

1. Community Support

Community Support provides floating support to clients across the Island. The offices are located in the main SWHA building in Newport. We checked through seven client files when we visited and surveyed clients prior to this.

2. C1.1 Needs and Risk Assessment

All files checked had needs assessments in place, although two of these were old paperwork. Copies of referrals were kept on all the files as well. None of the needs assessments had a review date on them. Clients are offered a copy of their assessment and there is room to record any comments they wish to make. Forms had been ticked to show consent to share information. All files had a risk assessment on them which had been signed and had a review date on them.

2.1 Urgent Action

Ensure review dates are recorded on the needs assessments of all client files.

Urgent Action 2.1 has been completed. 09/07/09

3. C1.2 Support Planning

Support plans were in place on all the files checked; these showed support that had been given, met the eligibility criteria, were reviewed regularly, had been signed and agreed by the client and showed improvements had been made. Plans are reviewed regularly and showed that wider support needs had been taken into consideration.

4. C1.3 Health and Safety

A health and safety check has been taken of the main office building, as can be seen in the main report. Lone worker procedures are in place and staff wear identity cards. Risk assessments of clients give regard to lone working issues.

5. C1.5 Diversity

Floating support is offered to clients in their own homes so a diverse range of clients is able to be supported through this service.

6. C1.6 Complaints

There is a complaints procedure in place and 79% of the clients that responded to our survey stated that they knew how to make a complaint.

Client Questionnaire Results **Results based on 53 responses**

What does your support worker help you with?

Cooking, budgeting, personal issues, independence
Only as necessary in relation to occasional needs arising from time to time
Helps me gain independence by going shopping with me, building confidence, making phone calls etc.
Applying for benefits, sorting out bills, making phone calls, when I haven't got the confidence. There to listen to, giving, I feel, emotional support
Mainly with my finances, including a visit to the CAB who have helped me prioritise my debts.
Bills, work, neighbourhood, maintenance, nuisance
Budgeting, maintaining tenancy, listening to me talk about my problems, she is very nice and very good and professional
To go through all my correspondence with me and explain contents, my benefits changes due to lone parent rules identified new benefits
Takes me to Riboleau Centre, helps me tidy up, helps with bills, letters and any problems worrying me
Furnishing my flat, repairs, benefits, and doctors appointments, voluntary work, been able to get on buses on my own, mental health activities, make sure I eat well. Budgeting, communicating with other people to make new friends.
Knowing the legalities and being more forceful helps to push things that I could find hard work

85% of clients thought that working with the support worker had made a difference to their life. This is how:

Has helped me with debts & getting other help.
By the very fact that he is available for support as necessary and this is generally known to others
Yes, we have attained a lot and I am becoming more self sufficient and confident
By helping me regain my confidence and I now feel in more control of my life, and can cope better all round.
Helping me move from a grotty flat to a more modern flat, support with family issues
A big difference and with moving towards independence, but times when I struggle with issues
She makes me feel safe and secure and helps me with my problems, which I find hard to cope with. She makes me more positive about the future.
Yes. Although I have had 4 different support worker in the past 2 years, but my newest one seems to be on track and very useful.
Helped me with work so that I'm not bored indoors, helped me keep my house nice. Helps me keep safe and with my post.

100% of clients thought that they were treated fairly and their rights were listened to when their support worker spoke to or worked with them.

87% stated that they were given an information pack about the service when their support began.

92% stated that they were offered a copy of what was asked.

74% have been given advice on how to keep safe and secure in their home.

79% stated that they were given information about how to complain.

Client comment:

- I did not realise that this help was available and I am more than grateful for everything that's been done for me.
- I am totally knocked out by the support I am given. It was so unexpected when I first received it. I am truly very grateful.
- My worker is brilliant I'm very impressed