

## 1. Ainsworth Court

Ainsworth Court is a sheltered unit in Freshwater comprising 42 properties. We visited the scheme, conducted a health and safety check and spoke with Clients. We also surveyed Clients prior to our visit to gain their views.

## 2. C1.1 Needs and Risk Assessment

We checked through five Clients files whilst we were at the scheme. Each of these had needs assessments in them that met the eligibility criteria, were being reviewed regularly and had been signed with consent to share information as needed. Risk assessments were in place on four of the files and had review dates, room for clients' comments and had been signed.

### 2.1 Urgent Action:

Ensure that all clients have a completed Risk Assessment on file.

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

## 3. C1.2 Support Planning

Support plans were in place that met the eligibility criteria and showed evidence of support being given. Although some of the files contained logs of support that were over 10 days old, the daily checks sheet showed that Clients were being checked on each day. Support plans had all been signed and agreed, and showed wider support needs are being considered.

### 3.1 Urgent Action:

Ensure all support logs are up to date.

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

## 4. C1.3 Health and Safety

A health and safety poster was on display, as well as a sign indicating who the trained first aiders are in the building. First aid boxes are kept and maintained and an accident reporting book is in place. PAT testing was last due in February 2008 and needs to be undertaken. Fire alarms are tested weekly although the log was not kept up to date, and the system is maintained by Wight Fire. An evacuation system is in place also.

### 4.1.1 Urgent Action

PAT testing of all electrical equipment in the building needs to be done.

**Urgent Action 2.1 has been completed. 15/07/09**

### 4.1.2 Urgent Action

To ensure weekly fire alarm checks are logged correctly.

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

## **5. C1.5 Diversity**

The scheme has a vast amount of information and leaflets that are on display in the main entrance lobby. The building is DDA compliant.

## **6. C1.6 Complaints**

In the entrance lobby are first contact forms for Clients to raise any concerns that they have and thoughts and ideas boxes. Clients stated that if they had any issues they would approach the scheme manager who is always able to sort things out.

**Client Questionnaire Results: Ainsworth Court**  
**Results based on 30 responses:**

What does your Scheme Manager help you with?

Eye drops, will ask if I need help  
Any money matters regarding bills to do with pension etc  
Helping me set up DD with my household bills and any benefits entitled to. I know I can always rely on my scheme manager  
Reading letters if official, reporting repairs, folding laundry, visit daily  
Form filling and letter writing/ reading, daily visits  
When returning from hospital she looked into help with my shopping, she helped me with my new tenancy agreement when we moved  
Anything that worries me  
Gives advice when I need it to help me

**57%** of clients thought that working with the Scheme Manager had made a difference to their life. This is how:

Dependable, cheerful company, helpful  
Daily visits, a chance to talk about things that are worrying me  
Helped me with any difficulties I had when coming to sheltered accommodation for the first time  
Being able to ask any questions that may arise  
It is always helpful to know they are there for any advice needed, also it is so nice to see a cheerful person around  
By being pleasant, friendly and helpful  
Makes me feel safe in my home  
Yes she helps me manage  
By being very helpful and always friendly  
Check I am ok everyday, helps advise me when I need help

**100%** of clients thought that they were treated fairly and their rights were listened to when their scheme manager spoke to or worked with them

**67%** stated that they were offered a copy of what was recorded about them

**90%** have been given advice on how to keep safe and secure in their home

**80%** stated that they were given information about how to complain

**Client comments**

I wish there was someone here at weekends and night-time that I could call on when I feel vulnerable

The biggest change would be to have a scheme manager on duty night time as I feel that when living alone that is the time one feels more worried that if taken ill, getting help can take such a long time that before Wightcare can arrive in the case of heart attacks or strokes etc can be fatal

**Findings from the tenants meeting at Ainsworth Court**  
**Based on 5 tenants attending a meeting with Supporting People**

**1) How do you feel about the scheme manager?**

The best, keeps us under control, keep giving her all this paperwork, she's very good

**2) What are the good points?**

Company, meals

**3) What are the bad points?**

Nothing/not a lot to do, some people won't come down stairs to take part in activities organised, living in bedsits

**4) How often do you see your scheme manager?**

Mon - Fri

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

Wightcare in rooms and some have pendants, 20-30 mins to respond, some are reluctant to use them

**6) How do you go about making a complaint?**

Manager has been able to deal with them all herself without need to take further

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

Report to manager, can go direct to maintenance but involves going through a call centre

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

Lots of activities, Silverscreen at Havenstreet, meals out at Xmas (although mini bus is expensive) age concern club twice a month, coffee mornings

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

Manager gives them a welcome letter when they move in welcoming them to the scheme and giving some local info they may need

**10) Do you have regular fire drills and evacuations?**

Weds or Thurs regular

**11) What changes would you like to see made?**

Exercise class

## 1. Bucklers View

Bucklers View is a sheltered complex in Gurnard. When we visited the scheme we did a health and safety check, talked to Clients and looked in Clients files.

## 2. C1.1 Needs and Risk Assessment

We checked through four files whilst at the scheme. One of the files contained a mix of paperwork which made it difficult to decipher what information we needed. The other files had needs and risk assessments in place which had been signed and agreed by the client and showed consent to share information where needed.

### 2.1 Urgent Action

Ensure all paperwork is standardised to make it easy for all to see what is being recorded and why.

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

## 3. C1.2 Support Planning

All files checked had support plans in place. One of the files had no recorded support for more than a month and none of the support plans had been signed by the client. Support plans show that wider support needs have been taken into consideration, and show the outcomes that the client wants to gain through support. Support being given meets the eligibility criteria.

### 3.1 Urgent Action

Ensure that all support given is logged.

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

### 3.2 Urgent Action

Ensure that support plans are signed by clients.

**Urgent Action 3.2 has been completed. 09/07/09**

## 4. C1.3 Health and Safety

A health and safety poster is on display, however, a sign is needed to state who the trained first aiders are at the schemes. First aid boxes are kept and maintained and an accident reporting tool is in place. There is a fire alarm system in place that is regularly maintained by Wight Fire, and alarms are tested weekly with a 6 monthly evacuation practise. PAT testing is undertaken annually, a premises risk assessment is in place, Wightcare are used out of hours and staff wear identity badges.

### 4.1 Urgent Action:

Display who the first aiders are.

