

Appendix 1

Staff Questionnaire Results: Medina Housing Association.

1. Results based on 8 responses:

A) 100% of staff stated they have had CRB checks carried out on them although updates are required.

B) 63% of staff stated they supplied at least 2 references.

C) 100% of staff stated they had received an Induction, but evidence was not provided in all cases.

D) Staff stated that they have received training (either internal or external) in the following;

- Health and Safety and Lone Working – **100%** asked had received this
- Adult Abuse – **100%** asked had received this.
- Complaints Procedure –**88%** asked had received this.
- Diversity – **100%** asked had received this
- Needs and Risk Assessments – **100%** asked had received this.

E) 100% of staff were aware of the purpose of a support plan

F) 100% of staff knew the different kinds of abuse that can occur.

G) 100% of staff knew who to report any allegations of abuse to.

H) 100% of staff knew the complaints procedure.

I) 100% of staff informed that they have signed a Confidentiality Statement.

J) What tasks do you carry out with the Clients?

Wellbeing, referrals to SS, benefit advise, help filling out forms
Referrals for minor disabled adaptations, referrals to Social Services, OT & other agencies, Referral for benefits advisor visit, Help with forms, social activities, general advice regarding :tenancies, Health & Safety and scheme issues.
Supporting tenants in gaining help needed. Making sure that they receive it. Supporting tenants to remain independent in their own home
Assist residents to access information. Assist them to sort out problems with bills, pensions, housing benefit etc, Assist them to obtain any aids and disabled facilities. Assist them with repairs. Assist them to arrange outings and events etc..
Support tenant to access care needed or financial help. To contact tenants daily to ensure their well being

Daily visits, welfare calls, assistance with emergency shopping, script collection, contacting, doctors, SS, various professionals, family
Contacting agencies, ensure medication available, contacting next of kin if necessary paperwork, case conferences. Talking through issues advising how to move on.
Assisting with communication getting medical assistance.

K) What tasks can you NOT do as part of Supporting People?

Do not give medication, do not transport

Providing personal care

Any personal care, shopping

Personal care, must always try to act as facilitators and not provide direct support

Shopping, dressing tenants, house work

Personal care, administering medication, shopping, deal with finance/cash

2 Actions:

- Ensure that xxxxx have up to date CRB checks carried out.
- One more reference is required for xxxxx
- Ensure that all new members of staffs inductions are placed on their personnel file.