



Sheltered Housing Comments,  
Compliments & Complaints  
Annual Survey Results  
2013

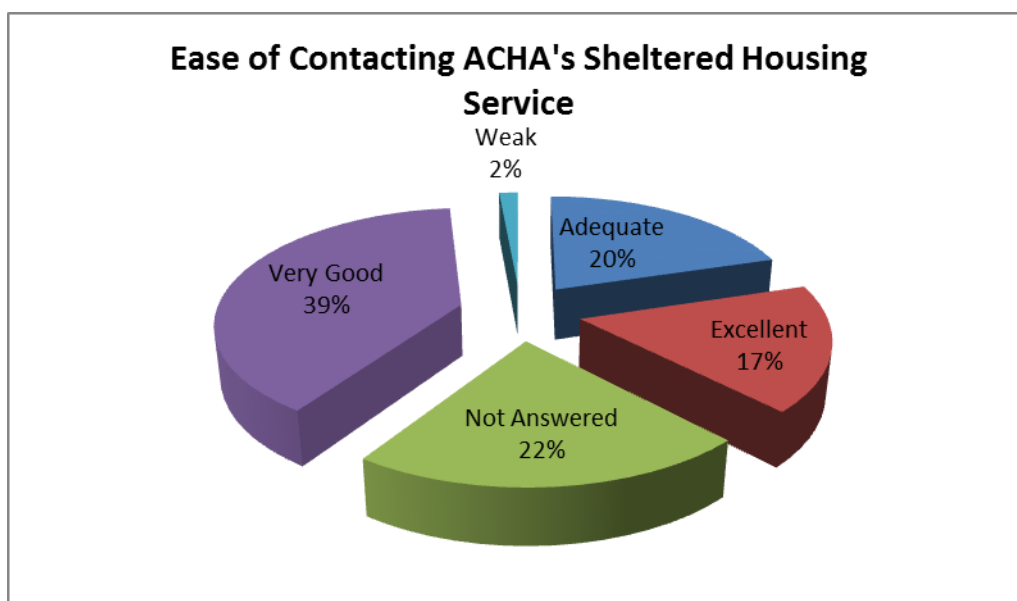
Results & Feedback

## Overview

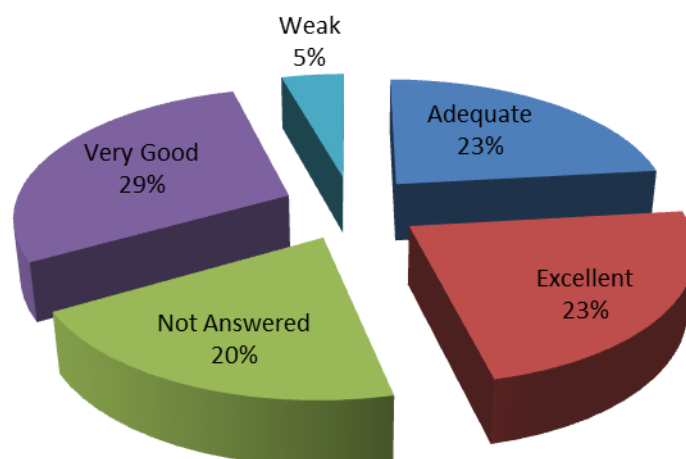
Many of our sheltered housing residents have nominated carers, often family members, listed as contacts as part of the Personal Support Plans completed by ACHA staff. Earlier in 2013, the Oban team ran a pilot scheme to gather views of these carers and family contacts, the result of which have been included in the overall analysis. A further questionnaire was sent to carers in the remaining areas which have sheltered housing in November 2013 for them to feedback comments on the service provided.

69 questionnaires were returned and the following graphs show the results of the returned questionnaires. Additional comments can be found after the graphs.

