



Sheltered Housing Annual Survey Results 2014

Overview

The annual Sheltered Housing Survey was carried out at Annual General Meetings held at each of ACHA's 12 sheltered complexes during the autumn. The AGM's were chaired by Local Managers and the surveys were distributed to tenants ahead of the events. At these meetings, tenants were able to discuss issues of concern to them and raise matters that they feel need attention. A survey asking for the comments of those providing support and care for tenants was run in conjunction with the main survey (see part 2).

Results and Comments

Tenants were asked to respond to various questions regarding service delivery at their sheltered housing complex, the results of which are detailed below in graph form. Of 201 issued, 85 surveys were returned, 30 less than last year. The percentage figures shown in the results are therefore percentages of the 85 surveys returned.

As part of their report from March 2014, the Care Inspectorate suggested various areas of improvement for ACHA's service delivery. One particular suggestion involved tenants being more involved in staff recruitment. Question 1.23 in the survey put this idea to tenants. Whilst 34% (31 respondents) of tenants were in favour of this and 32% (29 respondents) felt tenants should assist in setting questions, only 3% or 3 tenants were willing to receive the training enabling them to participate.

It is satisfying to see that 93% of tenants rate the respect given to them by staff as either very good or excellent and 87% of respondents rated living in sheltered housing as either very good or excellent. Many tenants praised the Community Support Assistants for their support and hard work. Responses below excellent or very good are followed up individually by local managers who will use the information to make needed changes and improvements.

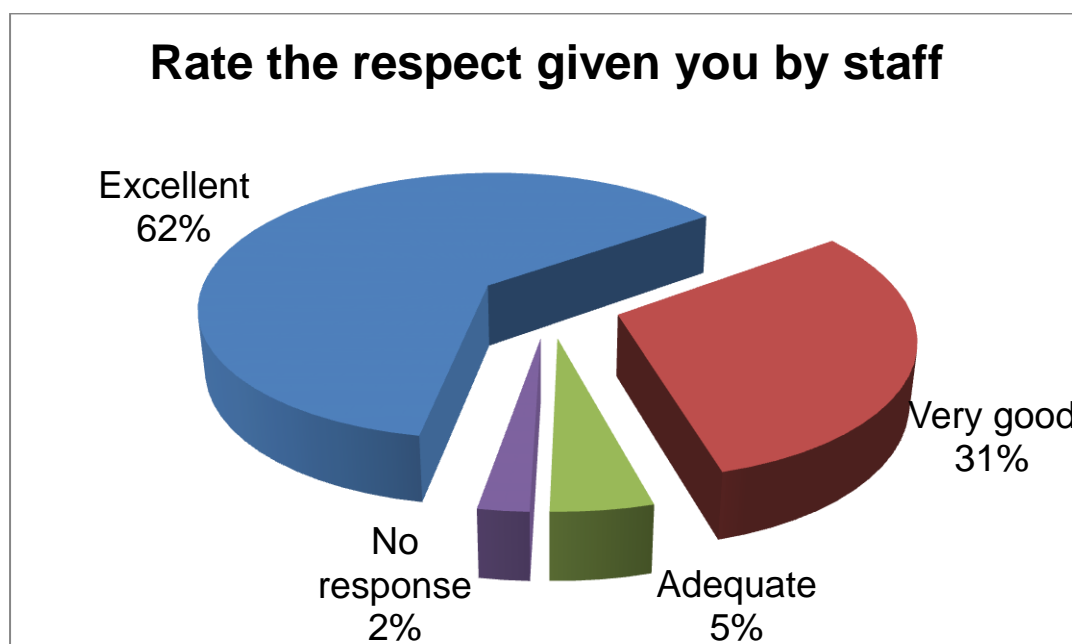
Please note that tenants who have made a complaint have not necessarily complained about sheltered housing; this could be about any part of the service ACHA provide.

*Not all complexes have the facilities mentioned in the questionnaire

Sheltered Housing Survey Results 2014

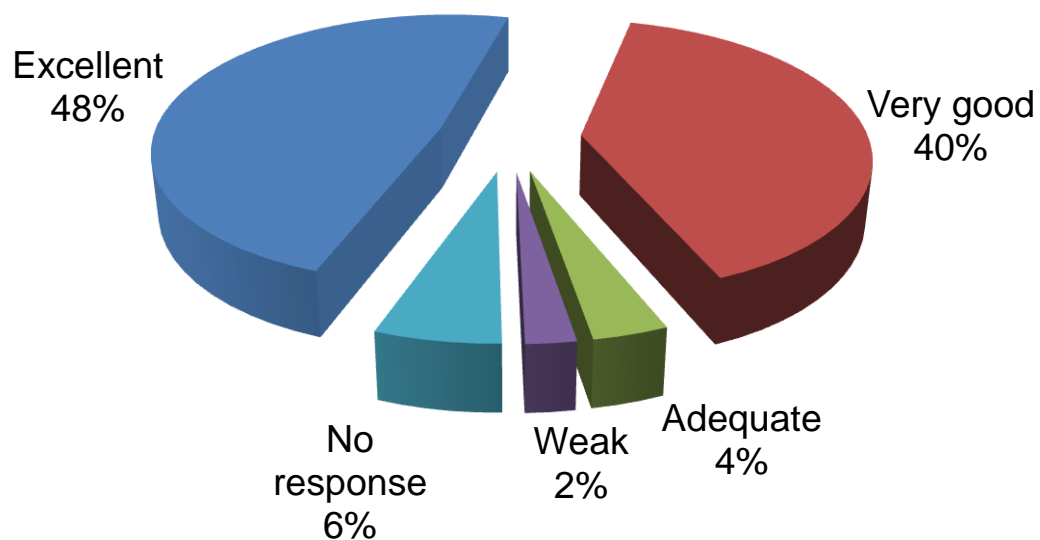
Part 1 – Sheltered Housing Service User Questionnaire

Please note: Graphs show percentages, table below each graph gives the actual number of respondents.



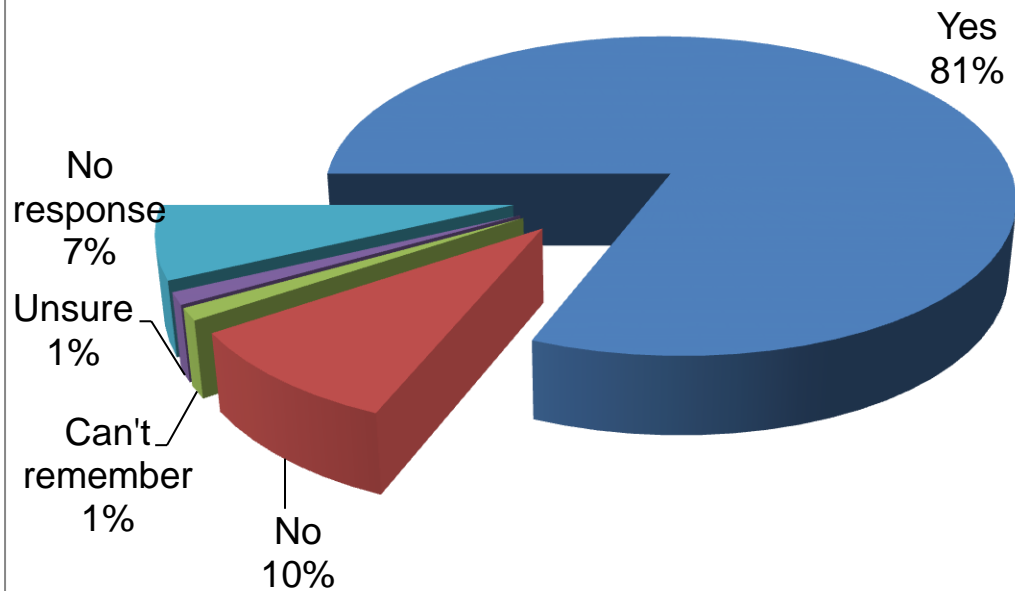
Row Labels	Respect
Excellent	53
Very good	26
Adequate	4
No response	2
Grand Total	85

