

ACHA Housing Management Team

Title: Sheltered Housing Annual Survey Results

Presented by: Christine Johnston, Director of Housing & Neighbourhood Services

Status of report: For Information and agreement

RECOMMENDATIONS:

The contents of the survey are noted by SMT and the Board of Management, and it is agreed that the survey results will be circulated to all tenants of Sheltered Housing and Area Committees. Survey results will also be posted in Sheltered Housing complexes, and made available on the internet.

SUMMARY

This report details the results of the annual survey of Sheltered Housing tenants. All comments have been collated on a separate spreadsheet and Community Support Assistants will visit tenants to deal with all matters raised as appropriate.

Financial implications

None

Risk implications

None

Attachments

- Survey Results Overall Totals



Sheltered Housing Annual Survey Results 2013

Results & Feedback

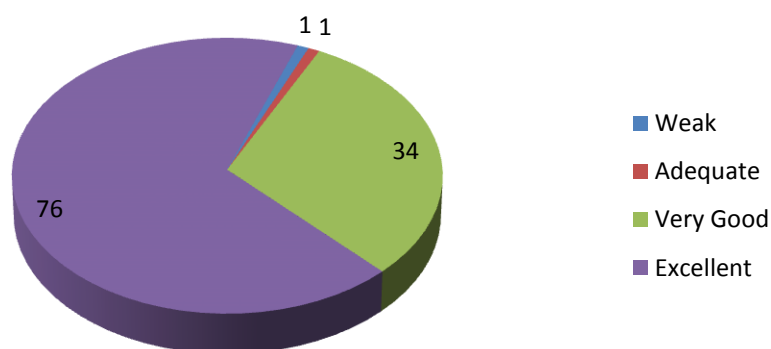
Overview

Each year during the months of August and September, Local Managers Housing & Neighbourhood Services, meet with sheltered housing tenants to present information regarding the Care Inspectorate and to collect data about service delivery. As part of this process, all residents are issued with a survey. Any residents not attending the meeting have surveys hand delivered by the Community Support Assistants.

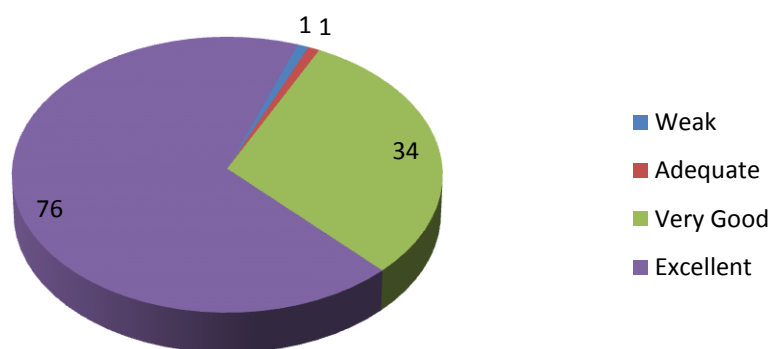
Surveys were returned to the office by the end of October, where they were collated and analysed. This year a total of 115 surveys were returned, a 21% increase on the number returned last year.

The following graphs show the results of the returned questionnaires.

1. How Do You Rate the Respect Given to You by Staff?



2. How Do You Rate the Skills & Experience of Staff?



Comments on the skills & experience of staff.

Cowal

- Yes, all are very hard working on our account
- Our staff are very friendly and hardworking
- Very kind people
- I think the staff do an excellent job running the complex
- They are all very helpful, friendly and nothings a bother
- I find staff very helpful
- Hazel our warden is very kind and now we have her in charge Wallace Court is a happier place.
- Friendly and caring
- They are respectful, helpful & caring
- Very friendly and willing to help

Mid Argyll

- We could not have better staff, both warden & relief warden are excellent
- I would hate to lose them
- Very helpful - nothing is a problem
- Mary Campbell is a very good warden
- I have always found them helpful
- Very pleasant and competent