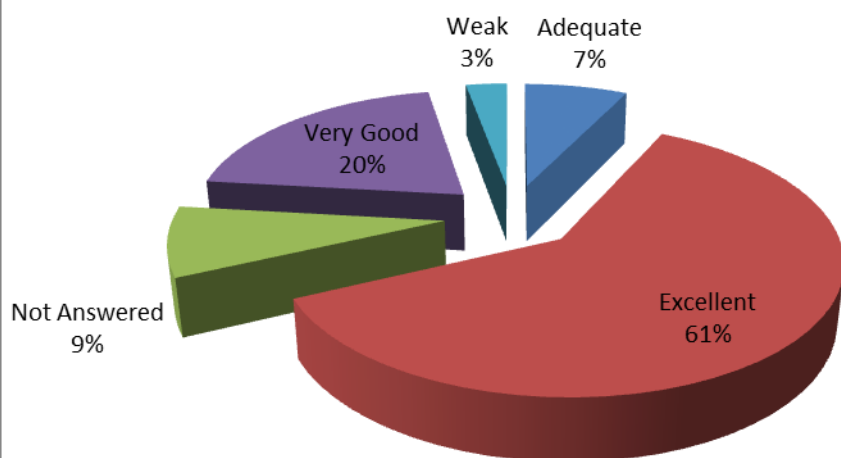
NB No names and addresses were sought on the questionnaires so comments can be identified by complex only.



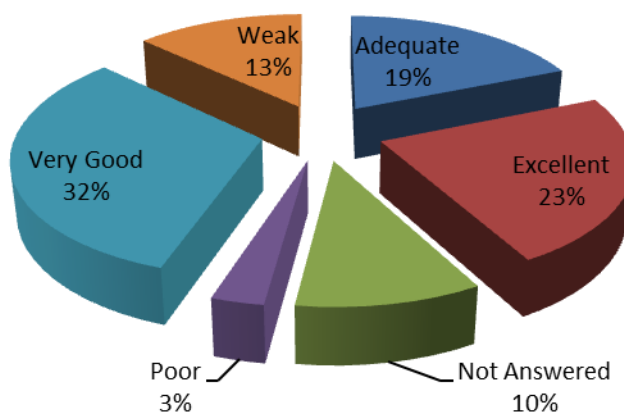
### Was information provided easy to understand?



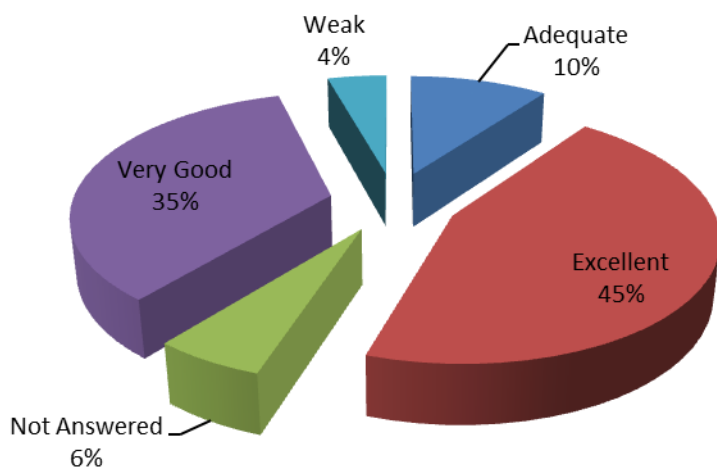
### Competency, approach & commitment of staff



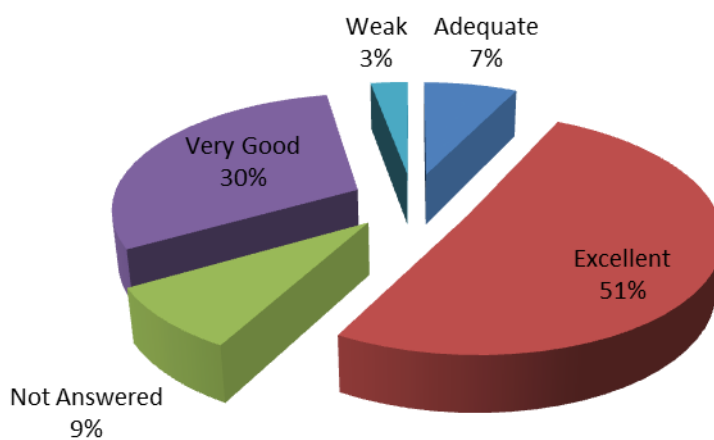
### How well was the role of principal contact explained?