Rate the skills and experience of staff

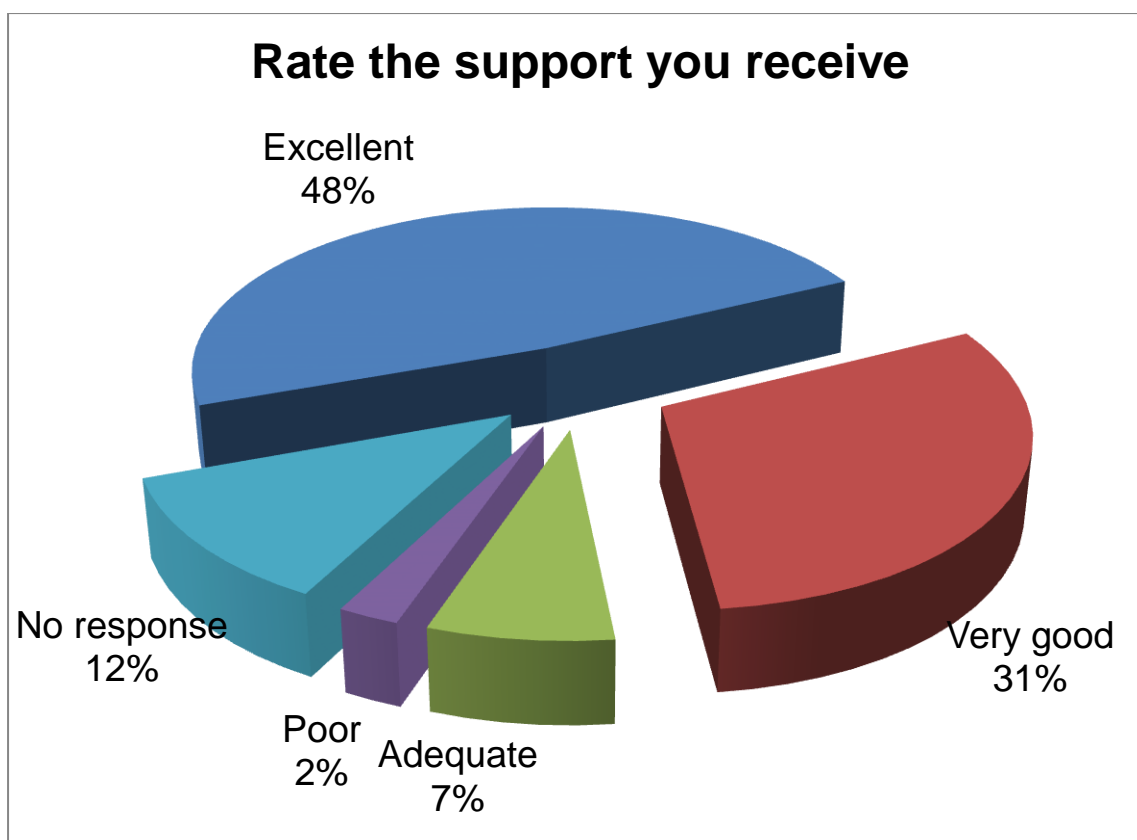


Row Labels	Skills
Excellent	41
Very good	34
Adequate	3
Weak	2
No response	5
Grand Total	85

Have you been given a copy of your Personal Support Plan?

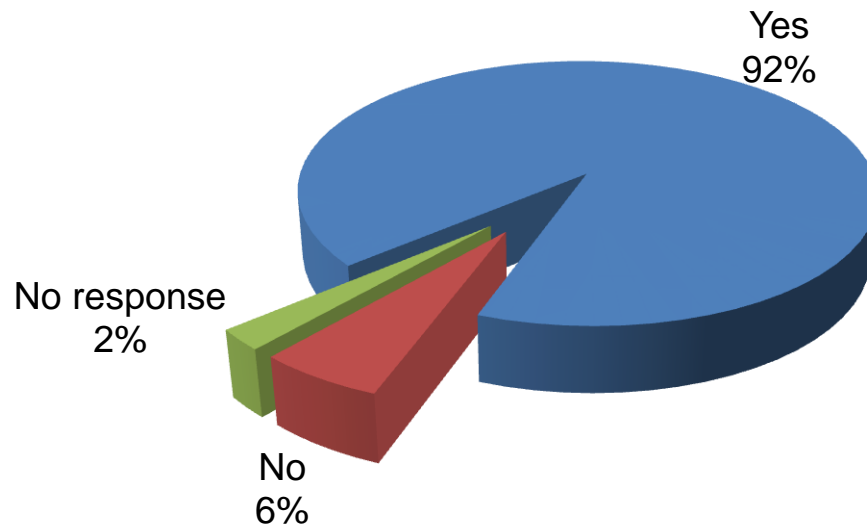


Row Labels	PSP
Yes	69
No	8
Can't remember	1
Unsure	1
No response	6
Grand Total	85



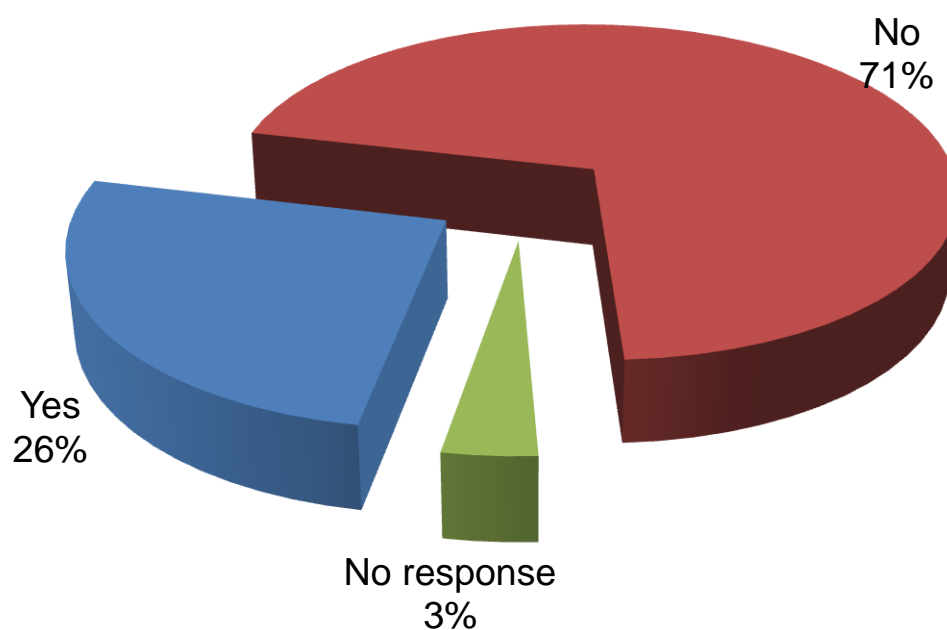
Row Labels	Support
Excellent	41
Very good	26
Adequate	6
Poor	2
No response	10
Grand Total	85

Are you aware of ACHA's complaints policy?