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

## 5. C1.5 Diversity

The building is DDA compliant and there is a wide range of information on religious and cultural activities in the hallway.

## **6. C1.6 Complaints**

There is a complaints procedure in place and clients stated that they would approach the scheme manager if they had to make a complaint.

**Client Questionnaire Results**  
**Results based on 8 responses**

What does your Scheme Manager help you with?

Forms, repairs, maintenance, social meetings  
Everything

**25%** of clients thought that working with the Scheme Manager had made a difference to their life. This is how:

Always very helpful  
Clients meetings, social events, meetings

**100%** of clients thought that they were treated fairly and their rights were listened to when their scheme manager spoke to or worked with them

**75%** stated that they were offered a copy of what was recorded about them

**75%** have been given advice on how to keep safe and secure in their home

**88%** stated that they were given information about how to complain

**88%** stated that they were happy with the service that they receive

**50%** said they had a support plan that showed their wishes, with **25%** not answering and **25%** stating that they did not

**Client comment:**

The scheme manager checks each morning with an intercom call round and Wightcare emergency service is available when the scheme manager is not

**Findings from the tenants meeting at Bucklers View**  
**Based on 6 tenants attending a meeting with Supporting People**

**1) How do you feel about the scheme manager?**

Quite nice, great, genuine, answers questions, always cheerful, keeps you informed, lets you know everything, fair

**2) What are the good points?**

Can stay in or go into communal areas, freedom, near shop, gardens, all get on well

**3) What are the bad points?**

Ramp needed for doors, can be difficult with frame, all doors the same, all very heavy, warden is on the phone all the time

**4) How often do you see your scheme manager?**

Calls in morning to check and see her in day, if she has not seen you she will check on you

**5) What do you do when the manager is unavailable and you need help?**

All have wightcare – one used it before – great response

**6) How do you go about making a complaint?**

Tell scheme manager, Mountjoy maintenance good at responding

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

Age Concern come in every other week, events try to be organised but only 5 ever turn up, table football!

**8) Do you have a tenants group?**

Yes, difficult to hear at meetings, coffee mornings but again not many turn up – loop system in lounge would be useful as a lot find it difficult to hear

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

Tenants book - yes

**10) Do you have regular fire drills and evacuations?**

Yes, alarms checked – go out into car park, some have stay put policy – although when alarm does go off no-one evacuates!

**11) What changes would you like to see made?**

Be nice if there was a bus service for weekly outings to shops etc, would like a new TV and stereo in lounge

## **1. Byrnhill**

Byrnhill Grove is a sheltered complex in Ventnor. When we visited the scheme we undertook a health and safety check, checked client files and met with clients.

## **2. C1.1 Needs and Risk Assessment**

We checked through eight client files whilst at the scheme, each of which had a needs and risk assessment in place. Needs assessments are reviewed regularly and have been ticked to show the client has been offered a copy of them, are signed and agreed by the client and show that consent to share information has been agreed. Risk assessments had all been reviewed in April and are due to be reviewed every 3 months; these had also been signed and agreed by the client.

### **2.1 Recommendation**

Risk assessments need only be undertaken annually unless there is a significant change, the frequency with which they are done now is time consuming and unnecessary for staff and clients.

**Recommendation 2.1 has been passed on to SWHA who have recently reviewed the cycle.**

## **3. C1.2 Support Planning**

Support plans were in place on all of the files which had been signed and agreed by the client and met the eligibility criteria. Improvements could be seen in the files of those that had been at the scheme for more than a year. Support plans are reviewed every 3 months, which is again a very time consuming exercise. Plans include the outcomes the client wishes to gain, consider wider support needs and include space for any comments the client wishes to make. Daily checks are also done on clients.

### **3.1 Recommendation**

Support plans are reviewed quite regularly and there is often no change in them so a less frequent review timetable may be needed given the client group.

**Recommendation 3.1 has been passed on to SWHA who have recently reviewed the cycle.**

## **4. C1.3 Health and Safety**

A signed health and safety declaration and notice advising who the trained first aider is are on display. First aid boxes are kept and an accident reporting tool is in place. Fire alarms are maintained by Wightfire and testing is undertaken weekly. PAT testing is done annually and there is a premises risk assessment in place that was last reviewed in March 2009. For out of hours' emergencies Wightcare are used.

## **5. C1.5 Diversity**

The building is DDA compliant. Information on religious and cultural activities is available on the notice board in the hallway at the scheme.

## **6. C1.6 Complaints**

A complaints procedure is in place and most tenants would approach the scheme manager if they needed to complain. When we spoke with tenants they said that feedback is not very often given and they are left wondering what has happened.

### **6.1 Urgent Action**

Ensure clients are fed back to after making a complaint

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

**Findings from the tenants meeting at Byrnhill Grove**  
**Based on 7 tenants attending a meeting with Supporting People**

**1) How do you feel about the scheme manager?**

Don't want to lose scheme manager, quite happy here, concerned for future as there are lots of rumours and no info put to tenants, scheme manager is a terrific help

**2) What are the good points?**

Social life; can stay in flat or come into lounge if you want company

**3) What are the bad points?**

Noisy neighbours – one tenant is leaving due to this, don't feel you can leave your room without locking the door as there have been some thefts

**4) How often do you see your scheme manager?**

Daily Mon-Fri 8am – 5pm

**5) What do you do if the scheme manager is unavailable and you need help?**

Wightcare, had to ring once as having a panic attack and needed reassurance but was told to get ambulance, can be waiting for some time for someone to get to you, one lady phoned wightcare who phoned IDOC but no-one ever got back to her, don't know who you are going to get with wightcare

**6) How do you go about making a complaint?**

Speak to manager – she can take it further if needed

**7) Have you ever made a complaint?**

Yes

**8) How was this dealt with? Was it good or bad?**

Don't get much feedback on anything e.g. CCTV was going to be installed but this never happened and we don't know why, some cases not dealt with well e.g. noisy neighbour issue was never resolved and now lady has to move out have spent £10k improving her flat.