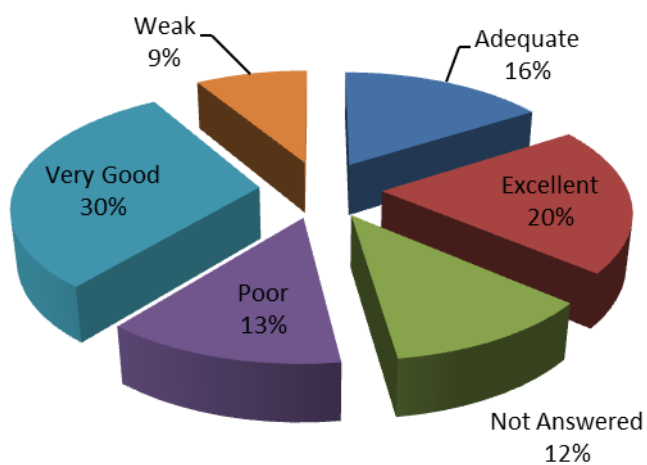
### Rate the overall level of help your family member receives



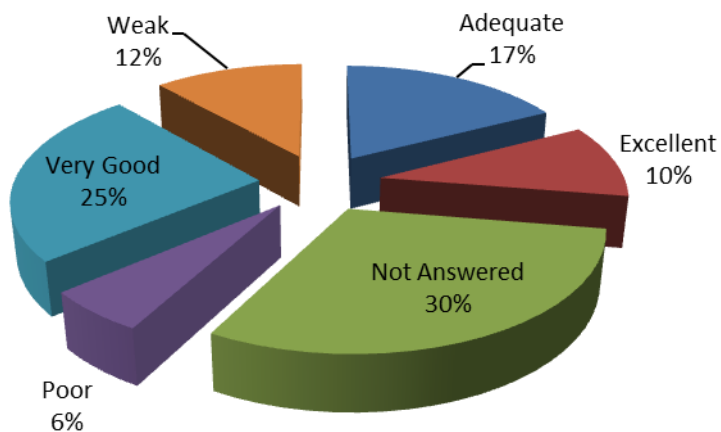
### Rate how your family member is treated as an individual



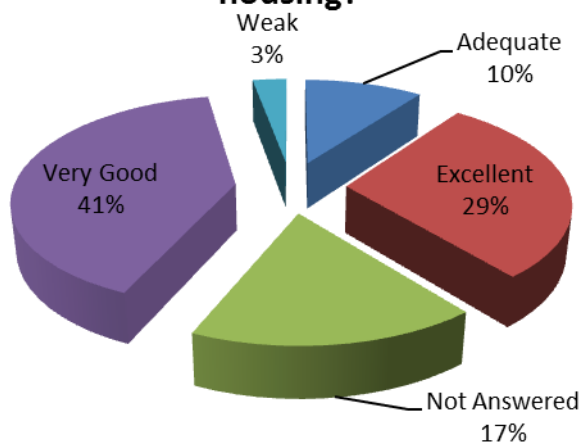
### Have you been made aware of how to comment or complain about the sheltered housing service?