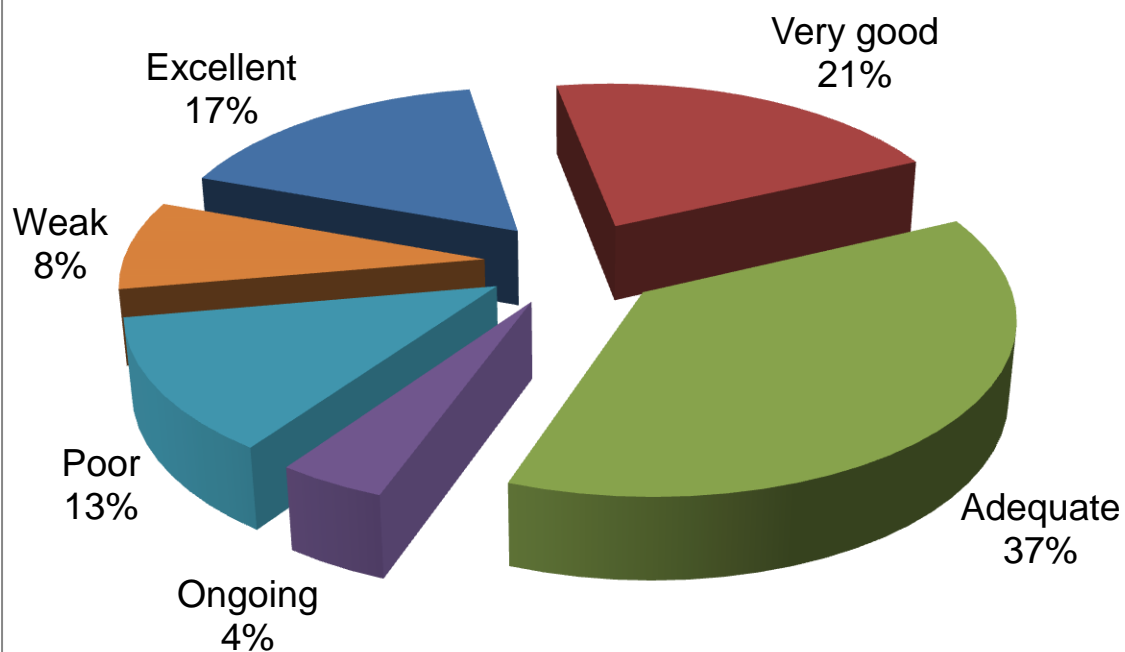
Row Labels	Aware
Yes	78
No	5
No response	2
Grand Total	85

Have you made a complaint?

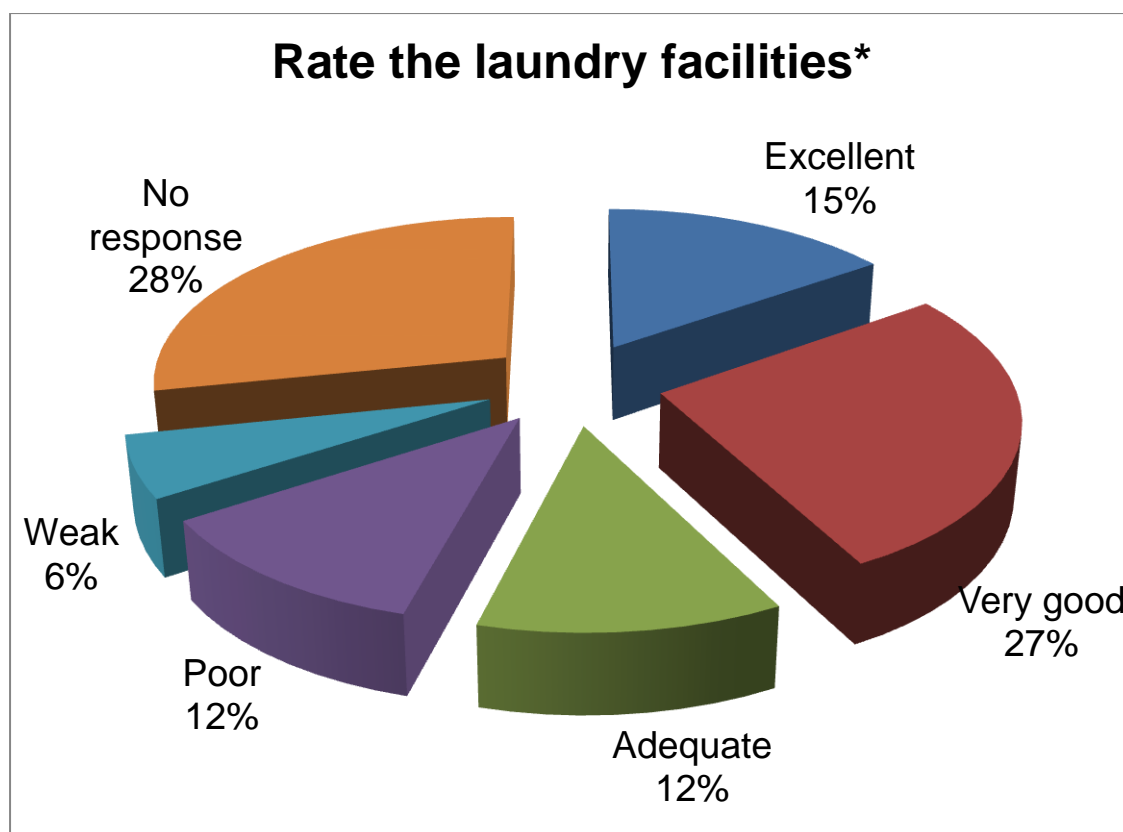


Row Labels	Complaint
Yes	22
No	60
No response	3
Grand Total	85

If yes, how was it handled?

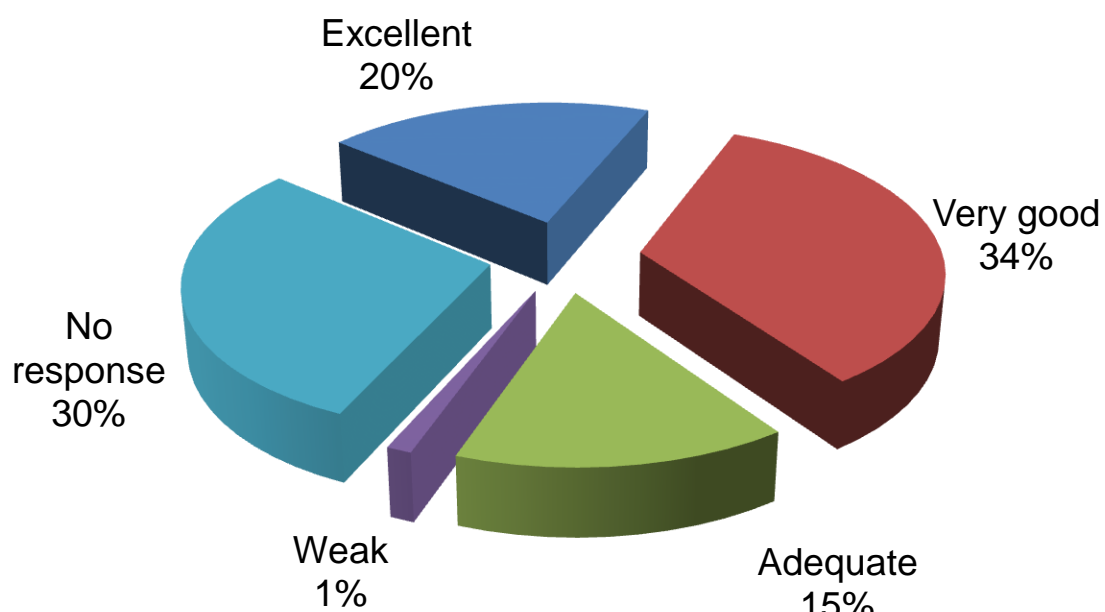


Row Labels	Handled?
Excellent	4
Very good	5
Adequate	9
Ongoing	1
Poor	3
Weak	2
Grand Total	24