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

Scheme manager sorts out, things that have been reported have been dealt with very well, that day in some cases

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

Do lots of activities independently, some are members of TWA, bingo every week, coffee mornings, fish and chip supper, Easter party, coach trips

**11) Do you have a tenants group?**

No tenants group, never been offered, not enough people would be involved

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

Given booklet when moved in, some have been here for nearly 20 years

**13) Do you have regular fire drills and evacuations?**

Fire alarm tested on Monday afternoon, no evacuation done, go to car park if alarm goes off, some have stay put policy

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

No not asked

**15) Any other issues?**

- Concerned for future of sheltered housing
- Would prefer SWHA to feed back to them
- All signed their support plans last week for first time
- Be useful to have a handyperson to come round every now and again to do odd tasks that need doing for residents
- Emergency call number for scheme manager – 24/7 cover – support is fading over time, say 20 years ago got a better service

**Client Questionnaire Results:**  
**Results based on 16 responses:**

What does your Scheme Manager help you with?

Anything I need help with  
Filling forms in  
I am independent, but scheme manager is always there to give me advice if needed  
Helping report any repairs to be done

**56%** of clients thought that working with the Scheme Manager had made a difference to their life. This is how:

I know I needn't worry about anything  
I feel safe and she rescued me when I was in trouble  
Takes worries off my mind, is a good listener, is there if I get any problems  
I feel safe and secure knowing the call round happens in the morning

**94%** of clients thought that they were treated fairly and their rights were listened to when their Scheme Manager spoke to, or worked with them.

**56%** stated that they were offered a copy of what was asked.

**100%** have been given advice on how to keep safe and secure in their home

**87%** stated that they were given information about how to complain

**Client comment:**

- I feel laundry room needs more washing machines and dryers

## 1. Columbus House

Columbus House is a sheltered scheme in Shanklin. When we visited we spoke with Clients and checked their files, as well as completing a health and safety check. We also surveyed Clients prior to our visit.

## 2. C1.1 Needs and Risk Assessment

Five client files were checked when we visited the scheme. Needs assessments were on all the files, and were reviewed every six months. Only one of the files was ticked to say that client had been offered a copy of their assessment. All files had risk assessments, however, some of the scores were added rather than multiplied, and it appears that paperwork is copied and the date changed.

### 2.1 Urgent Action

Ensure clients are offered a copy of their needs assessment and that this is ticked on the assessment.

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

### 2.2 Urgent Action

Ensure that risk assessments are completed correctly and that reviews are carried out properly.

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

## 3. C1.2 Support Planning

Support plans were in place on all of the files that were checked. The wording of all the plans was virtually identical and they all stated what the resident can do which is unnecessary. Plans were all signed and agreed to and SP templates are used.

### 3.1 Urgent Action

Ensure all support plans are completed correctly and are specific to the client.

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

## 4. C1.3 Health and Safety

A health and safety check found that a health and safety poster and notice stating who first aiders are was on display; first aid boxes were in place and maintained, a premises risk assessment had been done, staff wore identity badges, fire systems were in place and checked (although the weekly log had not been completed since April) and Wightfire carried out maintenance on the fire equipment. PAT testing was due in April 2009. Wightcare is used for out of hour's emergencies.

### 4.1 Urgent Action

Ensure weekly log of fire alarm checks is completed.

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

### 4.2 Urgent Action

PAT testing of electrical equipment needs to be undertaken.

**Urgent Action 4.2 has been completed. 09/07/09**

## **5. C1.5 Diversity**

There are stairs everywhere in the building and the lift doors are not very wide so accessibility would be an issue for anybody that was in a wheelchair. Information on religious and cultural activities in the area can be found in the common room and some on the notice board outside the office.

## **6. C1.6 Complaints**

Half of the clients surveyed were unsure of how to make a complaint. When we discussed complaints at the clients meeting, a number of people stated there was a lack of feedback from SWHA and this was frustrating for them.

### **6.1 Urgent Action**

Ensure that all Clients are aware of how they can make a complaint.

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

### **6.2 Urgent Action**

Ensure all Clients are fed back to after a complaint is made.

**Urgent Action 6.2 has been completed. 09/07/09**

## **Client Questionnaire Results** **Results based on 18 responses**

What does your support worker help you with?

Call out every morning  
The new manager is very helpful and supportive in all areas. Information, form completion, general support.  
Filling in forms, help with arranging events plus the paperwork for such. Telephone class, faxing my prescriptions.  
Very helpful with most things  
Have never ask for help as most times can manager, but if I wanted it at anytime, help would be there for me.  
Making phone calls, anything & everything  
Contacting maintenance and SWHA  
Making appointments, and helps sort anything goes wrong such as electricity  
Call on me whenever need and always check on me, no complaints

**45%** of clients thought that working with the support worker had made a difference to their life, this is how:

Because she is there  
Since taking up her role the new manager has conducted herself with understanding, compassion, and a correctness which is refreshing & helpful. I now enjoy the contact with her which has improved my quality of life.  
I feel I can talk to her at anytime if I need to  
by getting involved  
Isolated in previous accommodation, site manager daily call round gives sense of my welfare and safety.  
It feels safer knowing someone to help in difficult situations

**95%** of clients thought that they were treated fairly and their rights were listened to when their scheme manager spoke to or worked with them.

**35%** stated that they were offered a copy of what was recorded about them.

**65%** said they had been given advice on how to keep safe and secure in their home

**100%** stated that they felt safe in their home

**50%** stated that they were given information about how to complain

### **Client comments**

Since I moved here my site manager has encouraged me to join in social activities at my scheme. This is beneficial for my welfare as I became socially excluded and isolated at my previous address.

I'm happy here I've no complaints thank you

**Findings from the tenants meeting at Columbus House**  
**Based on 12 tenants attending a meeting with Supporting People**

**1) How do you feel about the scheme manager?**

Very helpful, excellent

**2) What are the good points?**

Good neighbours, lots of activities & outings, security, community spirit

**3) What are the bad points?**

Heating – they are very old and expensive. SWHA apparently applied for a insulation grant on the tenants behalf – no feedback. Did receive a letter about a year ago. Never happened.  
Hard to read the utility meters, could they send someone round to read them, instead of sending estimated ones.  
Can hear so much from neighbouring flats. Could soundproofing be improved?

**4) How often do you see your scheme manager?**

Mon – Fri. Call round at weekends for an hour.

**5) What do you do if the scheme manager is unavailable and you need help?**

Wightcare. Reluctant to use – only for real emergencies. Slow response

**6) How do you go about making a complaint?**

Speak to Sue

**7) Have you ever made a complaint?**

xxx has complained about crack under bedroom wall and steps the bricks are crumbling away underneath. Manager reported this – no feedback.  
Don't receive feedback about anything

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

Report to manager who report to maintenance. 100% job.