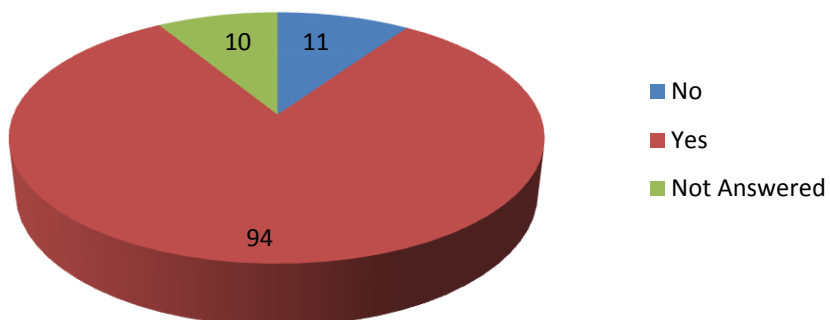
Oban, Lorne and the Isles

- I wouldn't want the wardens to be put back in at night
- Staff are very pleasant and willing to help
- The staff is excellent and I would not change them
- Very impressed with the staff, Kate McEwan has been out through the night and day to deal with the fire alarm.
- Good and helpful
- Lack of wardens at night
- The girls are very helpful
- They are so friendly and helpful
- It's a pity the staff are only part time as we feel there is a big void between shifts
- Anything complained about has been attended to

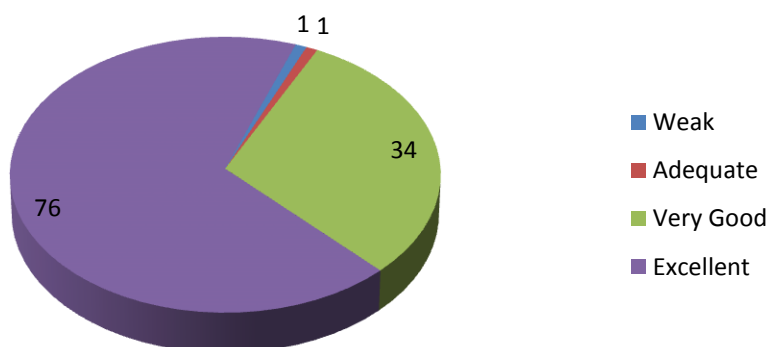
Bute

- The 2 wardens are most helpful & kind
- Always pleasant & helpful
- The staff go beyond the call of duty to make our lives more comfortable and all our needs whether big or small.
- They are caring and empathetic
- We are very lucky to have them
- First class
- No complaints about our staff
- Janice is excellent
- The staff are always very caring
- Always very helpful and pleasant

3. Have You Been Given a Copy of Your Personal Support Plan?



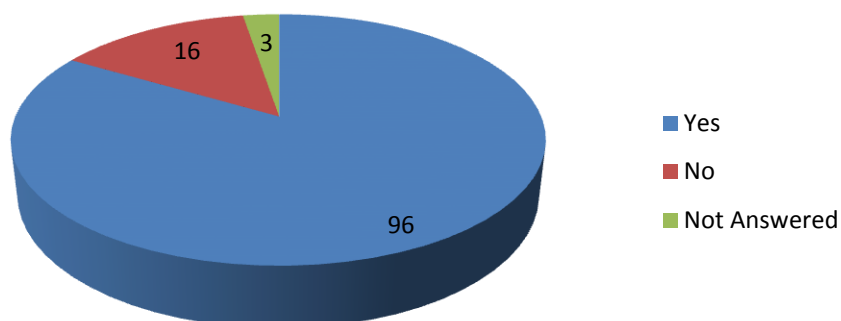
4. How Do You Rate the Support Received?



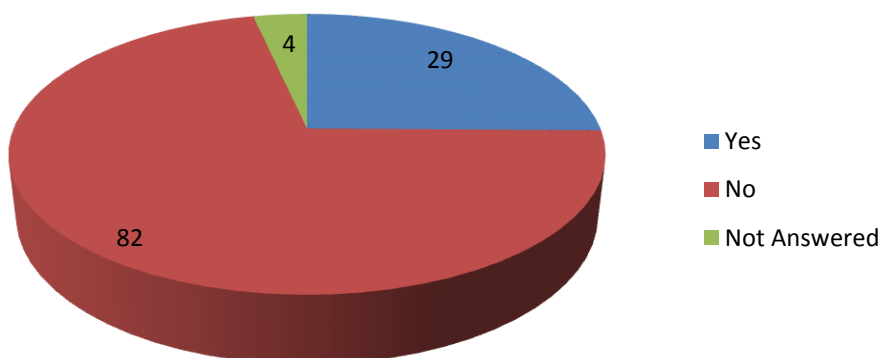
Is there anything else you would like in your Personal Support Plan?

