everyday from 8.30am – 9am unless someone is ill and they come round again.

6) What do you do when the scheme managers are unavailable and you require assistance?

Wightcare – they are not reliable.

7) How do you go about making a complaint?

All residents were aware of how to make a complaint

8) How do you report any maintenance issues with your flats?

Report problems to the maintenance team or to Debbie (scheme manager).

9) Do you have any social events on a regular basis?

Focus group, gardening club, breakfast club, bingo, exercise clubs, fire and safety talks

10) Do you have a tenants group?

They have a focus group with Scheme Manager

11) Were you given a welcome pack when you first moved in?

Yes all stated that they received a welcome pack and were recently asked to look and comment on new welcome packs.

12) Do you have regular fire drills and evacuations?

No (see Appendix 4 Action 2.6).

13) What changes would you like to see made?

MHA only tell us what they want us to know and we would like to be more informed. We would like more general feedback from MHA. (See 2.1)

14) Any other issues?

xxxxx has black scum coming out of her taps, it was reported months ago but it has still not been resolved.

xxxxx had the same problem and was told that it was algae. (See 3.3)

2. Action Points:

2.1 To discuss with the tenants how they would like to be kept informed about general issues and provide regular feedback.

3. Recommendations:

3.1 To have a meeting with Wightcare to discuss methods of improving the service and the response rate.

3.2 To inform area rep, that the residents would like to see him on a more regular basis.

3.3 To resolve the plumbing issues with xxxx and xxxx

Findings from the tenants meeting at The London, Ryde

Based on 12 tenants attending a meeting with the Supporting People Team.

1 Findings:

1) Why did you move into sheltered accommodation?

- They seemed a happy crowd.
- Was told I would be housed quicker if I moved into sheltered, but I don't need the help offered.

2) How do you feel about the Scheme manager?

- The scheme managers have been good
- xxxx is perfect

3) What are the good points?

- I have my independence but help is there if I need it.

4) What are the bad points?

- Bickering of neighbours
- Scheme managers go to lots of meetings and we are not told where they are. (see 2.1)
- Security if there is no scheme manager here we have to let workmen in. (See Appendix 11 2.1)
- There is a tenant that regularly gets drunk that other tenants have to deal with, an official complaint was made and xxxxx gave him a warning, however the problem has not stopped and other tenants are very upset about the situation. (See 3.1)
- Questionnaires from MHA, there are too many and the questions are too personal. (See 3.3)
- The phone system seems very muffled. (See 3.4)
- All the forms are too much.
- The London feels like a residential home.

5) How often do you see your scheme manager?

The scheme manager phones and walks round every day and bank staff are here for about an hour at weekends.

6) What do you do when the scheme managers are unavailable and you require assistance?

- We use Wightcare – comments included they take too long to reply, we've had a bad response, take 4-5 minutes to answer.
- Relief scheme manager at weekends but they are only here for about an hour

7) How do you go about making a complaint?

Contact scheme manager

8) How do you report any maintenance issues with your flats?

To the scheme manager – general repairs are good.

9) Do you have any social events on a regular basis?

Coffee mornings, chair exercises, line dancing, bingo,

10) Were you given a welcome pack when you first moved in?

Yes

11) Do you have regular fire drills and evacuations?

We are starting to.

12) What changes would you like to see made?

- Tenants, carers and visitors leave the door open we don't feel secure (See Appendix 11 2.1).
- xxxx does not give feedback or reply to letters or complaints (see 2.2)
- "It needs to be recognised that these flats are our homes and we are not just a number".
- The amount of times that the building is left unattended when scheme managers are at meetings.

13) Any other issues?

- We can't hear what is being said on the speaker system
- Don't get feedback from Medina Housing Association.
- Asked for pendants and xxxx didn't get back to us (see 3.5)

2 Action Points

2.1 To ensure tenants are aware when Scheme managers attend meetings.

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

3. Recommendations

3.1 Re-address the situation of the tenant that regularly gets drunk.

3.2 To have a meeting with Wightcare to discuss methods of improving the service and the response rate.

3.3 To discuss with tenants how they would like to be communicated with as apposed to using questionnaires.

3.4 To ensure that everyone can be contacted on the telephone system.

3.5 To provide feedback to the tenants regarding acquiring pendants

Findings from the tenants meeting at Wallace Court

Based on 6 tenants attending a meeting with the Supporting People Team.

Findings:

1) How do you feel about the Scheme manager?

The residents were happy with the scheme manager.

2) What are the good points?

All residents said that they liked living there.

3) What are the bad points?

- Lack of activities and social events (See Appendix 13 3.1)
- No laundry facilities (See 3.2)
- No social hall (See Appendix 13 3.1)
- Hot water is limited (See 3.2)
- Warden needs to be here longer as there is not enough time for her to do her job. (See Appendix 13 2.2)

4) How often do you see your scheme manager?

Daily from 8.30am – 11.30am.

5) What do you do when the scheme managers are unavailable and you require assistance?

- Family or Wightcare.
- Wightcare responses ranged from they took a long time to respond to there was a good response. (See 3.1)

6) How do you go about making a complaint?

Don't know (see 2.1)

7) How do you report any maintenance issues with your flats?

Tell scheme manager and maintenance issues are dealt with quickly.

8) Do you have any social events on a regular basis?

No

9) Do you have a tenants group?

No

10) Were you given a welcome pack when you first moved in?

Yes

11) Do you have regular fire drills and evacuations?

There are smoke alarms in the bungalows.

2 Action Points

2.1 To ensure that all tenants are aware of the Complaints procedure.

3 Recommendations:

- 3.1 To have a meeting with Wightcare to discuss methods of improving the service and response rate.
- 3.2 To discuss the laundry facilities and hot water situation with the tenants and attempt to resolve the issue.