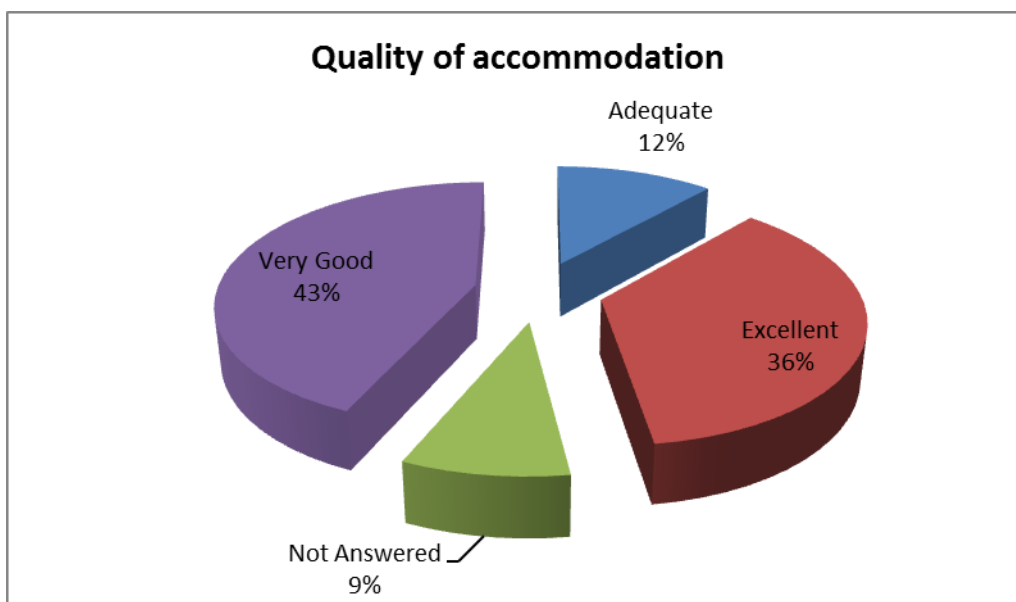
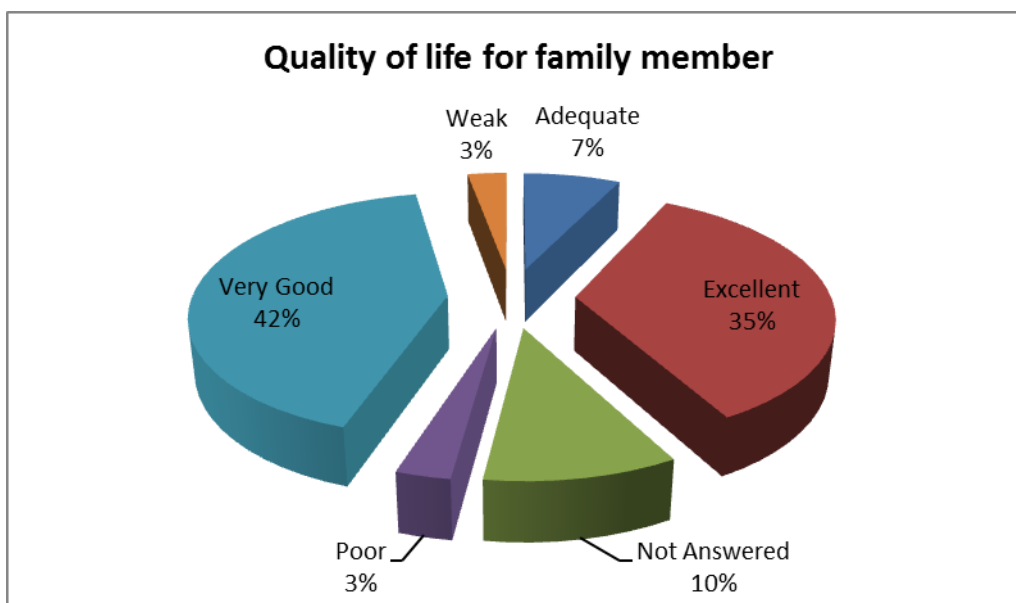