- I am satisfied with the support I receive
- Not used the call service yet
- Proper heating in my sitting room. I am so disappointed with this fan storage heater. We have convector storage heaters put into all our other rooms & I would like a convector storage heater in my sitting room

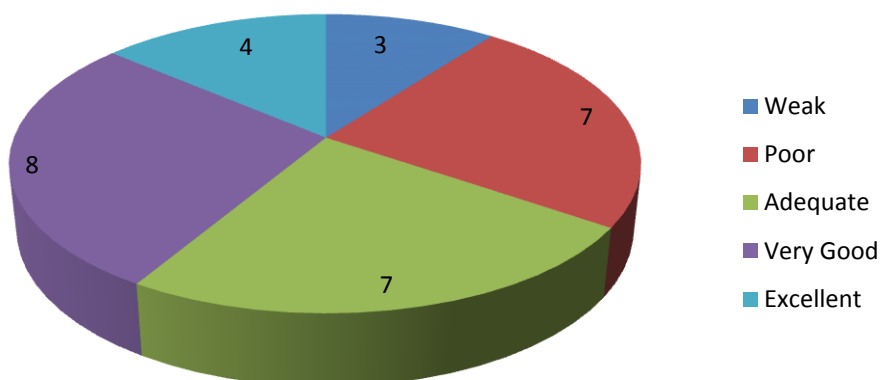
5. Are You Aware of ACHA's Complaints Policy?



5.1 Have You Ever Made a Complaint?



5.2 If Yes, How Was It Handled?



- **1.10 Is there anything you would like to mention about the way ACHA handles complaints?**

Cowal

- To receive a sensible response
- No
- Can't think of anything but I'm sure if I asked for help it would be given.
- I think that at times complaint and repairs slowly and if the complaint or repair is done when you are not present, information that the work has been done to my satisfaction could be better
- Would like to have been told the outcome
- I complained about paying for service charges for four months when I was not yet residing in the property, until new kitchen and bathroom were installed - I could not have coped with the upheaval with due to health conditions.

Mid Argyll

- Well handled
- No
- Complaint about water leaking into my kitchen took 3 months to be sorted out, resulting in my floor covering being ruined and had to be thrown out. I submitted a claim to ACHA for compensation - up until now I have not had a reply.

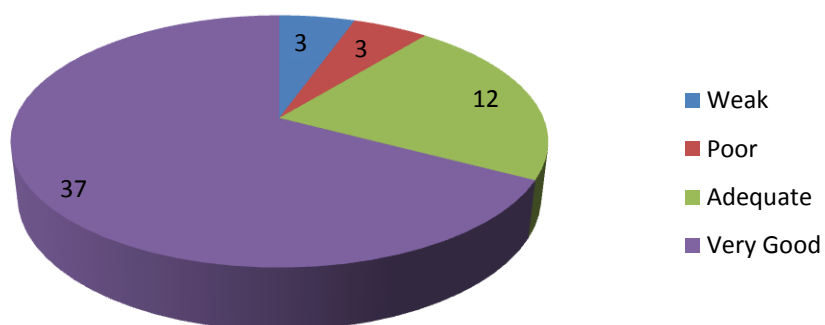
Bute

- Very slowly at best
- Not too good
- Least said soonest mended
- You turn a blind eye to complaints about the outside of the building

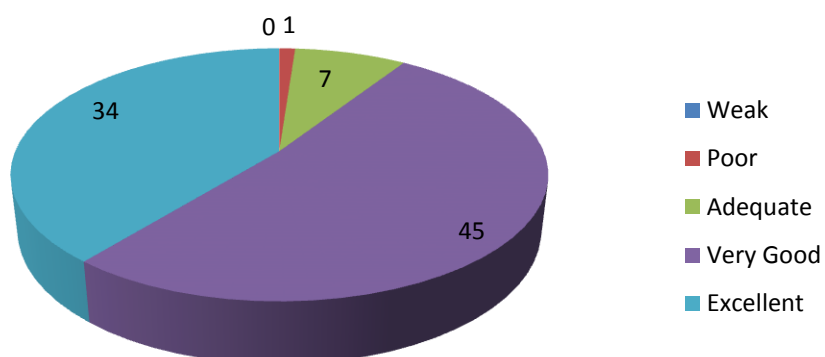
Oban, Lorn & the Isles

- Issue at top exit from building
- No
- On this occasion they have taken the contractors stipulations of our needs. They don't live on an island with 3 outside walls (which are not insulated) & window facing the sea. I was told by a member of staff that Dimplex is phasing out their convector storage heaters yet you install them in our other rooms. Not true! The main care in sheltered housing is adequate affordable heating. Not so with this heater.