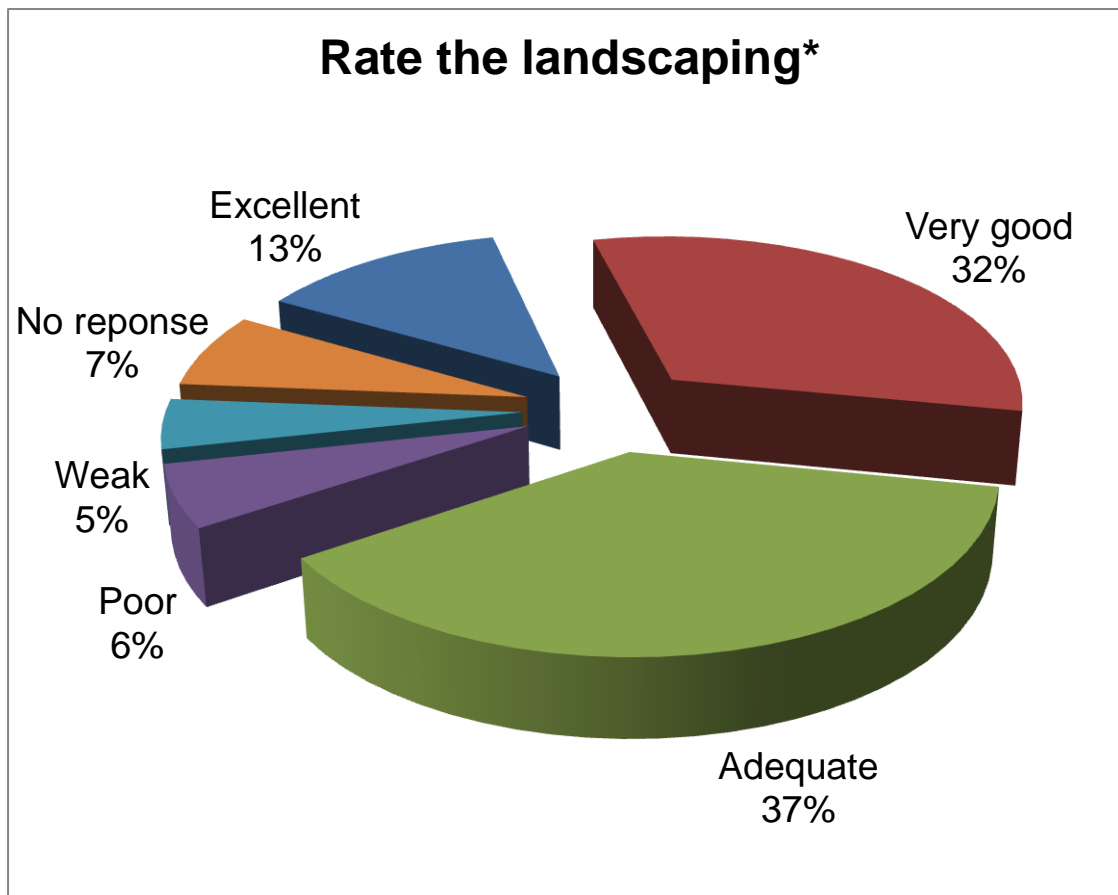


Row Labels	Laundry facilities
Excellent	13
Very good	23
Adequate	10
Poor	10
Weak	5
No response	24
Grand Total	85

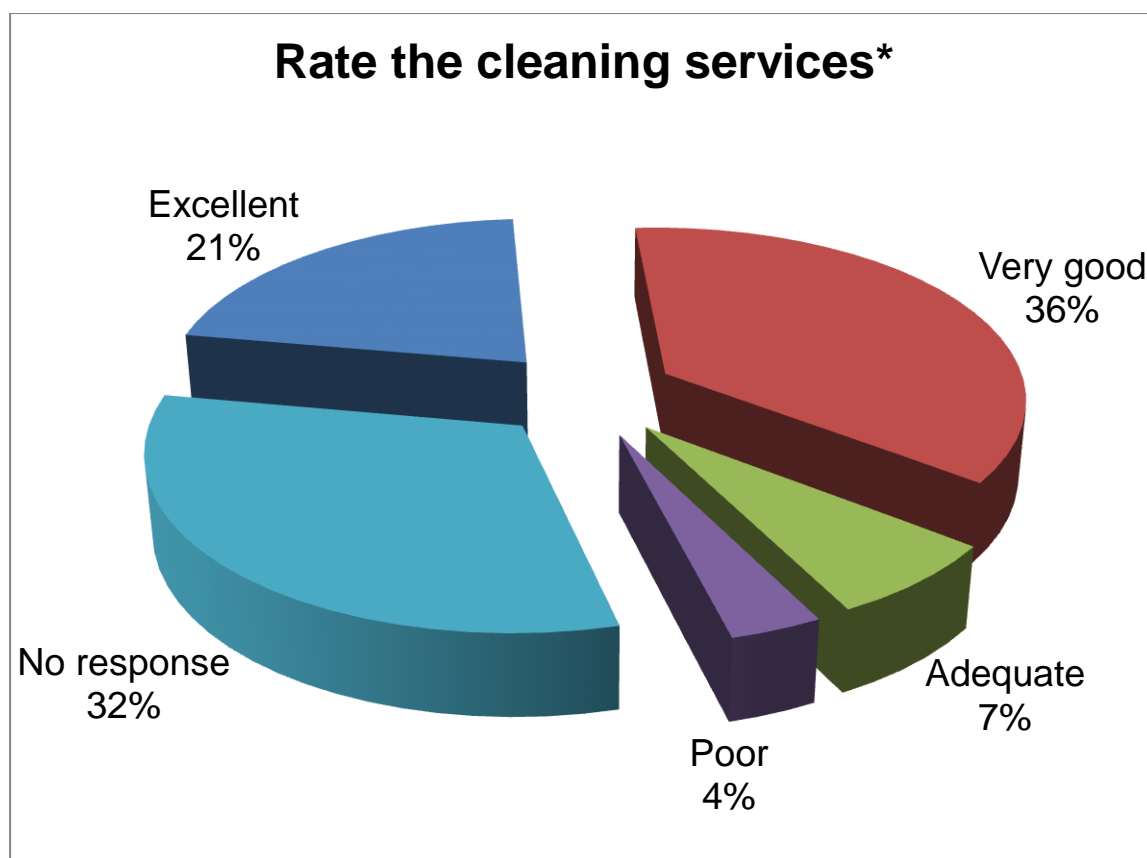
Rate the common room facilities*



Row Labels	Common Rooms
Excellent	17
Very good	29
Adequate	13
Weak	1
No response	25
Grand Total	85

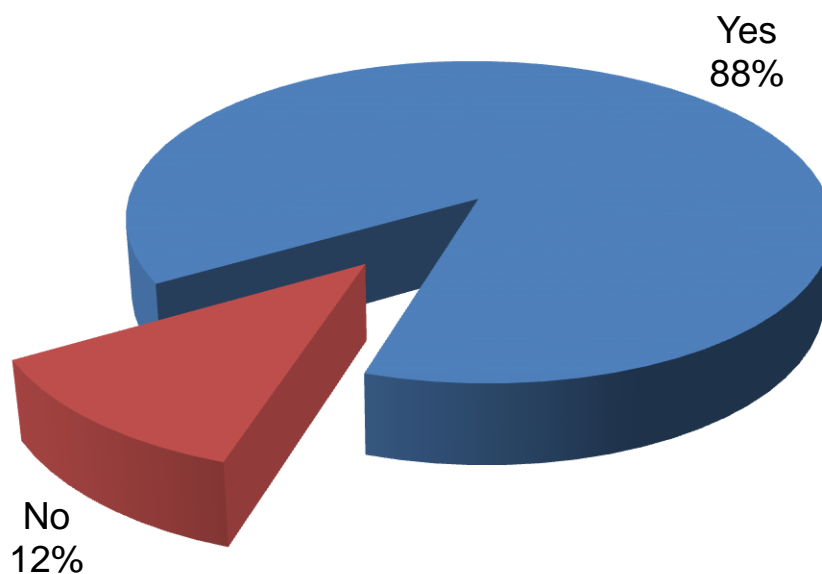


Row Labels	Landscape
Excellent	11
Very good	27
Adequate	32
Poor	5
Weak	4
No response	6
Grand Total	85



