



# Minutes of Sheltered Focus Meeting

## 18<sup>th</sup> November 2009

### Held at Sandon Lodge Seaforth

**Tenants Present:**  
12

**Staff Present:**

Liz Hunter	
Billy Roberts	Resident Involvement Officer
Rachel	Housing Officer
Lesley Haughton	Housing Officer - Sheltered
Elaine Parry	Scheme Manager Aindow Court
Freda Connolly	Scheme Manager Fairfield

Items Discussed	Action
<p><b>Welcomes and Introductions:</b> Liz opened the sheltered focus meeting and introduced the staff at the meeting.</p> <p><b>Morning Agenda:</b></p> <ul style="list-style-type: none"><li>• <b>Welcome and Introductions</b></li><li>• <b>Sheltered Update</b></li></ul> <p>Service Standards Mobility Scooter Policy Guest Room Procedure Training for Resident Participation at Interviews Code of Practise Support Plans</p> <ul style="list-style-type: none"><li>• <b>Aids and adaptation Review</b></li><li>• <b>Emergency Call Review</b></li></ul> <p><b>Afternoon Agenda:</b></p> <p><b>Welcome Back</b></p> <ul style="list-style-type: none"><li>• <b>Resident Involvement Up date:</b></li><li>• <b>The Scheme Manager Review</b></li></ul>	

- **Any Other Business**

**Sheltered Update;**

Liz gave the Sheltered Update presentation to the residents and discussions took place regarding;

- **Mobility Scooter Policy:**

It was generally felt that with the increase of residents use of these scooters there was a need for storage spaces outside the buildings.

Liz explained the draft policy for scooter storage and in particular the need for reporting to staff when purchasing a scooter, not blocking communal areas and how important it is to have comprehensive insurance.

- **Guest Room Procedure:**

A discussion took place regarding the guest room procedure which included; Security and people visiting sheltered schemes.

The need for people requiring family to stay.

Whether there could be a pool of these guest rooms advertised with other landlords to help residents needs.

- **Training for Residents at Interviews:**

Liz outlined the reason that residents should be involved at interviews and that training should be in place to assist our residents, this was well received and interest shown by the majority. Consultation to be put to interested parties.

- **Code of Practice:**

Liz gave the presentation and explained;

‘where we are up to now’

‘Bolt on Standards’

‘when can we expect to submit for accreditation’

‘who will be contacted’

‘what sort of questions will be asked’

- **Support Plans:**

Liz presented the support plans and how with the introduction of plain English that they were easier to understand and less intimidating.

- **Aids and Adaptations:**

Liz asked all present if they knew the procedure for applying for aids and adaptations.

A discussion took place regarding marrying up adapted properties to residents with particular needs.

- **Emergency Call Review:**

Liz discussed and updated all regarding the emergency call review and explained that we are looking into improving the service and having it

standardised as there are different types in different schemes, also there may be a need for an enhanced service for those who are more at risk and where there may be no cover at weekends.

- Resident Involvement Update:

Billy presented a brief discussion on Resident Involvement, this included;

The Residents Away Day

Newsletters

In-house newsletters

Procurements

Glass half Full

Hugh updated the residents regarding the Group Focus Involvement and Tom Sullivan spoke to the residents about his success in local community involvement.

- Scheme Manager Review:

Liz presented the scheme manager review to the residents and a discussion took place regarding the changing roles and duties of scheme managers.

This included why we are reviewing the roles,

What we have done so far,

What we are doing next and

What we hope to achieve.

Based on the consultations that have taken place with residents, it was explained that we needed to prioritise areas identified by our residents and give some sort of clarification to the scheme managers roles.

Problems were identified such as different SM's having different roles and sizes of schemes, SM's going off site to cover other schemes or other factors, such as training, meetings, etc.

This is still currently being assessed and residents will be consulted regarding any changes.

- Any Other Business:

Peter asked could the Green Grants be used to develop the gardens borders on his scheme?

Billy explained the criteria for the green grants and asked Peter to take the issue up with his Housing Officer to pass to grounds maintenance.

**Next Meeting: To be confirmed !**