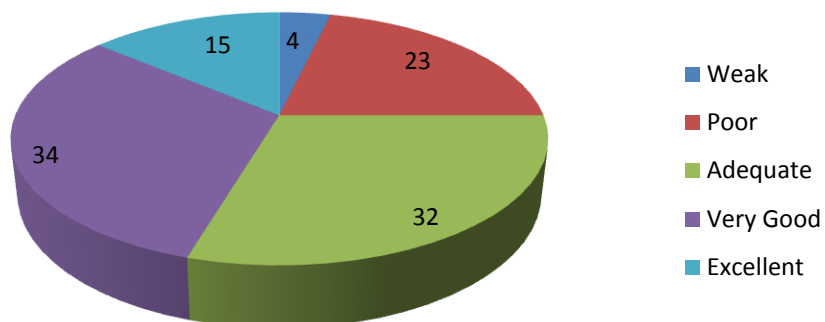
6. How Do You Rate the Communal Facilities? Laundry



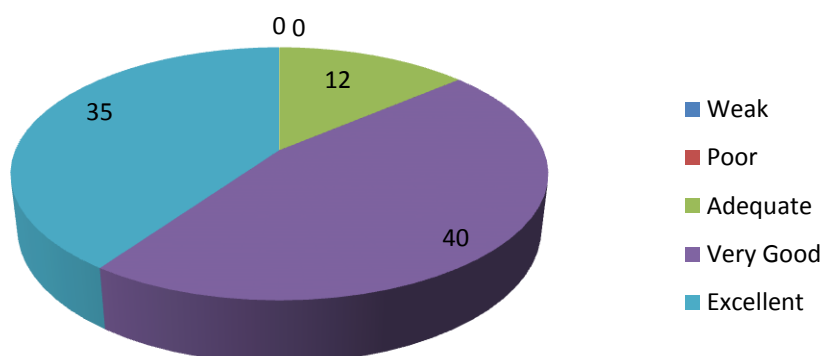
7. How Do You Rate the Communal Facilities? Common Rooms



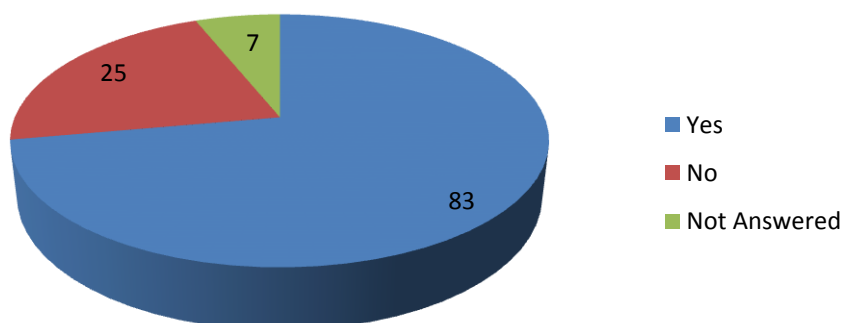
8. How Do You Rate the Communal Facilities? Landscaped Areas



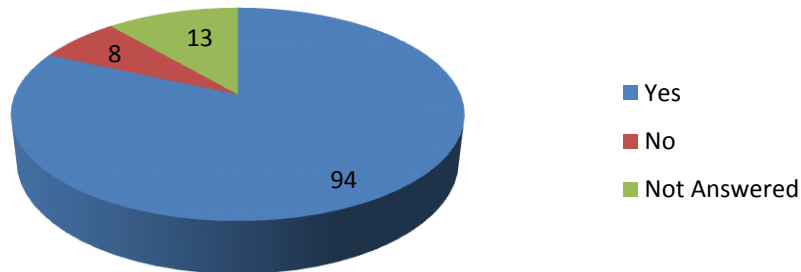
9. How Do You Rate the Communal Facilities? Cleaning Services



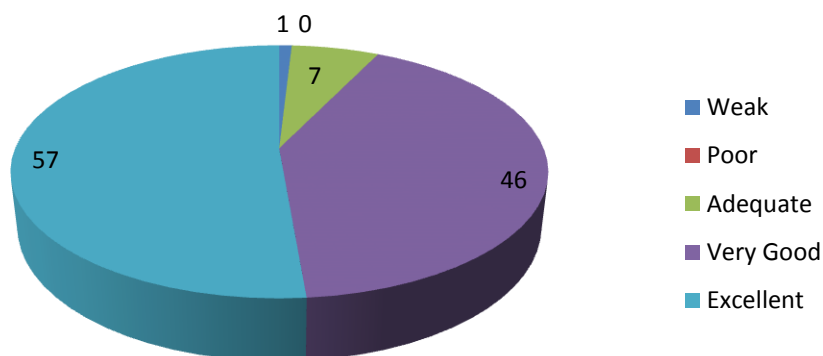
10. Are You Aware of the Role of the Care Inspectorate?