**10) Do you have a tenants group?**

Yes and any issues are passed to manager, hopefully going to arrange this every 6 weeks. Clients felt someone from head office could hold tenant liaison meetings twice a year. SWHA treat us like numbers, never used to happen with IWHA, Clients hadn't heard of the older person's forum.

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

Mixed responses. Some still have IWHA handbooks and were never replaced. Clients would like to know the role of the scheme manager.

## **12) Do you have regular fire drills and evacuations?**

Weekly, confusion over the evacuations, most people ignore it  
Clients would like to have the weekly drills at the same time each week, so they are aware if the alarm goes off any other time, it is a real drill and not a test. (SP has noticed in other schemes this is the case). No-one knew whether they were a stay put or to evacuate.

## **13) What changes would you like to see made?**

- \*Lack of feedback from SWHA
- \* Flat 28 shower does not drain. And has a crack under window
- \* Pipes had cracked under floor SWHA said tenant had to pay the cost of a new carpet.
- \* Tenants would like to know who is responsible for clearing the grass cuttings away?
- \* Not everyone gets the Island newsletter from SWHA, pinned up by main entrance, but not all tenants use that area.
- \* Doors into main lounge are very heavy, and have double doors, which makes it very difficult for people in wheelchairs. Reported to Steve Tanner – no response.

## 1. Farriers

Farriers is a sheltered complex located in Binstead. When we visited the scheme we did a health and safety check, checked client files and met with clients. Prior to our visit we surveyed all clients as well.

## 2. C1.1 Needs and Risk Assessment

When we visited we checked through four client files. All files had a needs assessment in place which is regularly reviewed, had been signed and agreed by the client and gave regard to wider support needs. Risk assessments were in place which had been signed by clients but are reviewed too frequently.

### 2.1 Recommendation

To look at how often reviews are undertaken as they are done too frequently and given that there are no changes are a time consuming exercise.

**Recommendation 2.1 has been passed on to SWHA who have recently reviewed the cycle.**

## 3. C1.2 Support Planning

Support plans were in place on the files we checked and these showed that the support being given met the eligibility criteria and daily checks are being made on clients. Support plans were signed and agreed by the clients and were revised to reflect the outcomes of reviews. Clients had ticked a box to show that they were offered a copy of their support plan, and improvements could be identified in them.

## 4. C1.3 Health and Safety

When we completed our health and safety check we saw there is a signed health and safety declaration on display; there is not a sign to say who the trained first aider is for the scheme, and the scheme managers training is due to be renewed. First aid boxes are maintained and an accident reporting tool is in place. A fire alarm system is in place that is tested weekly and alarms and extinguishers are regularly maintained. PAT testing is undertaken annually and a premises risk assessment is done regularly. Staff were seen wearing identity badges. Wightcare is used for out of hours' emergencies.

### 4.1 Urgent Action

To ensure that first aid refresher training is undertaken by scheme manager.

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

### 4.2 Urgent Action

To display a sign stating who trained first aider at the scheme is.

**Urgent Action 4.2 has been completed. 09/07/09**

## 5. C1.5 Diversity

The building is DDA compliant and there are ramps outside to access the property. A copy of the SP template of religious and cultural activities on the Island has been provided to the scheme manager to display for Clients. A Vicar regularly visits the

scheme.

**5.1 Urgent Action**

To ensure that religious and cultural information is displayed for Clients (template has been provided to the scheme manager)

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

<b>6. C1.6 Complaints</b>
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There is a complaints procedure in place across SWHA. When we spoke with clients they stated that if they had any complaints they would speak to the scheme manager. Results from our survey showed that not all the Clients that responded knew how to make a complaint.

**6.1 Urgent Action**

Ensure that all Clients are made aware of how they can make a complaint.

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

**Client Questionnaire Results: Farriers.**  
**Results based on 21 responses:**

What does your Scheme Manager help you with?

Form filling, reading, writing, benefits, bills  
Anything I ask within reason i.e. reporting repairs, filling in forms but especially contacting GP if I am ill.  
First and foremost all the form filling, of which we get too much. She is always there to help and give advice on anything we need to talk about.  
Day to day support and make me feel secure with everything what happens day to day outside.

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

By being on site makes one feel much safer in case of emergencies.  
Excellent event organizer, a very friendly face to talk too, good for advice  
Its nice to have someone be there  
A scheme manager is an invaluable commodity of "sheltered housing" living. She is always here with advice & help, whenever and wherever needed.  
Just knowing she is on the premises makes me feels at ease.  
I feel that she always listens to what ever problems you have.

**100%** of clients thought that they were treated fairly and their rights were listened to when their Scheme Manager spoke to, or worked with them.

**66%** stated that they were offered a copy of what was asked. (**5%** did not answer the question)

**95%** have been given advice on how to keep safe and secure in their home (**5%** did not answer the question)

**76%** stated that they were given information about how to complain (**5%** did not answer the question)

**Client comment:**

Farriers is one of the best manager assisted flats. I am very happy here.

Is it really necessary for scheme managers to have to re-do support plans every six months? It is very time consuming and no sooner have they finished them, when they have to start again. The amount of paper used by SWHA and people like your selves is mind blowing and totally unnecessary

I feel there's too much favouritism in Newport head office for people desperate for help with shopping, when needed - it's a case of if your face fits.

**Findings from the tenants meeting at Farriers**  
**Based on 7 tenants attending a meeting with Supporting People**

**1) How do you feel about the scheme manager?**

Good

**2) What are the good points?**

I feel safe, Support always there, You get checked on every day.

**3) What are the bad points?**

There don't seem to be any

**4) How often do you see your scheme manager?**

Daily, seven days a week

**5) What do you do if the scheme manager is unavailable and you need help?**

Wightcare – they are quick to respond

**6) How do you go about making a complaint?**

Speak to the scheme manager

**7) Have you ever made a complaint?**

Yes

**8) How was this dealt with? Was it good or bad?**

It was dealt with quickly

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

To the scheme manager

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

Bingo, parties, quizzes, coach trips & coffee mornings

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

Yes

**12) Do you have regular fire drills and evacuations?**

Yes we have weekly fire drills

**13) What changes would you like to see made?**

- A maintenance man would be good
- Trees blocking some Clients windows which make their rooms dark and they have to put their lights on. This was communicated to scheme manager by Review Officer.
- Someone to help with shopping

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

Yes

## 1. Furze Brake

Furze Brake is a sheltered scheme in Newport. When we visited we did a health and safety check, looked through some client files and met with clients. We also surveyed all clients prior to our visit.

