

1. 54 St Johns Road and Young Persons Outreach

54 St Johns is an accommodation based service for young people. We visited the property and conducted a health and safety check, checked client files and surveyed clients who live at the house. We also checked the files of outreach clients which are held at 54.

2. C1.1 Needs and Risk Assessment

We checked four clients' files, two from 54 and two from the outreach service. Referrals were on file, there was a needs assessment on each file and these were reviewed regularly. Two of the files checked did not contain review dates for the needs assessments. Clients are able to comment on their assessments and space is there to record this, consent to share information is included and more than one team member is undertaking assessments.

2.1 Urgent Action:

Ensure that all needs assessments have a review date.

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

3. C1.2 Support Planning

All the files checked had support plans in place that were reviewed regularly, met the eligibility criteria, had been signed and agreed by the client, tackled the issues identified in the needs assessment and showed improvements in clients that had been in the service for more than a year. Evidence was shown of regular support activity with the clients. Daily logs are completed for all contact made and another one completed for specific needs from the support plan. We discussed the possibility of scanning old support plans on to the computer to reduce the amount of paperwork contained in the office.

3.1 Recommendation

To scan old support plans onto a computer so that paperwork can be reduced in the office.

4. C1.3 Health and Safety

A signed health and safety declaration is in place and a notice advising who trained first aiders are. First aid boxes are maintained and an accident book is available. A

fire alarm system is in place that is checked regularly by Wight Fire, the last check being in April 2009, an evacuation procedure and alarms are checked weekly with a six monthly practise evacuation. PAT testing is done annually and there is an up to date risk assessment for the property.

The premise is covered by staff 24/7 and if they are off site for any reason then contact numbers are left so people can get hold of staff in an emergency. Staff all were seen wearing their identity badges.

5. C1.5 Diversity

The building is DDA compliant, however, staff advised that Atkinson House would more than likely be used for anyone that needed wheelchair access as it is a more appropriate building to use.

Notice boards in the property contained information on religious and cultural activities in the area and various other information leaflets.

6. C1.6 Complaints

We surveyed clients and found that 75% said they knew how to make a complaint, with 25% being unsure.

6.1 Urgent Action

To ensure all clients understand how they can make a complaint.

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

Client Questionnaire Results 54 St Johns Road **Results based on 4 responses**

What does your support worker help you with?

Support plan, benefits, education etc
Budgeting, confidence and self esteem building, rent paying, support with counselling, emotional support, benefits, education and life skills
My benefits, staying on top of my bills, making sure housing benefit is ok, internet, budgeting

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

Positive influence
She has helped put my life back on track, she has helped with my confidence and self esteem and always puts a smile on my face
She has kept me organised
Helped motivate accommodate, encourage enthusiasm and help with benefits.

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%** were unsure.

100% stated the service they received was good.

75% stated that they knew how to complain, **25%** were unsure.

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 comments:

- The house needs maintenance improvements e.g. kitchen, bathroom

Client Questionnaire Results Young Persons Outreach **Results based on 6 responses:**

What does your support worker help you with?

Paperwork and letters, living expenses, bill paying, training advice, apply for benefits
Job applications, budgeting, benefits, signposting to other agencies ie MHATS team, get sorted, maintaining my tenancy
Managing affairs, appointments, budgeting advice
Bills, personal issues, money matters, everything I need help with
Everything to do with having my own flat, talking to MHA officers, meeting up with connexions to help me find training, help me to be more confident and look after myself when I need to go to doctors if I am ill
Benefits claims, getting passport, help set up household bills, support with past drug use, attending appointments, support and advice with form filling and letter writing, improving confidence and self esteem

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

She has made it a lot easier for me and more organised
Its helped me a lot over the last year to have my support worker helping me to where I want to be and achieve my goals in life
Its reassuring to know that there's always someone to discuss things with
I have got my own flat now (a positive change)
Helped to support me and gave advice when I lived at another flat where I had neighbour problems. Helped me to manage moving and helps me with phone calls and filling out forms.
Has been there for me through really bad times, helped me to keep positive and I feel is the reason I have done well living on my own

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 received was good.