### How well has the termination of tenancy process been explained?

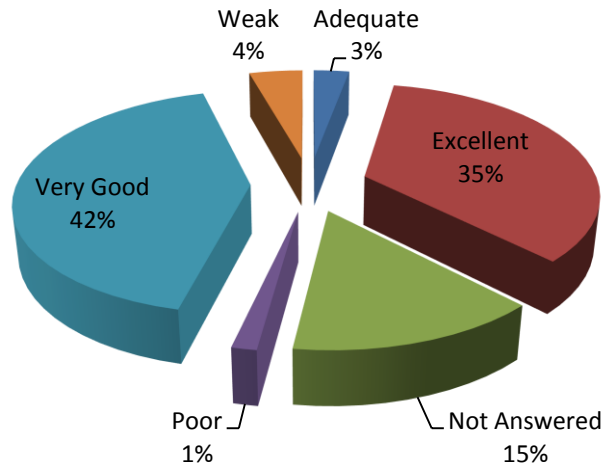


### Is your impression of sheltered housing better or worse than your family member's previous housing?

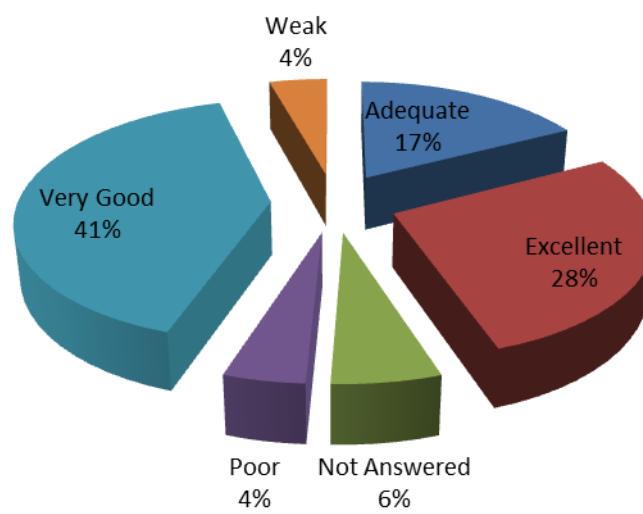




### Rate the option of staying in ACHA sheltered accommodation in the future



### Rate the service overall





<b>Comments</b>
<i>Tenant name removed</i> would like to know when the washing machines and tumble driers will be serviced or when they were last serviced.
I was only asked to be a key holder maybe 2 years ago so a lot of these questions are not relevant as I am not a family member but have gotten to know <i>Tenant name removed</i> over the last 3/4 years
Handrails would be beneficial around complex area for the disabled and infirm
We were given a key by <i>Tenant name removed</i> . ACHA have never been in contact with us. If she phoned and was unable to let us in we have no way of gaining access (Discussed and clarified by Jane Hepburn)
The only problem I have is that carers should be given a spare key! More staff on to spend time with the residents of the complex. As a carer for 23 years the caring in the community has dilapidated so much there needs to be more time given to people when they are on their own as it isn't nice on your own with no one to talk to
<i>Complex name removed</i> - the staff, the building, the individual property - all excellent. It provides a safe, independent way of life for individuals. Also allows them access to services i.e. Nurse, ICT, meals on wheels, Hanover Care - all this integrated within the overall umbrella of ACHA. It gives peace of mind to the individual living there, in my case my mum and also to us the family where we too are part of the circle. Thank you
Since the removal of the full time warden this has reduced the level of support to residents and damaged quality of life and the weekend support. However, the present part time staff are coping well given the budget restrictions. Concerns re uneven slabs to access <i>Complex name removed</i> could cause injury to elderly and disabled people. Concerns re small repairs not being done
Good team, good co-ordination with me, not sure the hand off from one carer to the next particularly well managed (maybe should keep a notebook on e.g. diet, habits, preferences and share their knowledge more?)
Score for quality of accommodation would have been excellent, apart from very old substandard kitchen - we believe a new kitchen is planned.
My parents have only recently moved and are very happy with the accommodation and the service. The only problem is that there are only two washing machines and dryers for the whole complex which leads to problems finding an empty washer or dryer.

Feel at times the warden too pre-occupied to listen to the residents. Too many notices/rules regarding laundry. Have at times felt that telecare system 'open' (i.e. someone listening) while I am in visiting. Regular warden not very approachable. Too many rules/notices regarding common sitting room, so not welcoming. Sorry for this but *Complex name removed* could very easily be a wonderful complex for all the residents.

The staff at *Complex name removed* are excellent, caring & considerate. ACHA as a body have not projected the same level of consideration however, to the point that the badly organised refurbishments during 2012 impacted considerably on my mother's health, this could have been avoided in our view.

