

1. Yarborough House

Yarborough House is a hostel for homeless families located in Sandown that provides housing related support to its Clients. There is also an outreach service operated from Yarborough House offering floating support.

2. C1.1 Needs and Risk Assessment

Eight client files were checked, four from Clients of Yarborough House and four from the outreach service. One of the files checked did not contain a needs assessment, however the other files did, and two of the files did not have review dates on the needs assessments. Supporting People templates are used which takes them to a level B on the QAF. All assessments checked were signed and showed the clients had been offered a copy.

2.1 Urgent Action

Ensure all clients have needs assessments completed and reviewed.

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

3. C1.2 Support Planning

Support plans were in place on all of the files checked and again, Supporting People templates are used which takes them to a level B. There was evidence of recent support on each of the files, plans were reviewed regularly, and all had been signed by the clients.

4. C1.3 Health and Safety

On our health and safety check we found a health and safety poster in place, first aid boxes are maintained and an accident book is in place. There were no signs to indicate who the trained first aiders are. PAT testing is undertaken annually, a premises risk assessment is in place and guidance is provided to Clients for out of hours' emergencies. There is a fire alarm system which is regularly maintained, with regular evacuations done to check processes.

4.1 Urgent Action

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

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

5. C1.5 Diversity

Information on religious and cultural activities is kept in the communal day room. The building is DDA compliant.

6. C1.6 Complaints

64% of clients that completed the client questionnaire knew how to make a complaint. Thoughts and Ideas boxes are located in the scheme as well.

6.1 Urgent Action

Ensure all clients are aware of the complaints procedure for the scheme.

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

Client Questionnaire Results: Yarborough House & Outreach **Results based on 14 responses**

What does your support worker help you with?

Debts, further education, form filling
Budgeting, benefits, food planning, shopping budget, money
Sorting out benefits and any other needs
Budgeting, finding information, health
Benefits and other stuff
Keeping informed on paying rent helped me change my address for everything. Helping me get more hours at work.
Filling in forms and everything on my support plan
Writing letter, phone people
Completing paperwork i.e. tax credits

100% thought their support worker had made a difference to their life, this is how:

Sorted out my paperwork, been there to talk to
Much easier to understand and cope, if they weren't here to help me at first I wouldn't have coped
This support has helped a lot
Made it easier to sort out benefits and thing like that
Yes, I feel more competent to do things by myself
She's helped me to budget and keep organised, I don't know how I could have coped without her there, I feel safer now than ever
Been there for me, helped me understand things a lot clearer.
All staff have made a difference by helping me to improve my self confidence and positivity.
Showed me how to deal with people with confidence and how to deal with a difficult situation with banks
Made things easier in regards to filling out forms

100% of clients thought that they were treated fairly and their rights were listened to and that the service they receive is good.

57% were given an information pack about the service when their support began

64% stated that they knew how to complain, **14%** were unsure.

78% knew what to do if they wanted to see a copy of their file, **7%** were unsure

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

Client comments:

- Everyone has been amazing
- Support workers helped me through a very emotional time
- Really pleased with xx at Yarborough, she really helped me get on & move on
- I think that staff at Yarborough House deserve and need a pay rise.
- Hope to see them around; the support workers in Yarborough are very friendly and helpful.
- The support given to myself by xx and xx was excellent, I couldn't ask for more. Fantastic support service, Thank you

Appendix

Findings from the tenants meeting at Yarborough House

Based on 4 tenants attending a meeting with Supporting People Team.

1) How do you feel about your support workers?

They are really helpful

2) What are the good points about living here?

Got someone there if you need them.

3) What are the bad points about living here?

New Resident is quite noisy- have discussed this with support workers and it has got better.

The Corridors echo when people talking outside which is part of living in a hostel environment.

4) How often do you see your support workers?

Mon – Friday 9-5

5) What do you do when the support workers are unavailable and you require assistance?

Have outreach number to phone in an emergency or text your support worker

6) How do you go about making a complaint?

Go to support worker

7) Have you ever made a complaint?

There was broken glass outside one of the tenants rooms

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

Was cleared up relatively quickly due to children living there.

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

Talk to support worker, there is no hot water in one of the bathrooms which has been reported to Mountjoy.

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

Nothing organised on a regular basis – occasionally meet up in the day room

11) Do you have a tenants group?

.Yes and have a Clients Rep

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

Yes there were some info when first moved in and given an information pack when signed my tenancy

13) Do you have regular fire drills and evacuations?

Yes weekly and go outside occasionally