83% 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 comments:

- Happy with the service that is given.

1. Atkinson House and Fairlee Road

Atkinson House and Fairlee Road are accommodation based services for young people. We visited the properties and conducted health and safety checks, checked client files and surveyed clients who live at the houses.

2. C1.1 Needs and Risk Assessment

We checked four clients' files, two from Atkinson and two from Fairlee Road. Referrals were on file, there were needs assessments on each file, two of which need to be reviewed. Clients are able to comment on their assessments and space is there to record this, consent to share information is included and more than one team member is undertaking assessments.

2.1 Urgent Action

Ensure all needs assessments are up to date.

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

3. C1.2 Support Planning

All the files checked had support plans in place that were reviewed regularly, met the eligibility criteria, had been signed and agreed by the client, tackled the issues identified in the needs assessment and showed improvements in clients that had been in the service for more than a year. Evidence was shown of regular support activity with the clients in all but one of the files, which had no record of support for two months.

3.1 Urgent Action

Ensure all support logs are regularly maintained.

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

4. C1.3 Health and Safety

Both properties have a signed health and safety declaration in place and a notice advising who trained first aiders are. First aid boxes are maintained and an accident book is available. A fire alarm system is in place that is checked regularly by Wight Fire, an evacuation procedure and alarms are checked weekly with a six monthly practise evacuation. PAT testing is done annually and there is an up to date risk

assessment for both properties.

Atkinson House is covered by staff 24/7 and if they are off site for any reason then contact numbers are left so people can get hold of staff in an emergency. Contact details and out of hours information is held in the communal kitchen at Fairlee Road. Staff were all seen wearing their identity badges.

5. C1.5 Diversity

Both properties are DDA compliant. Notice boards in the properties contained information on religious and cultural activities in the area and various other information leaflets.

6. C1.6 Complaints

We surveyed clients and found that 86% said they knew how to make a complaint. Clients had mentioned that complaints were not dealt with satisfactorily (see comments from meeting with clients below).

6.2 Urgent Action

To ensure all clients are fed back to after making a complaint and understand what action has/ has not been taken and why.

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

Client Questionnaire Results Young Person Schemes Newport **Results based on 7 responses**

What does your support worker help you with?

| |
|---|
| To help me move on and live independently Everything, they're great Talking to job centre, sorting out training, keeping appointments |
|---|

43% of clients thought that working with the support worker had made a difference to their life, this is how:

| |
|--|
| My support worker has built up trust and has given me respect Has made things easy for me |
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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.

57% said they had been given an information pack about the service when they began to receive support.

100% stated the service they received was good.

86% stated that they knew how to complain.

86% stated they knew what to do if they wanted to see a copy of their file, **14%** were unsure.

86% knew they could ask for a review of their support at any time, **14%** were unsure.

Client comment:

- Would like more trips out.

Findings from tenants meeting at Atkinson House with Fairlee Tenants
Based on 4 tenants attending

1) How do you feel about your support workers?

Staff are good, help with whatever you need
Staff are brilliant, they will help you to sort things out for yourself

2) What are the good points about living here?

All get on well together, homely, people around a lot

3) What are the bad points about living here?

Drugs, there are a couple of people this is a problem with & staff don't do much about it

4) How often do you see your support workers?

All the time, whenever needed

5) What do you do when support workers are unavailable and you need help?

Usually they are there, if not they leave a number of where to get them and we can phone for free – usually means they are at Fairlee Road
Always leave a number of where they are if they are out – can always get hold of them

6) How do you go about making a complaint?

Tell staff, speak to staff

7) Have you ever made a complaint?

Never had to make a complaint
Made a complaint about the drug smoking & this has still not been dealt with

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

Not been dealt with yet

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

Sort out myself, ask staff

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

Do quite a few activities, gardening, cooking, Clients do things together

11) Do you have a tenants group?

No, not really

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

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13) Do you have regular fire drills and evacuations?

Non drills, alarms go off a lot though!

14) What changes would you like to see made?

None

15) Any other issues?

Brunch club should be restarted but on a Saturday when people are there
New carpets, place needs redecorating, Budget for own plates/pots/pans etc