

1. Oakleigh and Teenage Parent Outreach

Oakleigh is an accommodation based service for young mothers and their babies. From this scheme there is an outreach service for teenage parents. When we visited we conducted health and safety checks, checked client files and surveyed clients on how they felt about the service they receive.

2. C1.1 Needs and Risk Assessment

We checked through six files whilst at the scheme, two from the house and four from the outreach service. All of the files had a copy of the referral on them and all but one had a needs assessment on file. Clients are offered a copy of their needs and risk assessments and they had all been signed and agreed to.

2.1 Urgent Action:

Ensure all files have a completed needs assessment in file.

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

3. C1.2 Support Planning

All files checked had support plans and logs in place which met the eligibility criteria and had evidence of support being given. Support plans were signed and agreed by clients, had consideration to wider support needs and were revised following the outcomes from reviews.

4. C1.3 Health and Safety

A health and safety check was undertaken and we found a health and safety declaration on display and details of who the trained first aiders are. Fire alarms are checked weekly and evacuations are done every six months. Wightfire maintain the alarm system and extinguishers regularly. First aid boxes are maintained and an accident reporting tool is available. PAT testing had recently been done and is next due in March 2010. A premises risk assessment is undertaken regularly and Wightcare are used for out of hour's emergencies. Staff were seen to be wearing identity badges.

5. C1.5 Diversity

There is scope to make some adjustments to accommodate a wheelchair user if needed on the ground floor. Religious and cultural information is available on the notice board – there is a corporate information board and a less formal resident's board. There is also a folder of information available to Clients.

6. C1.6 Complaints

There is a complaints procedure in place, although from the questionnaire responses it would appear not all the Clients of Oakleigh know how to make a complaint.

6.1 Urgent Action

Ensure all Clients at Oakleigh House know how to make a complaint.

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

Client Questionnaire Results: Teenage Parent Outreach.
Results based on 8 responses:

What does your support worker help you with?

Claiming benefits, debt assistance, coping with depression, help with dealing with estate agents
Housing stuff, confidence stuff, filling forms in, healthy eating advice, general help
Everything
Helped me with everyday life to be a parent

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

Helped me to know my benefit entitlements and made my life easier
She has helped me by sorting out our finances
Made me more independent
Helped me with confidence

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

88% said they had been given an information pack about the service when they began to receive support. (**12%** did not answer the question)

100% stated the service they received was good

88% stated that they knew how to complain, (**12%** did not answer the question)

88% stated they knew what to do if they wanted to see a copy of their file, (**12%** did not answer the question)

88% knew they could ask for a review of their support at any time, (**12%** did not answer the question)

Client comment:

- I really like 'X', she has helped me, even in my first chat. When I get my own home, I will be able to use what she has told me better i.e. healthy living
- We are pleased with the service we receive, thanks
- I am more than happy with the service

Client Questionnaire Results: Oakleigh
Results based on 3 responses:

What does your support worker help you with?

Budgeting and move on.
Support plan, phone calls, filling forms.
Benefits move on, helping getting on to courses etc, anything I ask for help with they help me.

33% of clients thought that working with the support worker had made a difference to their life, 33% were unsure. (33% did not answer the question). This is how:

She has helped me do things I didn't think I could achieve; she listens to me and doesn't judge me.

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

66% said they had been given an information pack about the service when they began to receive support. (33% did not answer the question).

100% stated the service they received was good.

66% stated that they knew how to complain.

66% stated they knew what to do if they wanted to see a copy of their file, 33% were unsure.

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

Client comment:

- I don't think anything needs to change at Oakleigh, it's the most homely hostel I've ever lived in
- All the staff at Oakleigh go out of their way to help me to achieve my goals and they are always there if I need them