

1. Older Persons Floating Support

The older persons support service provides support to clients in their own homes. We checked through six client files and surveyed all clients prior to our visit to the offices.

2. C1.1 Needs and Risk Assessment

All files checked had needs assessments in them but none of these had review dates on them. Two of the files checked had not been ticked to show that the client had been offered a copy of their assessments. More than one team member is making assessments, there is room on the form to record clients comments if they wish and consent to share information is included in the form. Risk assessments were completed on each of the files and had review dates recorded on them, they are undertaken at least once a year and consider issues related to lone working.

2.1 Urgent Action

Ensure all clients are offered a copy of their needs assessments.

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

2.2 Urgent Action

Ensure all needs assessments have review dates entered.

Urgent Action 2.2 has been completed. 09/07/09

3. C1.2 Support Planning

A support plan was in place on each of the files checked and showed that eligible support was being provided to clients on a regular basis. All but one of the support plans had been signed by the client, and plans were regularly reviewed. There is room on the paperwork for client comments and all the plans had been signed and agreed by the clients. Wider support needs are taking into consideration also.

3.1 Urgent Action:

Ensure that all support plans are signed.

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

4. C1.3 Health and Safety

A health and safety check of the main office was undertaken and the outcomes from this can be seen in the main SWHA report. There are lone working procedures in place to protect those that go out and visit clients alone.

5. C1.5 Diversity

The service is based around supporting people in their own homes so it is accessible by anybody. Further information around diversity can be seen in the main report.

6. C1.6 Complaints

There is a complaints procedure in place, however, when we surveyed clients, only 77% stated they knew how to make a complaint.

6.1 Urgent Action

Ensure all clients are made aware of the complaints procedure.

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

Client Questionnaire Results: Older Persons Housing Support.
Results based on 18 responses

What does your support worker help you with?

Form filling, benefits, overpayment issue, budgeting, addressing any mail
Finding a new home that is ground floor accommodation
Letters, reading & writing, arranging maintenance
Post, shopping list, phone calls, take to some appointments
Post, writing letters, filling in paperwork, reading, filling in diary for appointments, making phone calls, filing
Fear of financial dealings and general support of living alone
Contacting other agencies, professionals, encouraging outside activities, correspondence
Benefits, correspondence, budgeting, tenancy, move on, home security, maintain health contacts, enjoying social and faith commitments
Regaining independence, housing, budgeting
Helps with benefits, budgeting, communication between benefit agencies & personal needs, listens well, helps me make sensible decisions about my life.

84% of clients thought that working with the support worker had made a difference to their life, **16%** did not answer the question. This is how:

Cope better filling in forms
Gives advice and support so I can live securely and stay in control
Helped to give me more control
Mainly by being there to listen and encourage me to do things that need to be done which I can't seem to do on my own
Made me more independent
Made sure with addressing issues and reducing my anxiety
More confident about moving to a new home
Having someone to be with me when I make essential phone calls or decisions has made my life so much more controllable

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.

73% said they had been given an information pack about the service when they began to receive support, **16%** were unsure

83% stated the service they receive is good, **11%** did not answer the question.

77% stated that they knew how to complain. **11%** did not answer the question.

66% stated they knew what to do if they wanted to see a copy of their file, **11%** did not answer the question, **5%** were unsure.

55% knew they could ask for a review of their support at any time, **11%** did not answer the question, **5%** were unsure.

Changes that clients would like to see:

- To be able to go to other shops such as Sainsbury's to get shopping when not well enough to go