



Minutes of Sheltered Focus Meeting

4th November 2009

Held at Brook Court, Chorlton Cum Hardy

Tenants Present:

12

Staff Present:

Sam Ryan	Resident Involvement Officer
Carol Hamilton	Sheltered Housing Officer
Liz Hunter	Operational Manager - Sheltered
Eva Holt	Head of Supported Housing
Isobel Richards	Graduate Trainee

Items Discussed	Action
<p>Welcomes and Introductions: Liz Hunter welcomed everyone and introduced members of staff to everyone at the meeting</p> <p>Morning Agenda</p> <ul style="list-style-type: none"> • Welcome & Introductions • Sheltered Update <ul style="list-style-type: none"> ➢ Service Standards ➢ Mobility Scooter Policy ➢ Guest Room Procedure ➢ Training for Resident Participation at Interviews ➢ Code of Practice ➢ Support Plans • Resident Involvement Update • Aids and Adaptations Review • Resident Involvement Update • The Emergency Call Review <p>Afternoon Agenda</p> <ul style="list-style-type: none"> • The Scheme manager Review • Any Other Business <p>Sheltered Update</p> <p>Service Standards</p> <ul style="list-style-type: none"> • July - 94% of support plans completed and 100% residents received a morning call • August – 95% of support plans completed and 97% residents received 	

a morning call

- September – 85% of support plans completed and 100% residents received a morning call

Mobility Scooter Policy

Key Principals of Draft Policy

- Where a scooter storage facility exists rules of operation will be in force and a waiting list will be held for spaces
- Under no circumstances should residents leave trailing leads in communal corridors when charging up their mobility scooters.
- Where no storage facility exists and requests have been made for storage, the scheme manager can explore other options such as disused storage areas, garages or a purpose built scooter storage facility
- Costs – Funding is limited and will need to compete with other funding requests such as scheme improvements, capital works programme and aids and adaptations.
- Before a resident purchases a mobility scooter, they must seek permission from Adactus Housing Group. This is to ensure that there is adequate storage space available before bringing a scooter onto the Scheme
- Mobility scooters should not be stored in communal corridors due to health and safety and fire regulations
- Mobility scooters should be stored and charged within a residents flat if no facilities exist
- Mobility scooter and motorised wheelchair owners must ensure that they have appropriate insurance in place. This should include liability insurance in case of either damage to the building or injury involving other people who may be living at, working at or visiting the scheme.

Guest Room Procedure

- Resident's friends or family can either stay in flat or use the guest room.
- The guest room/suite is provided primarily for the use of family or friends to support or care for a resident who is unwell. A charge for the use of the facilities under these circumstances is discretionary.
- At other times the guest room can be used by friends or family, prospective residents or existing AHG residents from other sheltered schemes on a first come first served basis.
- Where emergency use is required (for example to care for a resident who is unwell) guests staying socially will be asked to vacate the room at short notice.

Training for Resident Participation at Interviews

- We would like residents to take an active part in interview panels at schemes
- This would involve having training to do this
- We would like suggestions on how we go forward
- Do we have a pool of residents that can be called upon to sit on a panel in any area?
- Or do we have designated residents at each scheme trained to participate at interviews?
- How would residents be chosen to represent their scheme?

Code of Practice

- Where are we up to now?
- What are 'Bolt on' standards?
- When can we expect to submit for accreditation?
- Who will be contacted?
- What sort of questions will be asked?

Support Plans

- At the last Focus meeting residents were asked to look at the questions and comment on their 'Plain English' and relevance
- As a result of information received, questions were changed to make them more user friendly and less intimidating
- The new Support Plan has been well received both by residents and Scheme Managers

Aids and Adaptations

- Do residents know how to go about getting an adaptation carried out to their property?
- Ideas on how to advertise the service across the Group?
- If any of the residents present had had adaptation work carried out to their property, how could this process be improved.
- Would residents consider moving to a property that already had an adaptation? If not why not and what would it take for someone to move.

Resident Involvement Update

Given as a handout.

Information on:

- Residents Away Day 2009
- Green Grants
- AHA and BHA Newsletters
- Procurement
- Upcoming Training Opportunities

- Garden Competitions
- Group Focus Competitions
- Aids and Adaptations Consultation
- Glass Half Full Project

Emergency Call Review

Why are we doing the review?

- We currently have 10 providers for approx 2000 units
- These have varying costs and services linked to location

What have we done so far?

- Met existing and potential new providers
- Consulted residents
- Set up residents working group
- Started to draft specification

What are we doing next?

- Prepare specification
- Discuss proposals with Supporting People
- Consult residents on service and cost
- Prepare final specification
- Report to Board
- Tender service

What we hope to achieve?

- Flexible Service
- Cost Effective
- Improved Customer Satisfaction

Emergency Call Review Consultation Areas for Tender

- Service Standards?
- Quicker response
- Set time for morning calls
- Face to name
- Better technology

Next Step

- Consult residents and staff on draft proposals

The Scheme Manager Review 2009

Why we're doing the review...

- 40 sheltered schemes
- 7 RSLs
- Inconsistent terms and conditions
- Funding constraints

What we've done so far...

- Consulted residents

- Met Supporting People staff
- Researched best practice
- Consulted staff
- Further meetings with SP teams

What we have to do next...

- Develop new service delivery model/cost it
- Consult residents and staff on draft proposal
- Consult SP teams on draft proposals
- Review Proposals
- Report to board

What we hope to achieve...

- Reduce SP deficit/deliver affordable service
- Increase customer satisfaction
- Increase staff satisfaction

4 Priorities from Resident Questionnaire

- **Paperwork**

- Biggest priority identified by residents
- What paperwork do we complete
- Why? Do we need to?
- Frequency?
- Can we do it differently?

- **Social activities**

- Clarify SM Role
- SM is there to facilitate
- * Not there to collect £ *
- Resident and staff expectation. 1 person participating is a success

- **Visits to residents**

- Current position SM has very approx up to ¾ hour per week per resident for support.
- Reason for visits
- To check the resident is well- or not- and summon appropriate assistance
- Friendly face/chat?
- What criteria should be used to determine if someone needs a home visit?
- Can this be done differently?

- **Scheme Manager off site**

- Scheme Managers away from the scheme
- Why are they off site?
- Training, team meetings, induction, Social Services meetings, promoting service in community, cover
- Supporting People work relates to 75% of job

- Therefore 25% of job is for other duties
- So....Do SM need to be off site?
- Frequency?
- Can we do things differently?

Agenda for Future Meeting

Making time for residents to swap ideas on social activities in their scheme.

Any Other Business

Residents would like us to bring portable hearing loops to each Sheltered Focus meeting.

Meeting Closed at 3:00pm

Next Meeting: To be confirmed : April/May 2010