## 2. C1.1 Needs and Risk Assessment

We checked through four files and each had a needs and risk assessment in place. All documents had been reviewed regularly, needs assessments were signed and agreed by the clients but none of the risk assessments were signed. None of the needs assessments had been ticked to show that the clients had been offered a copy of them. Consent to share information had been agreed in all cases.

### 2.1 Urgent Action

Ensure all risk assessments are signed by clients.

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

### 2.2 Urgent Action

Ensure all clients are offered a copy of their assessments and that this is ticked.

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

## 3. C1.2 Support Planning

Support plans were in place on all of the files checked; however, one of them had not been completed properly or reviewed. Two files did not document any support being given and it was difficult to determine from any of the files whether any improvements had been made.

### 3.1 Urgent Action

Ensure all support plans are recorded correctly and that support given is logged on the clients file.

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

## 4. C1.3 Health and Safety

When we completed our check we found a health and safety declaration on display and a notice about trained first aiders (which did not have a named person on it). First aid boxes are maintained and an accident reporting tool is kept in the office. Fire alarms are checked weekly and are maintained by Wight Fire. PAT testing is done annually and various premises risk assessments are undertaken frequently. Staff were seen wearing identity badges and Wightcare are used out of hours.

### 4.1 Urgent Action:

Ensure that the First aider notice is completed.

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

## 5. C1.5 Diversity

The building is DDA compliant and has a lift to all floors. There is a lot of information on the notice board for Clients in religious and cultural activities in the area.

## **6. C1.6 Complaints**

There is a complaints procedure in place, however, when we surveyed clients only just over half stated that they knew how to make a complaint.

### **6.1 Urgent Action**

To ensure all clients are made aware of how they can make a complaint.

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

## **Client Questionnaire Results: Furze Brake.**

### **Results based on 17 responses:**

What does your Scheme Manager help you with?

Very helpful with every day tasks always there when needed  
Paperwork  
See that I'm alright and don't smoke too many cigarettes, medication and help with breakfast

**65%** of clients thought that working with the Scheme Manager had made a difference to their life. This is how:

Makes you feel secure in your flat & lots of things organised to keep life interesting  
Assistance with obtaining benefit  
Made it possible to live at Furze Brake  
Made my life a better life  
Very caring

**82%** of clients thought that they were always treated fairly and their rights were listened to when their Scheme Manager/service provider spoke to, or worked with them.

**47%** stated that they were offered a copy of what was asked. (**6%** did not answer the question)

**100%** have been given advice on how to keep safe and secure in their home

**53%** stated that they were given information about how to complain (**12%** did not answer the question)

### **Client comment:**

- She does not help me with anything

#### **7.1 Urgent Action:**

To discuss the above issue with scheme manager and the clients.

- I wish there was another washing machine, one is not good, it does sometimes cause bad feeling with other tenants
- Very happy at Furze Brake

**Findings from the tenants meeting at Furze Brake**  
**Based on 9 tenants attending a meeting with Supporting People**

**1) How do you feel about the scheme manager?**

She is very pleasant

**2) What are the good points?**

Peace and friends

**3) What are the bad points?**

Not as sociable as other schemes, when meetings are cancelled the scheme manager does not tell us over the intercom.

**4) How often do you see your scheme manager?**

Daily call by scheme manager or deputy

**5) What do you do if the scheme manager is unavailable and you need help?**

Wightcare

**6) How do you go about making a complaint?**

Go to scheme manager

**7) Have you ever made a complaint?**

Yes

**8) How was this dealt with? Was it good or bad?**

Anything that needs doing is sorted out.

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

To scheme manager

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

Yes but only the same people attend every time  
There is a Monday and Thursday club.  
Have days out – going to Arreton Barns

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

Yes

**12) Do you have regular fire drills and evacuations?**

Yes once a week tests

**13) What changes would you like to see made?**

More staff

**14) Any other issues?**

Clients were unsure what Supporting People was.  
Cancellation of meetings – at short notice and not informing everyone  
Short staffed – but staff are v nice  
SWHA have done a lot of upgrading since they took over from IWHA.

## 1. Knights Court

Knights Court is a sheltered scheme located in Ventnor. When we visited we undertook a health and safety check, checked client files and met with clients. .

## 2. C1.1 Needs and Risk Assessment

When we visited we checked through eight client files. None of the files checked contained the original referral. All files had needs assessments in place, three of these were overdue their annual review. Needs assessments were completed fully in the remaining files and showed that copies had been offered to clients, although this was not confirmed when we asked clients this. Risk assessments are undertaken 6 monthly and were up to date. SP templates are used for needs and risk assessments.

### 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 that the overdue Needs assessments are updated.

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

## 3. C1.2 Support Planning

Support plans were in place on all of the files checked and are reviewed every 6 months. The plans had all been signed and agreed by the clients and met the eligibility criteria for support. As above, SP templates are used. There is a daily check on clients and any further support is recorded on their file.

## 4. C1.3 Health and Safety

On our health and safety check we found there is a health and safety declaration on display but no sign to say who the trained first aiders are in the building. First aid boxes are kept in the office and maintained, and an accident reporting tool is kept in the office as well. Fire alarms are tested every week and evacuations done every 6 months, with Wightfire undertaken maintenance of the alarm system. PAT was due in April 2009. There is a premises risk assessment in place and Wightcare is used for out of hour's emergencies. Identity badges were not worn by staff.

### 4.1 Urgent Action

To ensure PAT testing of electrical equipment is undertaken.

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

### 4.2 Urgent Action

To ensure staff wear identity badges.

**Urgent Action 4.2 has been completed. 09/07/09**

### 4.3 Urgent Action

To display a sign notifying clients of whom the trained first aider is.

**Urgent Action 4.3 has been completed. 09/07/09**

## **5. C1.5 Diversity**

The building is DDA compliant and has information on the notice board in the hallway on local religious and cultural activities.

## **6. C1.6 Complaints**

There is a complaints procedure in place and most Clients stated that they would contact the scheme manager if they had any complaints.

