

1. Carisbrooke Road

Carisbrooke Road is an accommodation based support service for clients with mental health issues. We visited the properties to conduct health and safety checks, check client files, met with clients and surveyed clients about the service they receive.

2. C1.1 Needs and Risk Assessment

We checked eight client files whilst at the scheme. All files had copies of the original referral and an up to date needs assessment risk assessment. One of the risk assessments had not been signed by the client but all other paperwork had been signed and agreed. Reviews of needs assessments are done regularly and more than one person is making assessments of clients.

3. C1.2 Support Planning

Support plans were in place on all the files we checked, and showed evidence of regular support being undertaken. Daily logs are kept in a separate folder until the end of the month when they are transferred to the clients file. Two of the files we checked did not have their support plans signed by the client. All other aspects of the support planning process were in place.

3.1 Urgent Action

Ensure all clients have signed to agree with information that is recorded about them on the support plans, needs and risk assessments.

Urgent Action 3.1 has been completed. 09/07/09

4. C1.3 Health and Safety

The properties in Carisbrooke Road, have signed health and safety declarations on the walls and notices on display that show who the trained first aiders are. First aid boxes are maintained and accident books are kept at each of the houses to record any incidents. Fire alarm systems are inspected regularly and checked on a Friday with an evacuation procedure in place. PAT testing is done on an annual basis. A premises risk assessment is done regularly and guidance is provided for out of hour's emergency.

5. C1.5 Diversity

The buildings are DDA compliant and have on display information regarding religious and cultural activities as well as local information and advice leaflets. Not all clients had received a welcome pack when they entered the service.

5.1 Urgent Action

To ensure all clients are given a welcome pack when they enter the service.

Urgent Action 5.1 has been completed. 09/07/09

6. C1.6 Complaints

All clients were aware of how they could make a complaint if they needed to.

Client Questionnaire Results: Carisbrooke Road

Results based on 2 responses:

What does your support worker help you with?

All issues of day to day life, very helpful
Anything I want to do, courses at college, voluntary work, everything I want

100% of clients thought that working with the support worker had made a difference to their life, this is how:

Helping me move on and socialising with other Clients, helping me back in the swing of things
The staff are very helpful and understanding.

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

50% said they had been given an information pack about the service when they began to receive support.

100% stated the service they receive is good.

100% stated that they knew how to complain.

100% stated they knew what to do if they wanted to see a copy of their file.

100% knew they could ask for a review of their support at any time.

Client comment:

- She is like a ray of sunshine
- There should be schemes like this to help people in situations like mine. Very supportive and helpful

Findings from the tenants meeting at Carisbrooke Rd
Based on 2 tenants attending

1) How do you feel about your support workers?

Brilliant, can't fault staff. Always positive and encourage you.

2) What are the good points about living here?

All tenants get on fairly well at the moment, we are a team

3) What are the bad points about living here?

None

4) How often do you see your support workers?

Staff are here 24/7

5) What do you do when the staff are unavailable and you need help?

Always contactable although only in an emergency after 11pm

6) How do you go about making a complaint?

Go to staff if unhappy, we are aware that we can go higher if need be. Also we have a suggestion box.

7) Have you ever made a complaint? How was it dealt with, was it good or bad?

It is dealt with straight away.

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

Contact staff who contact Mountjoy or whichever contractor is required

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

Advertised on notice board

10) Do you have a tenants group?

Once a month, tend to go over old ground. Not a good turnout. Have discussed doing a Brunch club but there is no money from SWHA budget.

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

One tenant said yes and one said no

12) Do you have regular fire drills and evacuations?

Yes every Friday, assembly point is out in the car park

13) What changes would you like to see made?

None really, could do with re-decorating

14) Are you asked to be involved in looking at policies and given your views about them?

Not really, have a suggestions box

15) Any other issues?

Staff very helpful

1. Hannah House

Hannah House is an accommodation based support service for clients with mental health issues. We visited the scheme and conducted health and safety checks, checked client files and surveyed clients about the service they receive. When SP visited Hannah House, invites were given to Clients, however tenants decided they preferred not to speak with us, 8 out of 9 Questionnaires were completed.

2. C1.1 Needs and Risk Assessment

We checked four client files whilst at the scheme. All files had copies of the original referral and an up to date needs and risk assessment that had been signed by the client. Reviews of needs assessments are undertaken regularly.

3. C1.2 Support Planning

Support plans were in place on all the files we checked, and showed evidence of regular support being undertaken. Daily logs are kept in a separate folder until the end of the month when they are transferred to the clients file. All other aspects of the support planning process were in place.