11. Do You Feel You Are Provided With Enough Information About ACHA & the Services We Provide



12. Overall, How Do You Rate Living In Sheltered Housing



Is there any information or are there any other services that you would like ACHA to provide?

Cowal

- I would to see the square in the complex cleaned and swept
- Clean up the place
- Can't think of anything, but my needs ever change I'll mention it and I'm positive that any help I'll need will be given
- I would like to know if we shall ever get gas central heating
- I feel that through newsletter we informed of ACHA's housing building projects and other projects taking place.
- Introduce a time of day for carers or cleaners to have access to the laundry facilities and clear instructions as to where the washing powder should be placed.

Mid Argyll

- More warden coverage in addition to cord service - reason for moving in was warden availability
- More care 24/7

Bute

- Please keep wardens
- Improved access to shower

Oban, Lorne and the Isles

- No disabled parking
- A good idea would be an exercise class in the lounge
- More parking and recharging spaces for mobility scooters. The 2 bin stores next to laundry could be used for this.
- A member of staff at all times
- Could a switch be connected where the tenants can switch off the smoke alarm if it is a false alarm
- Standard of workmanship of contractors & more thought put into design of facilities i.e. fire and TV.

Any other information/comments**Cowal**

- I would also like to see the bin shed cleaned, also the bins cleaned out.
- I would complain about the heating, my flat is very cold and can't afford to put the heaters on. I've had someone in to check them and heater only heats bottom of flat.
- I feel a visit from an ACHA representative on a more regular basis (especially in SH) to give some support to service very useful and staff could be of benefit & help promote ACHA's helpful & caring attitude towards their service users, as so often important info issue are not passed on in an adequate timescale as age, health, security of SH should have a higher priority.
- Health & Safety - I reported in the summer to the warden & head office that some bushes in the front garden were poisonous, Mrs MacNicol was to call back, and hasn't to date.
- Would it be possible to have washing machines in all buildings as it is difficult to carry washing to main building, especially in bad weather/ bushes overgrown at back of building/ weeds on path very bad
- The bin area is overgrown with bushes and the bins are very dirty
- Yes - having worked on roads & housing complexes I have never seen spraying and chipping in the entrance area to my complex - always asking for tarmac.
- Condition of bins - they smell really bad and need a good wash out now and then
- No weeding done all year, was told car park was swept - never happened, bins smelly
- Just the draught coming in the kitchen and living room windows, we get such a lot of wind at the front.

Mid Argyll

- AGM - discuss cost of electric & savings etc.. 1.19 Felling of trees - no. We understand how some people living in the shadows feel but we do not want to find ourselves looking directly onto a junkyard. We enjoy the trees.
- Recently installed windows now showing faults with locks, possibly needing oiled or replaced
- Happy with everything

- More care for elderly in sheltered housing
- No outside handrails to car park

Oban, Lorn & the Isles

- Many issues with heating system
- Upkeep of garden area/ if renewing alarm system can the on-off button be somewhere that tenants can put in on and off
- Dog fouling in garden/ standard of workmanship of contractors & more thought put into the design of facilities (fire & tv)
- Would like another washing machine please.
- Would like a separate washing machine for residents with incontinence as they have to use machines more often.
- Not sure of fire safety procedures
- Although grass is cut regularly hedges are very untidy
- A workshop to work in
- My car is blocked and I cannot see traffic coming from the bridge - please cut bushes.
- Happy at moment
- Another washing machine to cut down waiting time.
- Laundry facilities do not meet the needs of the residents. Another washing machine is needed.
- Worried about potential difficulty getting out of top floor flat if there was a fire.

Bute

- It would be nice to see some flowers in planters or beds to add some colour, my daughter did it this year and it made a difference for the better/ entrance needs tidying up/ weeding and brushing - tenants have tried to clean it up but are not fit .
- The fire doors on the ground floor need a press button opener, when pushing a walking aid in front of you it's extremely difficult
- Pay attention to the outside of the building
- I think the garden area and the pathway make a very bad impression - not pleasant at all - it is a tip!!
- Fire alarm system too loud