**Findings from the tenants meeting at Knights Court**  
**Based on 8 tenants attending a meeting with Supporting People**

**1) How do you feel about the scheme manager?**

New one very good, helps you out, answers questions rather than sending you away. Not sure when old scheme manager is back – have not been told, old manager can't handle computer.

**2) What are the good points?**

Warm, roof over heads, nice neighbours, quiet, really nice, left alone, can come and go whenever you like, feel safe here, secure

**3) What are the bad points?**

Washing machines – have been complaining since last September – they are on the ground so a lot of people can't bend and get into them, washing machines never serviced or cleaned, lots of people know code to get into property which is of concern

**4) How often do you see your scheme manager?**

Daily

**5) What do you do if the scheme manager is unavailable and you need help?**

Wightcare

**6) How do you go about making a complaint?**

Windows – difficult to access them to clean them on the higher floors and cannot get a window cleaner to clean them

**7) Have you ever made a complaint?**

Speak to scheme manager

**8) How was this dealt with? Was it good or bad?**

So-so

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

Scheme manager

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

Nothing in scheme, coffee morning on a Thursday, bingo, fish and chip night, others do own activities, social services lunch club

**11) Do you have a tenants group?**

No, used to but didn't work, used to be 6/7 that went but then dropped to 3

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

Rules book! Too many forms to sign, what business is it of theirs?

**13) Do you have regular fire drills and evacuations?**

Sporadic evacuations, fire exit back door, ring the bell, evacuations every so often, meet in front corridor, supposed to meet in common room, some have a stay put policy

**14) What changes would you like to see made?**

Get rid of woman in lift! Could be a bit quieter!! Back door intercom very loud – TV signal, main box on roof needs sorting out

**15) Any other issues?**

- Flat swapping – seems to be one rule for some and another for others
- Public telephone is listed on service charge but there isn't one!!
- Leads in common room are dangerous
- Lights – too many in corridors and are on all the time which is a waste
- Feedback box – once gets past scheme manager we don't hear anymore – would be nice to be kept informed

## **Client Questionnaire Results: Knights Court** **Results based on 19 responses:**

What does your Scheme Manager help you with?

Pick up and billed items, eg replacement keys  
Form filling, he listens to me when I am down  
Filling in the endless forms we receive, although I have tried to do this one myself I feel I do not know enough about SP except the help I get with paying rent - which is much appreciated  
I am fortunate I do not really need help at present, but he does get anything done I ask  
Contacting daughter when needed  
Anything that is asked of him

**47%** of clients thought that working with the Scheme Manager had made a difference to their life, this is how:

He has always helped me if needed  
I suppose he does the best that he is able  
Makes me laugh  
Feel more secure when he is on duty  
By helping me when require  
He is there on site mostly  
He is always ready to help

**95%** of clients thought that they were treated fairly and their rights were listened to when their scheme manager spoke to or worked with them.

**42%** stated that they were offered a copy of what was written about them.

**89%** have been given advice on how to keep safe and secure in their home (% didn't answer the questions)

**68%** stated that they were given information about how to complain.

**68%** stated that they were given an information pack when they entered the service.

**84%** said that they felt informed about the service that they receive.

### **Client comments**

- We really need the old fashioned warden or caretaker, need a list kept somewhere with the contractors so that we do not have to go round other tenants when we are in need
- More hours covered by warden

### **Urgent Actions**

To ensure all Clients are offered a copy of what is written about them

## 1. Porter Court

Porter Court is a sheltered scheme in Shanklin. When we visited we completed a health and safety check, checked through a random selection of client files and met with some of the clients. Prior to our visit we sent a postal survey to clients.

## 2. C1.1 Needs and Risk Assessment

We checked 6 client files and of those none of the needs assessments were dated or had a review date. They had all been signed but 4 of them had not ticked that the client was offered a copy of their assessment. Risk assessments were on all files and had been completed, but none of them had been signed by the clients.

### 2.1 Urgent Action

To ensure dates are added to the needs assessments and review dates.

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

### 2.2 Urgent Action

To ensure all clients are offered a copy of their assessment.

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

### 2.3 Urgent Action

Ensure risk assessments are signed by the clients.

**Urgent Action 2.3 has been completed. 09/07/09**

## 3. C1.2 Support Planning

Support plans were in place on all files and there is a daily call round to Clients to check they are ok. 3 of the files had no record of support in them. Plans are reviewed regularly, have been signed and agreed by client, and meet the eligibility criteria.

### 3.1 Urgent Action

To ensure that support given is recorded on clients' files.

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

## 4. C1.3 Health and Safety

When we completed our health and safety check we found a health and safety declaration on display and a sign to show who the trained first aiders are. There are first aid boxes in place and an accident reporting tool. Fire alarms are tested weekly and evacuations are done every 6 months; the fire alarms are maintained by Wightfire. PAT testing has recently been done, a premises risk assessment is undertaken regularly, staff wear identity badges and Wightcare are used out of hours.

## 5. C1.5 Diversity

The building is not very accessible for wheelchairs (the door has a lip at the top of the ramp which makes it difficult to get a wheelchair in). Information on religious and cultural activities is kept on the notice board as well as a multi-cultural calendar.

### 5.1 Urgent Action

To look into accessibility of the building for clients with mobility needs.

**Urgent Action 5.1 has recently received planning permission. 09/07/09**

## **6. C1.6 Complaints**

There is a complaints procedure in place and Clients questioned confirmed that if they needed to make a complaint they would speak to the scheme manager.

**Findings from the tenants meeting at Porter Court**  
**Based on 17 tenants attending a meeting with Supporting People**

**1) How do you feel about the scheme manager?**

Wonderful, very helpful, calls the doc if you are ill, super, fair and no favouritism

**2) What are the good points?**

The security, someone here during the day, feeling secure.

**3) What are the bad points?**

No weekend cover, apart from an hour call round.  
Too much paperwork  
Clients felt they were helping their neighbours out over the weekend period more and more.  
Front door keeps getting stuck, have reported this to SWHA – no feedback.  
No proper access for wheelchairs.  
Support plans – white, yellow  
No cleaners – 2 hrs a day.  
Chairs all ripped in common room. Moved out of the way because SP were coming,

**4) How often do you see your scheme manager?**

Mon - Fr

**5) What do you do if the scheme manager is unavailable and you need help?**

Wightcare - a load of rubbish at weekends, had a flooded flat at 12.10 didn't turn up till 5.10. Do not answer quickly enough. If you are not near cord, you're stuck there.