4. C1.3 Health and Safety

Hannah House has a signed health and safety declarations on the wall and a notice on display that shows who the trained first aider is. First aid boxes are maintained and accident books are kept at each of the houses to record any incidents. Fire alarm systems are inspected regularly and checked on a Friday with an evacuation procedure in place. PAT testing is done on an annual basis. A premises risk assessment is done regularly and guidance is provided for out of hour's emergency.

5. C1.5 Diversity

The building is DDA compliant and has on display information regarding religious and cultural activities as well as local information and advice leaflets.

6. C1.6 Complaints

All clients were aware of how they could make a complaint if they needed to.

6.1 Urgent Action

There were some concerns raised through the questionnaire about the feelings of safety and security in the house, and some staff issues, that need to be looked into.

Urgent Action 6.1 has been completed. 09/07/09

Client Questionnaire Results: Hannah House
Results based on 8 responses:

What does your support worker help you with?

Social things, security, keeping flat clean, letters
Shopping, bank statements, set up payments for bills/doctors and hospital appointments, social activities
Repairs, filling in forms, problems with benefits, advice on activities to improve mental and physical health, help on applying for things
Choosing the correct food to eat to benefit my health. Understanding official letters and filling in forms, encouraging me to go out
With paperwork and mainly when I need help and support
Shopping, cooking, help to keep safe, budgeting
Writing, reading, makes sure I am safe; help me if I have problems.

88% of clients thought that working with the support worker had made a difference to their life, this is how:

Help me move on, they're always there for me.
I get less stressed when making lifestyle or routine changes, I get less worried when problems occur. Good advice on routine changes.
I have a very good relationship with them so I am able to do a lot of things I thought I couldn't do because I trust them and accept their advice.
She makes me feel that I'm a better person.
It's given me a chance to go out and take to a member of staff (of course when not too busy) daily & build up a trust between? Got me eating meal properly & cooking.
I am learning to do things on my own without my sons help.
Makes my life easier regarding things I find difficult.

88% of clients thought that they were treated fairly and their rights were listened to when their support worker/service provider spoke to, or worked with them.

100% said they had been given an information pack about the service when they began to receive support.

88% stated the service they receive is good.

63% stated that they knew how to complain, 25% were unsure.

75% stated they knew what to do if they wanted to see a copy of their file, 12% were unsure

75% knew they could ask for a review of their support at any time, 12% were unsure.

Client comment:

I am not happy that we can no longer use our red button to call for help from Wight care. I feel vulnerable and threatened most of the time and the red button helped me to feel safe.

There has been a considerable amount of trouble here in the past - I am having trouble with the staff

I am worried that when the Individual budgets come into force, I won't get the support I have now and that I may lose some of my benefits.

She is abusive and very rude and continually ringing my doorbell for no apparent reason

7.1 Urgent Action:

SWHA to speak with the scheme manager and client regarding this issue.

Changes that Clients would like to see:

Outside doors to the building to be shut at all times

More staff, longer staff hours and staff at weekends.

Another member of staff

When there is a meeting at riverside I wish the staff would not just contact people to speak, which goes over our heads, I deal on struggling to understand & I am frightened.

1. Milligan House

Milligan House is an accommodation based support service for clients with mental health issues. We visited the scheme and conducted health and safety checks, checked client files and survey clients about the service they receive.

2. C1.1 Needs and Risk Assessment

We checked two client files whilst at the scheme. The files had copies of the original referral and an up to date needs and risk assessment that had been signed by the client. Reviews of needs and risk assessments are undertaken regularly and more than one member of staff is doing the assessments.

3. C1.2 Support Planning

Support plans were in place on the files we checked, however, the details on the plans had been copied and pasted across so we were unable to determine if support was enabling the client to make progress or not.

3.1 Urgent Action

Ensure that all support plans are completed properly and revised depending on the needs assessment reviews. **Urgent Action 3.1 has been completed. 09/07/09**

4. C1.3 Health and Safety

Milligan House has a signed health and safety declarations however, there is no sign up to say who the trained first aiders are. First aid boxes are maintained and accident books are kept at each of the houses to record any incidents. Fire alarm systems are inspected regularly and checked on a Friday with an evacuation procedure in place. PAT testing is done on an annual basis. A premises risk assessment is done regularly and guidance is provided for out of hour's emergency.

4.1 Urgent Action

To display a sign that states who the trained first aiders are in the house.