Lack of warden diminishes level of care. This form is inadequate for its purpose because: a) in most cases the 5 possible responses are not appropriate for the question asked. B). There seems to be no way to tell who the response is from - or to whom it refers, which makes it meaningless. This return is from *name removed*, key holder for *Tenant name removed*. Without this information this seems a pointless exercise.

*Tenant name removed* was the manager of the Alexandra Hotel when I was younger. He is not related, but a family friend. I don't have anything to do with ACHA so a few of the questions are not relevant. ACHA does a great job and I hope you are still there when I get to retiral age. *Name removed*

Can't praise the wardens high enough. Excellent at what they do. What a pity the warden's job isn't a full time post. Would be reassuring to have them there in the afternoons also

Although I am down as a key holder I don't actually have a key as it had to be returned to *complex name removed*

Whilst the staff at *complex name removed* & the accommodation itself is excellent, I do have issues with the maintenance of the building and the outside and garden areas. During the summer months I personally had to spend several hours cutting back brambles, weeds and litter from the seating area in the grounds to allow the residents to enjoy the opportunity to enjoy the good weather. Overgrown bushes and weeds everywhere - absolutely shocking! My mother has had water pouring onto her living room window for months and despite reporting it the situation has continued. Further investigation into this matter shows ferns, weeds and grass blocking the gutters at the rear of the building. Please try to make the fabric and outside of the building more pleasant for residents. I even had to buy plants to put in the planters outside to provide a wee bit of colour - not a nice environment for the residents. However, the staff in *complex name removed* are absolutely excellent 10/10.

There is at present quite a roof garden in the gutter above the window at *complex name removed*. This needs urgent attention before it develops into a more serious problem

I do have a concern about the up keep and what I feel has not happened. (1) The hot water has no control. I have checked temperature at different times found hot water to be 65'C to 68'C and found no TVR to control hot water. (2) An engineer called and shut off the heating in my Uncle's flat. Don't think he asked if my uncle had a medical condition but he left his heating off for a day & night. Next morning I put the heating back on. (3) There have also been problems with the electrics in the property. As a British Gas engineer, we have been trained how to address the elderly's needs in care homes and their own homes and feel that the maintenance who look after Ferfadd have failed.

It's a pity the warden hours have had to be reduced recently but I understand the economic climate dictates these decisions

As I pay privately for a lady to do my shopping I do not think this form applies to me

This survey was addressed to my home help whom I employ PRIVATELY. She has nothing to do with my tenancy here or have any opinions on the matter as I pay her to do my housework only. You also sent out a survey to my NOK without asking my permission first. She is not involved in my decision to move here and I am quite capable in the TENANT survey you put out to voice MY opinions. The questions are more suited to someone living in a care home, when family members may be involved. This is supposed to be independent living, so please allow us to live that way and if you have any questions needing answered, allow us to do it ourselves. I do not want any correspondence sent out to anyone without my permission or I will be taking the information out of my support plan. This has upset several tenants here at *complex name removed* and the wardens do a wonderful job, especially Hazel and they have to bear all the backlash from tenants. My private home help is my business not ACHA's. In your complaints charter that *name removed* showed me there is a list of rights, confidentiality, treated with respect, maybe you should read it. (No name supplied).

(The termination process) has not been explained to my mother. My mother has no intention of terminating her tenancy. Presumably her tenancy is 100% secure? My mother is extremely happy with the current support staff who are most kind, helpful and friendly. Sadly this was not always the case as a previous warden had been abusive.

I would like to be informed when there is no warden on duty. My mother, *Tenant name removed*, was recently diagnosed with cognitive impairment/vascular dementia. I am not in the best of health myself and do not visit every day so it would help to know when there is no warden cover so I can arrange my visits to suit. The problems we incurred were with the Dunoon ACHA office when arranging a transfer from Bowmore. The wardens at *complex name removed* are extremely helpful & pleasant and go the extra mile.

I feel I cannot comment on any of the above questions as they do not affect us in our support to one of your tenants. I cannot comment on any of your staffing or policies as we have no input into your tenancy agreements and our visits are outwith your office/warden hours