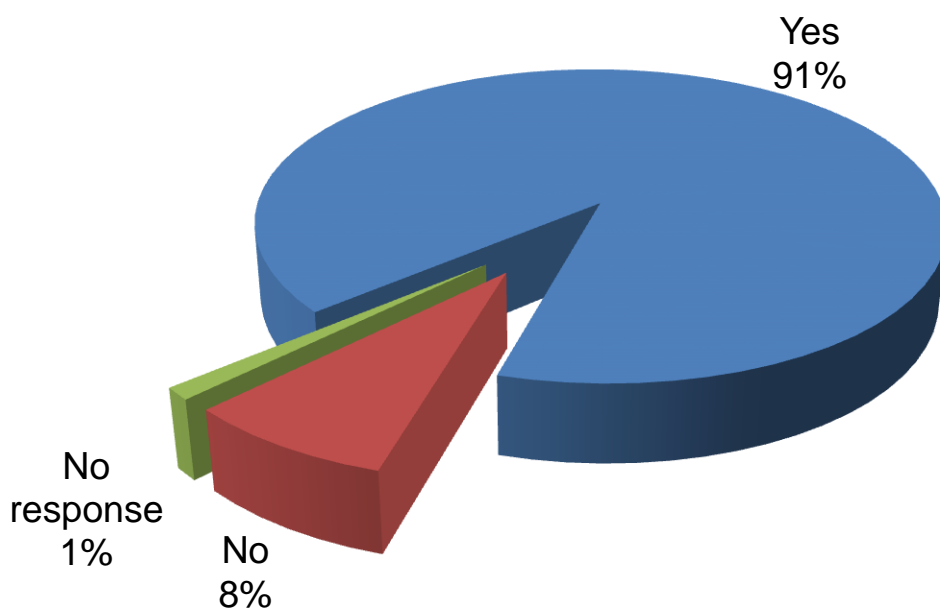
Row Labels	Count of Cleaning
Excellent	18
Very good	31
Adequate	6
Poor	3
No response	27
Grand Total	85

Are you aware of the role of the Care Inspectorate?



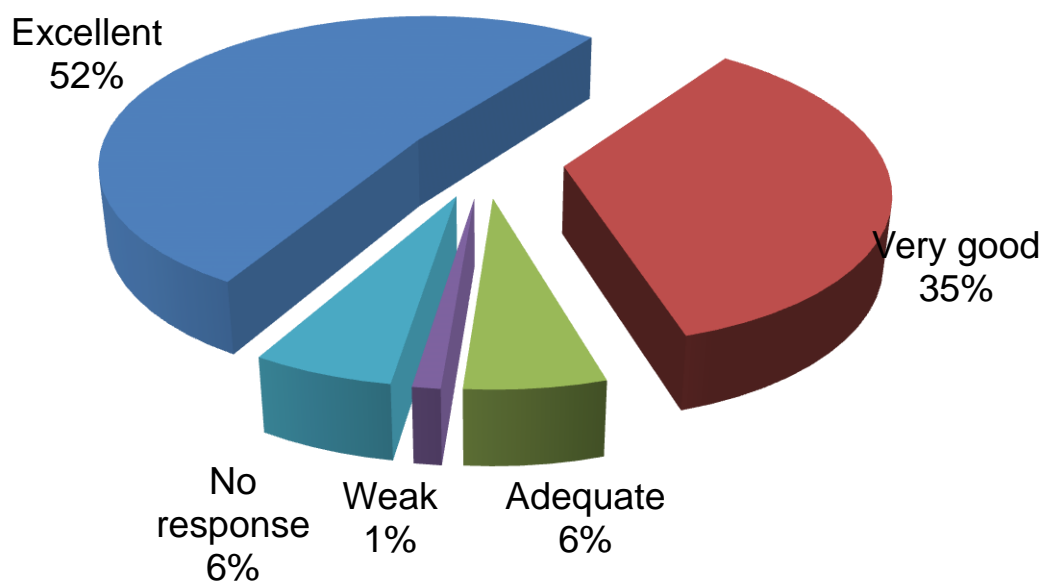
Row Labels	Care Inspectorate
Yes	75
No	10
Grand Total	85

Do you feel ACHA provides you with enough information?



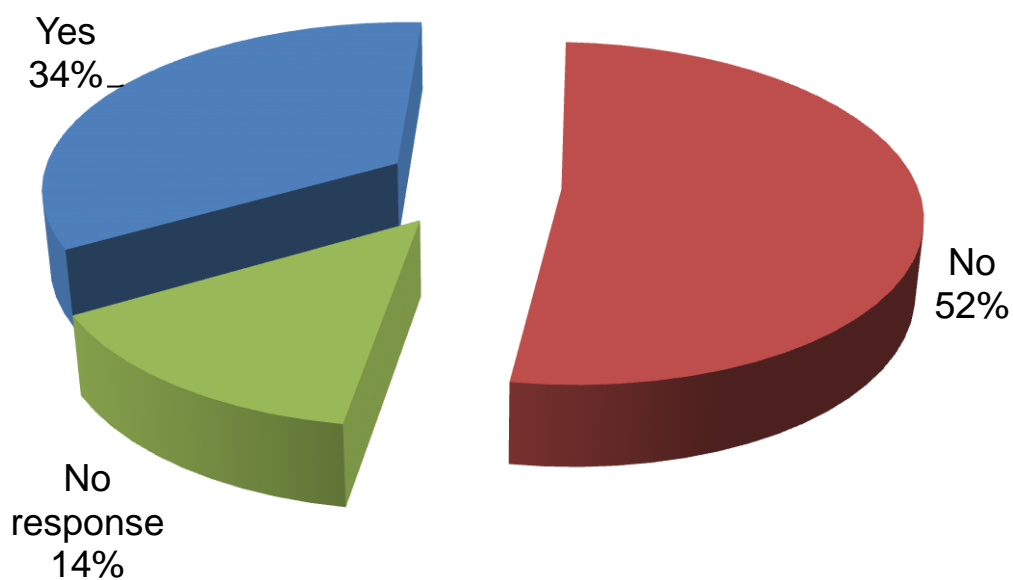
Row Labels	Enough Info
Yes	77
No	7
No response	1
Grand Total	85

Overall, rate living in ACHA sheltered accommodation



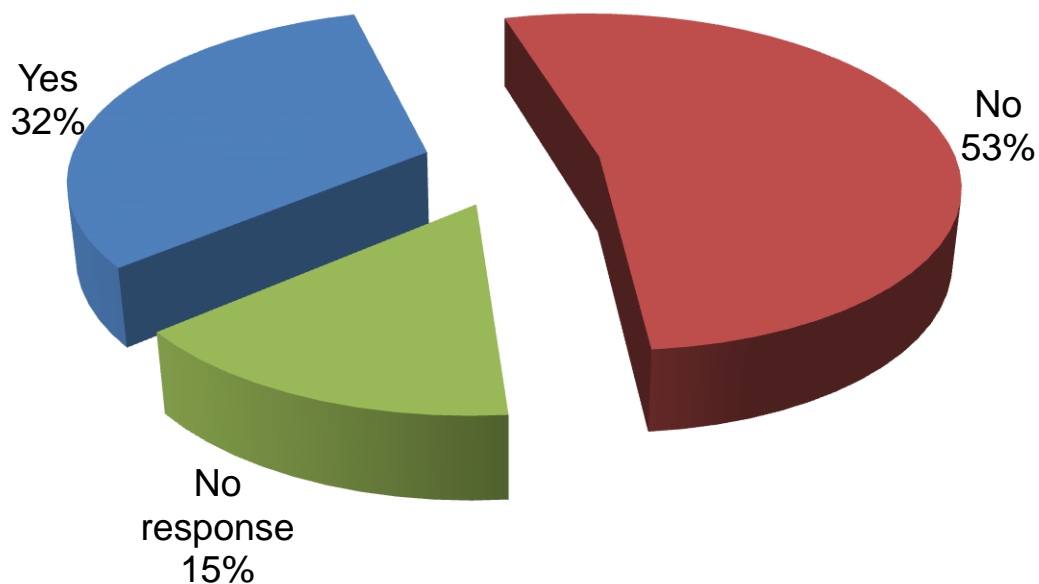
Row Labels	Overall
Excellent	44
Very good	30
Adequate	5
Weak	1
No response	5
Grand Total	85

Should tenants sit on interview panels?