**6) How do you go about making a complaint?**

Speak to scheme manager - deals quickly. SWHA never feedback to us

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

Report to scheme manager who phones maintenance – very quick response

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

Bingo, art, beetle drive, fetes, jumble sales, outings, meals out, xmas party, visit from the brownies,

**9) Do you have a tenants group?**

Had a meeting with xxx last week to talk about SP visiting  
Have informal get together, Would like to have more coffee mornings, possibility of requesting to have a tenants meeting then, with xxx, discuss things and information from head office could be cascaded down.

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

Mixed response

**11) Do you have regular fire drills and evacuations?**

Every Tuesday - no practise evacuations according to some people, others said every 12 months.

**12) What changes would you like to see made?**

Talk of having another washing machine, two we have are never serviced. No more communication from above, whether this is happening or not.

Give xxx more time off- overworked. Night warden

Resident sat outside at 12pm, wonder off at night, need to be re-assessed.

Would like to have the local newsletter distributed to individuals rather stuck up on the notice board

We have a newsletter nationally every quarter, but would prefer a local one.

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

Go to meetings (Older persons Forum) 5 tenants from Porter Court attend, Same things crop up nothing gets done and no feedback is given.

**14) Any other issues?**

- Lack of feedback
- Interested in chair exercises and regular coffee morning.
- Décor needs re-doing
- Slippy corridor, dirty carpets.
- Step in door very dangerous. Can't get a ramp in.

## **Client Questionnaire Results** **Results based on 28 responses**

What does your Scheme Manager help you with?

general support if needed  
everything, she is really good  
any problems are always dealt with promptly  
she helps me with everything  
anything I require  
any problems I have, xxx will always help or advise me on who to ask, I don't know what I would do if she wasn't here  
any mail I receive  
does shopping for private things  
when you become ill she copes with everything i.e. Dr, ambulance & relative always coming  
everyday problems that occur  
Help with organising things, appointments etc, Calls doctor if I feel unwell/confused, organises group trips and events in common room, re-assurance  
Everyday living and is most kind

**84%** of clients thought that working with the Scheme Manager had made a difference to their life, this is how:

it helps to have someone around to talk to when upset (like when I lost my sister, mother and friend all within a few months) I felt less alone  
given support at all times when I needed it  
she is a lovely person and I feel very happy and secure, she is always happy and helpful, I am very lucky to have her  
although I do not want physical support xxx always supports in filling forms, helping to solve problems, showing time and assistance at all times  
by actually listening and helping 100% with any problems, very impressed  
I know I can always get help If I need it, Reassures me, friendly face around the place  
I feel more secure now that I am living here  
I don't know what I would do without her

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

**82%** stated that they were offered a copy of what was written about them

**89%** have been given advice on how to keep safe and secure in their home

**93%** stated that they were given information about how to complain

### **Client comment:**

Weekend cover too, if things don't just go wrong in life Monday to Friday - people die at weekends too  
People just to listen what the Clients have to say  
Like to see manager get more help

## 1. Rope Walk

Rope Walk is a sheltered scheme in Cowes. When we visited we checked client files, met with clients and completed a health and safety check.

## 2. C1.1 Needs and Risk Assessment

Four client files were checked when we visited the scheme. All of the needs assessments were photocopies of the original assessment with no evidence that anything other than the date had been changed. Risk assessments were the same.

### 2.1 Urgent Action

Ensure needs and risks assessments are reviewed at least annually and paperwork is updated to reflect this – this should be signed and agreed by the client and a copy offered to them.

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

## 3. C1.2 Support Planning

As before, support plans appear to be photocopies of the original plan and show no evidence of development of support requirements. The plans that were checked did not show any identifiable housing related support needs and aside from the daily ring round to check on clients there was no evidence of any further support being given.

### 3.1 Urgent Action

Ensure support plans are completed and reviewed annually, and that support logs are maintained of the support given. These need to be signed and agreed by client and a copy offered to them.

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

## 4. C1.3 Health and Safety

A health and safety declaration is on display and there is a sign to say that the scheme manager is the trained first aider in the scheme. First aid boxes are kept and maintained and an accident reporting tool is in place. Fire alarms are tested weekly and an evacuation is undertaken every 6 months. Wightfire maintain the fire equipment. PAT testing is undertaken annually and a monthly premises risk assessment is completed. Wightcare provide out of hours assistance to clients and staff wear identity badges.

## 5. C1.5 Diversity

The building is DDA complaint and there is a small amount of local information on the notice boards in the scheme.

### 5.1 Urgent Action

Ensure information on religious and cultural activities is available to clients.

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

## 6. C1.6 Complaints

There is a complaints procedure in place and clients stated that they would contact the scheme manager if they needed to make a complaint.

**Findings from the tenants meeting at Rope Walk**  
**Based on 6 tenants attending a meeting with Supporting People**

**1) How do you feel about the scheme manager?**

Could not do without her, cannot cut out scheme managers

**2) What are the good points?**

Scheme manager, neighbours

**3) What are the bad points?**

None

**4) How often do you see your scheme manager?**

Daily and if they don't see her she calls them

**5) What do you do if the manager is unavailable and you need help?**

Wightcare – take a long time to answer all but 4 Clients have pendants, quicker to contact daughter than wightcare, another resident waited ages for response

**6) How do you go about making a complaint?**

Tell scheme manager

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

Tell scheme manager, gets done straight away, all v pleased

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

Chinese night, fish and chip night, social club, Scottish dancers came in, haggis night, keyboardist came in, days out – lots more

**9) Do you have a tenants group?**

Regular resident meetings, thoughts and ideas boxes

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

Yes SWHA, No IWHA

**11) Do you have regular fire drills and evacuations?**

Yes, meet outside in car park – some have to stay put in rooms. W/C don't check properly – stay put people are not advised if alarm is real or not

**12) What changes would you like to see made?**

Nothing really, lot better than living on your own

**Client Questionnaire Results:**  
**Results based on 17 responses:**

What does your support worker help you with?