Urgent Action 4.1 has been completed. 09/07/09

5. C1.5 Diversity

The building is DDA compliant and has on display information regarding religious and cultural activities as well as local information and advice leaflets.

6. C1.6 Complaints

All clients were aware of how they could make a complaint if they needed to.

6.2 Urgent Action

There were some concerns raised through the questionnaire about the feelings of safety and security in the house, and some staff issues, that need to be looked into.

Urgent Action 6.1 has been completed. 09/07/09

Client Questionnaire Results: Milligan House
Results based on 4 responses:

What does your support worker help you with?

Forms, financial, phone calls, housing matters.
Making appointments and keeping them
Forms and bills etc

75% of clients thought that working with the support worker had made a difference to their life, **25%** did not answer the question. This is how:

Particularly helpful when self-esteem/health/emotional health not so good.
Trustworthy
By always being there when I need them

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

75% said they had been given an information pack about the service when they began to receive support.

75% stated the service they receive is good.

50% stated that they knew how to complain, **25%** were unsure.

75% stated they knew what to do if they wanted to see a copy of their file, **25%** were unsure

75% knew they could ask for a review of their support at any time, **25%** were unsure.

Client comments:

- It is important to know when staff are available, a time on the door of the office, even when regular staff are away.
- Has potential to be excellent, sometimes not the hours - allocated too much time consuming paperwork

Changes that Clients would like to see:

- More autonomy needed for Milligan House. Greater understanding of real mental health issues. Inclusion of residents etc, in training
- To be told when they are in and out
- Staff need to indicate when they are available and when there not ie 10-5

1. Sandham House

Sandham House is an accommodation based support service for clients with mental health issues. We visited to conduct health and safety checks, check client files, met with clients and surveyed clients about the service they receive.

2. C1.1 Needs and Risk Assessment

We checked client files whilst at the scheme. All files had copies of the original referral and an up to date need and risk assessments that had been signed and agreed by the clients. Reviews of needs assessments are done regularly and more than one person is making assessments of clients.

3. C1.2 Support Planning

Support plans were in place on all the files we checked, and showed evidence of regular support being undertaken. The plans had been signed and agreed by the service users, met eligible tasks, and all other aspects of the support planning process were in place.

4. C1.3 Health and Safety

Sandham has a signed health and safety declaration on display but no notice to show who the trained first aiders are. First aid boxes are maintained and an accident book kept to record any incidents. Fire alarm systems are inspected regularly and an evacuation procedure is in place. PAT testing is done on an annual basis. A premises risk assessment is done regularly and the house is staffed 24 hours a day so out of hours guidance is not needed.

5. C1.5 Diversity

The building is not DDA compliant, although they have accommodated a wheelchair bound person before but it is not really practical. Information is on display regarding religious and cultural activities as well as local information and advice leaflets.

6. C1.6 Complaints

All clients were aware of how they could make a complaint if they needed to.

Client Questionnaire Results: Sandham House
Results based on 4 responses:

What does your support worker help you with?

Benefits, forms, work, everything Paperwork, support with appointments

50% of clients thought that working with the support worker had made a difference to their life, **50%** did not answer the question. This is how:

She has changed my life Difficult to make a difference to my life, only I can do that
--

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

75% said they had been given an information pack about the service when they began to receive support, **25%** did not answer the question.

75% stated the service they receive is good, **25%** were unsure.

100% stated that they knew how to complain.

75% stated they knew what to do if they wanted to see a copy of their file.

75% knew they could ask for a review of their support at any time, **25%** did not answer the question.

Changes that Clients would like to see:

- More support to help me attend appointments

Findings from the tenants meeting at Sandham House
Based on 6 tenants attending

1) How do you feel about your support workers?

Really helpful staff, mostly ok

2) What are the good points about living here?

Support always available

3) What are the bad points about living here?

Nothing specific just the normal stuff when so many people live under one roof

4) How often do you see your support workers?

Staff 24hrs a day

5) What do you do when the staff are unavailable and you need help?

NA

6) How do you go about making a complaint?

Tell staff or Coleen

7) Have you ever made a complaint?

No

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

Staff do try and arrange events but the current tenants do their own things

9) Do you have a tenants group?

Once a month

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

Yes

11) Any other issues?

Some tenants were asking SP about housing issues, SP to organise for a Housing Advisor to visit them to notify of how the system works. One tenant has been waiting 8 years for a property.

One tenant said she would like to know what support the staff are allowed to do and if she needs any other professionals. SP explained that the new leaflet gives more details.