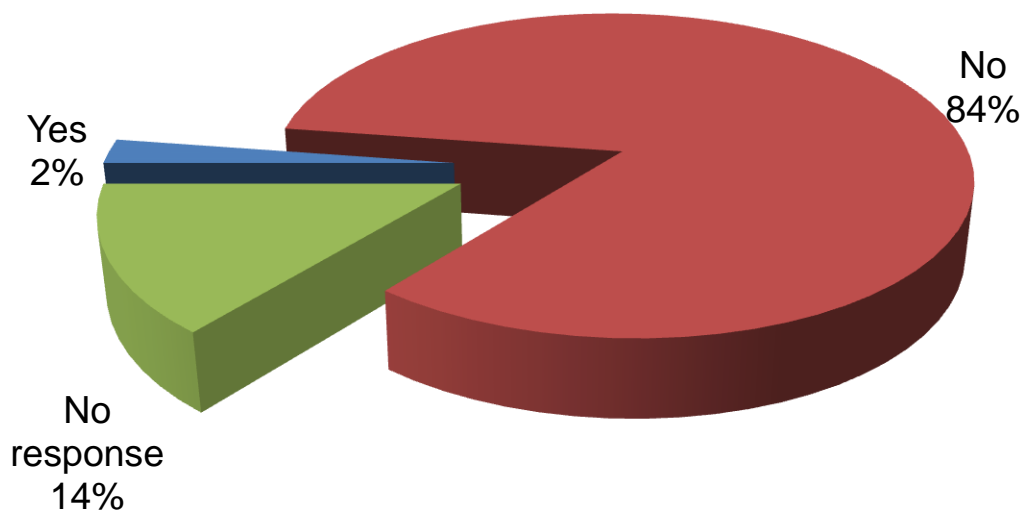
Row Labels	Interview
Yes	29
No	44
No response	12
Grand Total	85

Should tenants assist setting interview questions?



Row Labels	Assist interview questions
Yes	27
No	45
No response	13
Grand Total	85

Should tenants be part of interview panel?



Row Labels	Tenants take part?
Yes	2
No	71
No response	12
Grand Total	85

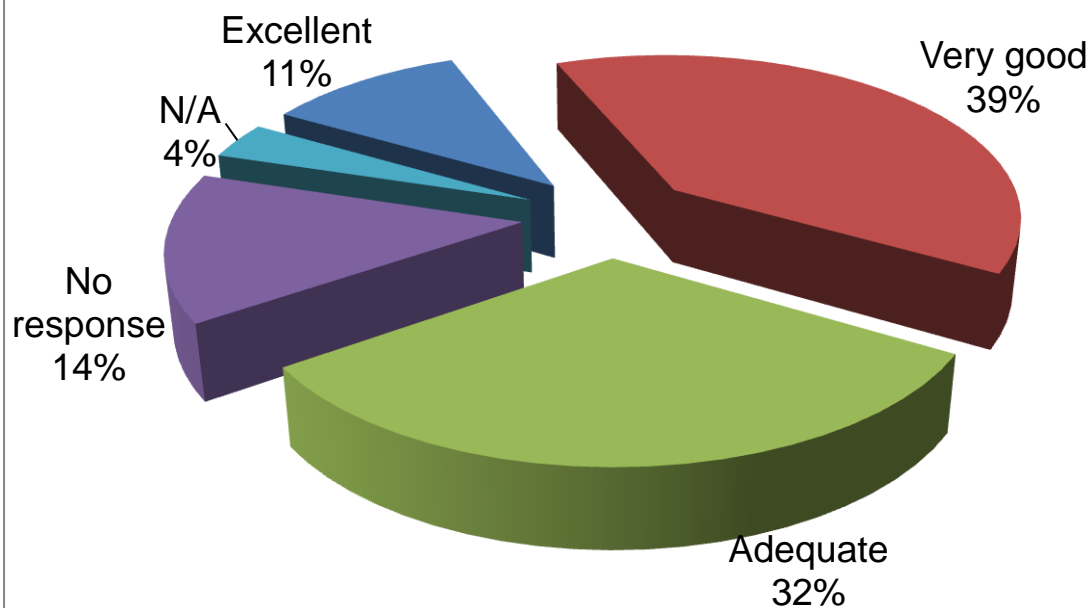
Part 2 – Views of Family Members, Friends, Keyholders, Support Providers

Run in conjunction with the Sheltered Housing Service User Questionnaire, this survey seeks the views of those related to or providing care for our sheltered tenants.

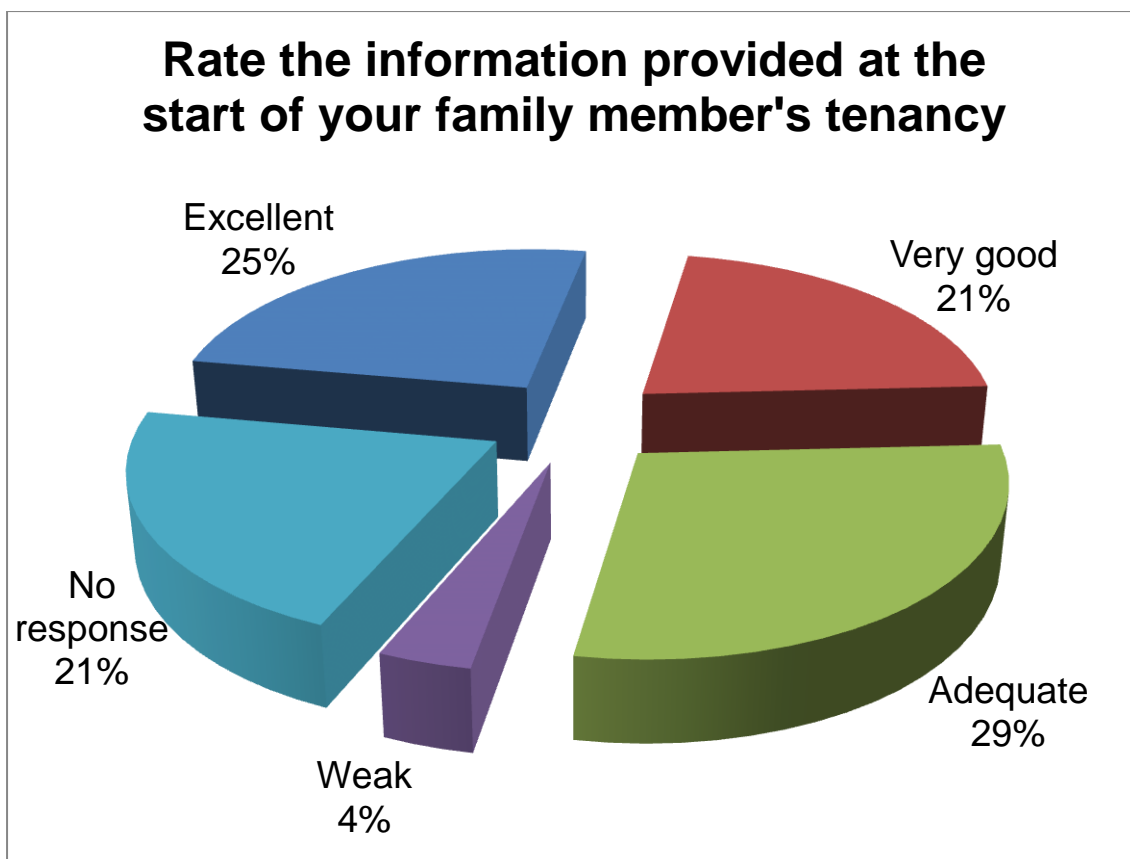
Containing 14 questions, a total of 28 surveys were returned, a disappointing number compared to the 69 from 2013. However, overall satisfaction levels remained high, with three quarters of respondents rating satisfaction levels as either very good or excellent.

Please note that respondents who have answered the section about complaints handling have not necessarily complained about sheltered housing; this could be about any part of the service ACHA provide.