I am a leg amputee and when the lift isn't working she always brings up my shopping and washing and at other times also. She is at present assisting me or vice versa to install broadband in my flat.  
Any help or advice reference computing  
Contacting repairs service when needed  
Forms and things I do not understand  
Anything I have a problem with including funding etc  
Mainly financial matters to do with utilities telephone rent etc  
She is there to listen to me, listen to problems and to help sort things out  
She has made me tea when I was unwell, has made a phone call for me too  
My daughter helps me most of the time but my scheme manager does whatever I ask  
Most everything

**71%** of clients thought that working with the scheme manager had made a difference to their life, this is how:

The scheme manager treats me like a individual and is always prepared to contact such people as OT departments or problematic mail order companies on my behalf. Overall, because of her general demeanour I feel reassured and more secure in my environment.  
She is a very helpful manager - very satisfied  
By being polite, sympathetic to our needs and helpful to us whenever we need her. She is always here for us.  
She has made me feel at home here  
Nice to know someone is there when I need someone  
I have only been at Rope Walk for about 2.5 months and I feel safe and secure here, but am independent. D has also helped to reassure my daughter who is moving abroad  
She is on hand for any information or help I need  
Always there when need help, fill forms out and general support  
She participates in every way and encourages the Clients to do so likewise

**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.

**47%** stated that they were offered a copy of what was written about them.

**82%** have been given advice on how to keep safe and secure in their home

**88%** stated that they knew how to make a complaint

**Client comments**

- It would be helpful if I and others could fully open our lounge window as sometimes the heat in the flat is appalling.
- We are quite happy with the service as it is
- Want a quicker response from Wightcare

## **1. Worsley Court**

We visited Worsley Court and conducted a health and safety check, met with clients and checked through client files. We also sent a survey to clients prior to our visit.

## **2. C1.1 Needs and Risk Assessment**

We checked four files when we visited Worsley Court, and all of these contained needs and risk assessments that were regularly review, had been signed and agreed by the client, had review dates on them, ensured clients were offered a copy of their paperwork and showed consent to share information where necessary.

## **3. C1.2 Support Planning**

All files checked had support plans in place that had been signed and agreed by the client, met the eligibility criteria, were dated and regularly reviewed, considered wider support needs and showed evidence of support being given.

## **4. C1.3 Health and Safety**

There is a completed health and safety declaration on display and notice on who the trained first aiders are. An accident reporting tool is kept and first aid boxes are maintained. Fire alarm systems and evacuation procedures are in place and checked regularly. Wightcare is used for out of hour's emergencies and a premises risk assessment is completed regularly. PAT testing is overdue and staff were not wearing identity badges.

### **4.1 Urgent Action**

Ensure PAT testing is undertaken as this was due April 2009.  
**Urgent Action 4.1 has been completed. 09/07/09**

### **4.2 Urgent Action**

Ensure all staff wear identity badges.  
**Urgent Action 4.2 has been completed. 09/07/09**

## **5. C1.5 Diversity**

The building is DDA compliant and information on religious and cultural activities is available for clients in the hallway.

## **6. C1.6 Complaints**

There is a complaints policy in place and clients that we spoke to stated that they would contact the scheme manager if they needed to make a complaint – although none of them had.

**Client Questionnaire Results: Worsley Court**  
**Results based on 16 responses:**

What does your Scheme Manager help you with?

Arranged help with maintaining home (home help 1 week) meals on wheels, phones the doc when ill, explain letters and statements, includes me in scheme activities and helps with outings. Listens to me and contact workers for any repairs  
Filling in complicated forms  
Paper work  
Reading letters, report repairs to maintenance, visits me, assists me with laundry (correct buttons as I am blind) arranged for a cleaner weekly.  
Phone doctor, optician, family etc. Explain letters and correspondence. Keep informed of activities visits daily  
Reporting maintenance repairs, helps me understand some letters e.g. rent statements contacts doctor for me if I'm feeling unwell. Anything that I needs help with

**82%** of clients thought that working with the Scheme Manager had made a difference to their life (**18%** did not answer the question), this is how:

She is more like a friend but her time is mostly taken up by form filling.  
I feel safe and secure and its nice to have someone who listens to my worries  
When the scheme manager is on duty she's wonderful  
She has been helpful with any problems we have  
Since moving in 2007, I have felt happy safe and secure. My scheme manager keeps me informed of scheme manager's activities outings and fund raising which I attend. I get on well all my neighbours who I meet regularly at scheme events. My scheme manager supports me with my needs  
I have no family of my own. There is now someone I can talk to if I feel the need. Sometimes a very minor problem can be resolved by talking  
She has made a huge difference just by being there and listening and helping always. She makes you feel secure living here  
Has made my life a lot easier. If I have any problems I see my scheme manager and she sorts it out for me.  
She has helped me to fit into the community in general  
The Scheme Manager has always been a good listener and friend and always deals with any problems as soon as they arise if she can. He is very well liked and loved. Nothing is too much trouble

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

**56%** stated that they were offered a copy of their paperwork, **31%** were unsure.

**88%** have been given advice on how to keep safe and secure in their home.

**88%** stated that they were given information about how to complain.

### **Client comments**

- We all feel here at Worsley Court that our scheme manager has far too much paperwork to do. She wasn't employed as a secretary
- Too many forms to fill in year and the same information needed. I have been a tenant for 21 years so my circumstances are the same but still the forms keeping coming.

**Findings from the tenants meeting at Worsley Court**  
**Based on 3 tenants attending a meeting with Supporting People**

**1) How do you feel about the scheme manager?**

Very good

**2) What are the good points?**

Get on well, lovely garden

**3) What are the bad points?**

Too much paperwork  
Lounge needs decorating common room is very dark

**4) How often do you see your scheme manager?**

Mon - Fri

**5) What do you do if the scheme manager is unavailable and you need help?**

Wightcare- has improved recently

**6) How do you go about making a complaint?**

Tell scheme manager

**7) Have you ever made a complaint?**

No

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

Go to Scheme manager and contact maintenance.

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

Raffles, quizzes, lottery syndicate, lunch club, trips a few times a year, coffee mornings, Xmas fayre etc

**10) Do you have a tenants group?**

Started having them last month, will be monthly Clients and scheme manager, discussed where they want to visit on their outings.

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

Yes

**12) Do you have regular fire drills and evacuations?**

Weekly

**13) What changes would you like to see made?**

Would like to see more of the warden

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

Yes - have forums and are kept informed.

**15) Any other issues?**

Feels more like an institute with all the corporate information, with white board telling you when warden is here leaflet rack.