Ease of contact regarding sheltered housing issues

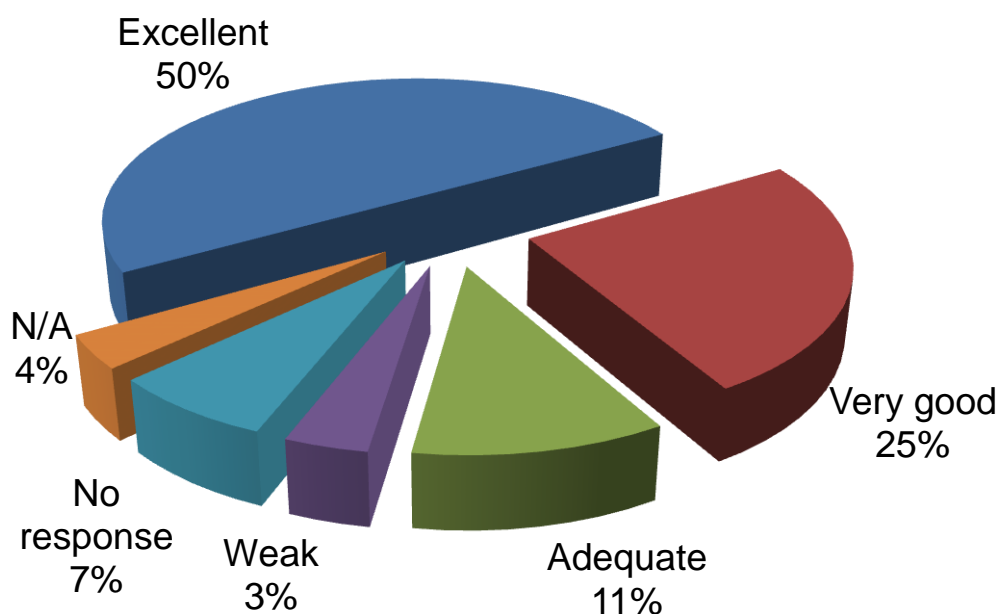


Row Labels	Q.1
Excellent	3
Very good	11
Adequate	9
No response	4
N/A	1
Grand Total	28



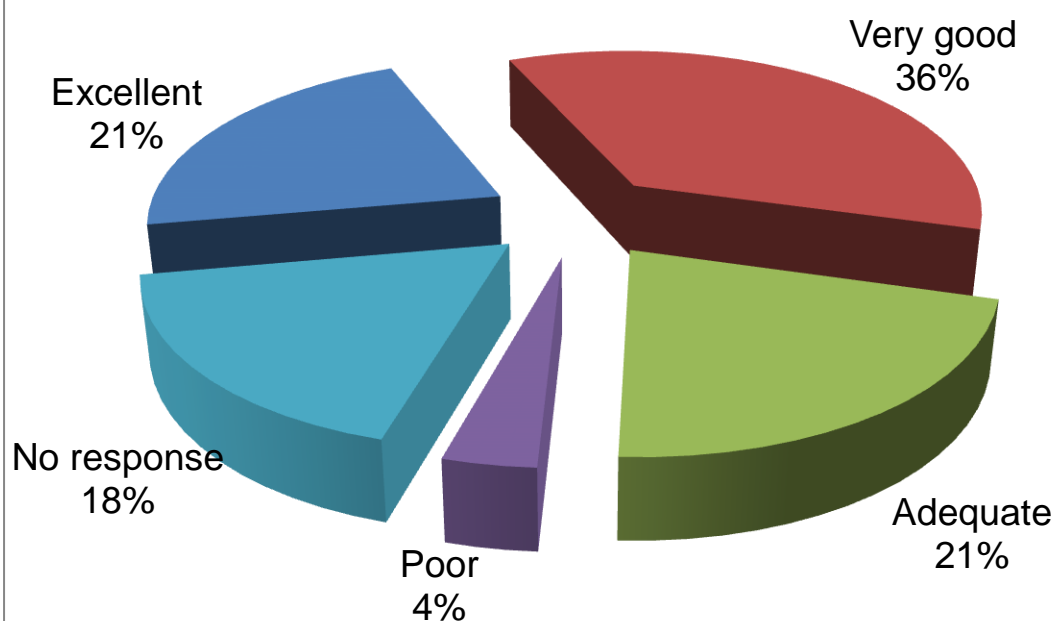
Row Labels	Q.2
Excellent	7
Very good	6
Adequate	8
Weak	1
No response	6
Grand Total	28

Rate the competency, approach and commitment of staff



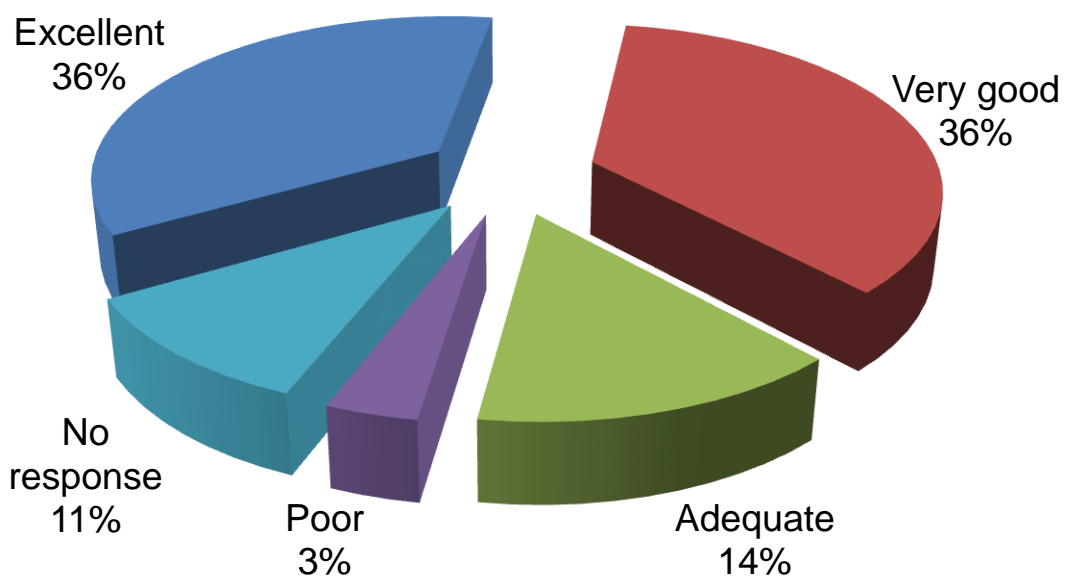
Row Labels	Q.3
Excellent	14
Very good	7
Adequate	3
Weak	1
No response	2
N/A	1
Grand Total	28

Rate how well your role as principal contact was explained



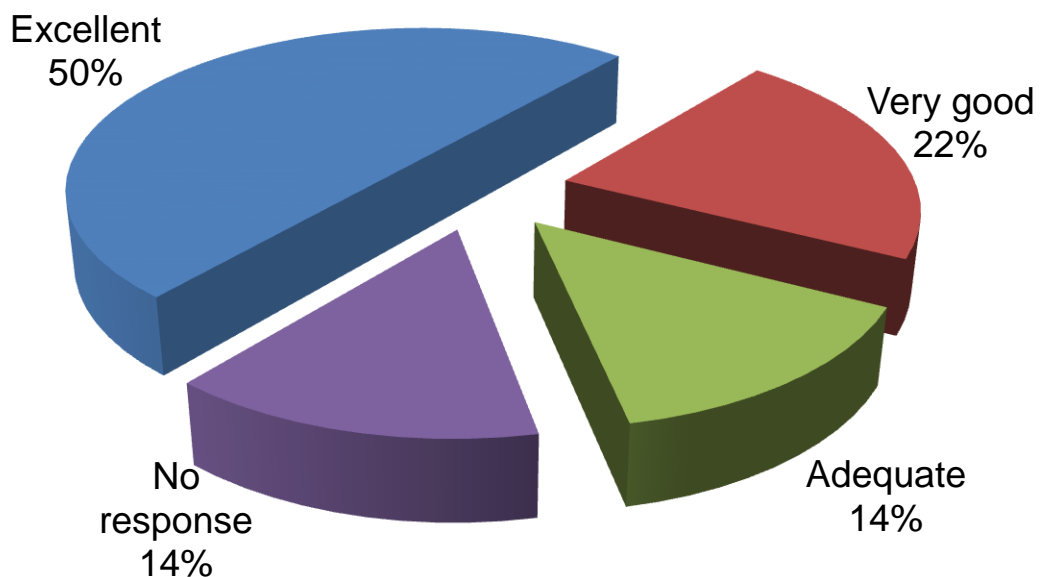
Row Labels	Q.4
Excellent	6
Very good	10
Adequate	6
Poor	1
No response	5
Grand Total	28

Rate how seriously your views are taken



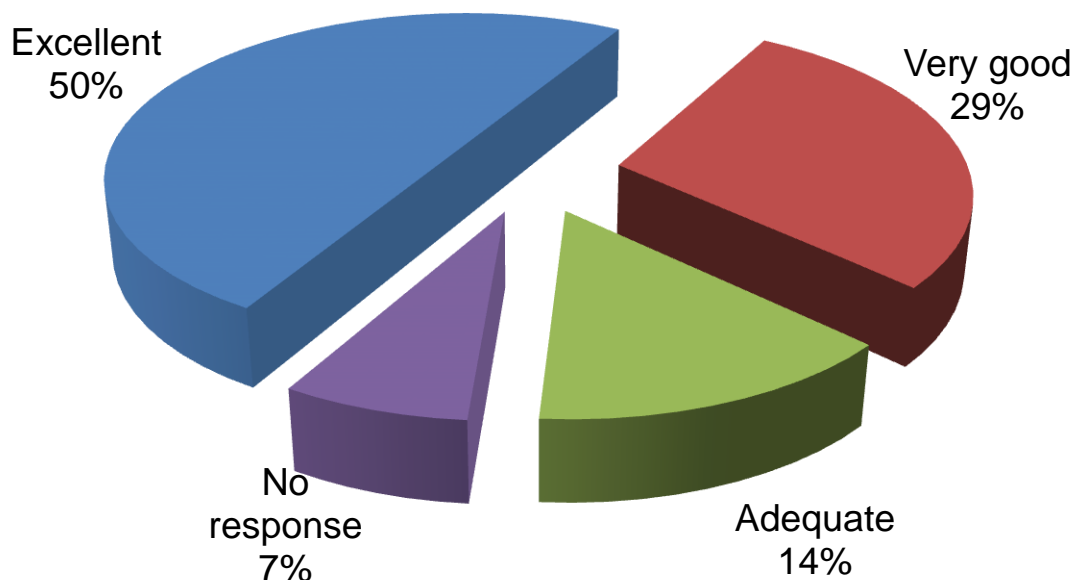
Row Labels	Q.5
Excellent	10
Very good	10
Adequate	4
Poor	1
No response	3
Grand Total	28

Rate the overall level of service your family member receives



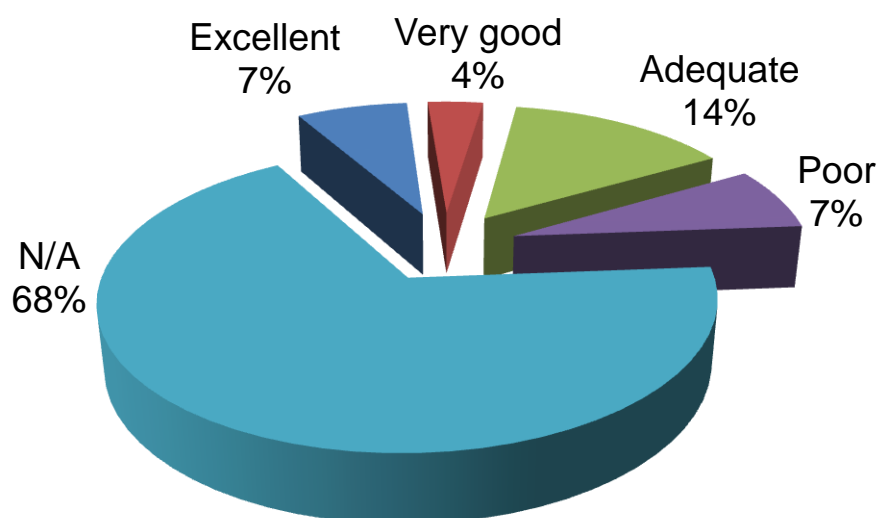
Row Labels	Q.6
Excellent	14
Very good	6
Adequate	4
No response	4
Grand Total	28

Rate how your family member is treated as an individual



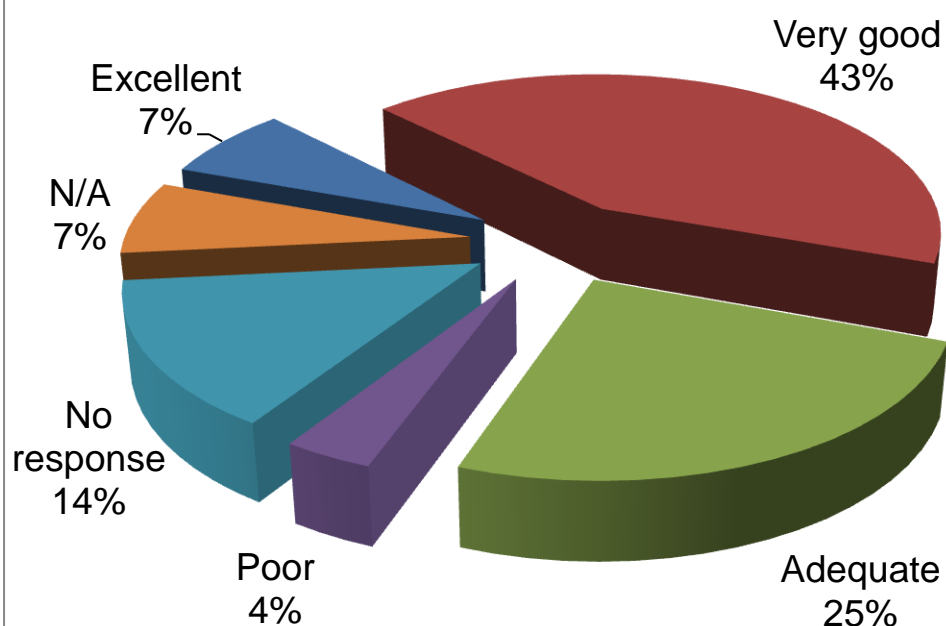
Row Labels	Q.7
Excellent	14
Very good	8
Adequate	4
No response	2
Grand Total	28

If applicable, rate how your complaint was handled



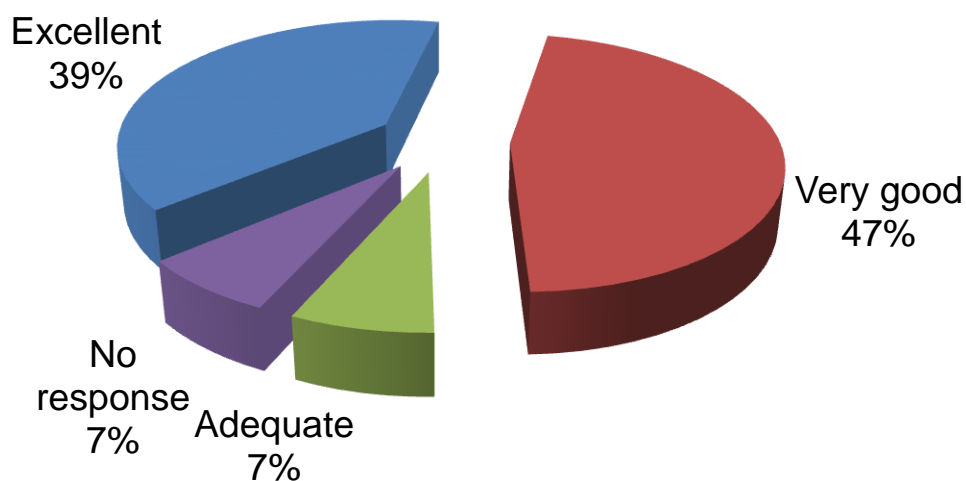
Row Labels	Q.8
Excellent	2
Very good	1
Adequate	4
Poor	2
N/A	19
Grand Total	28

Rate how well the end of tenancy process has been explained



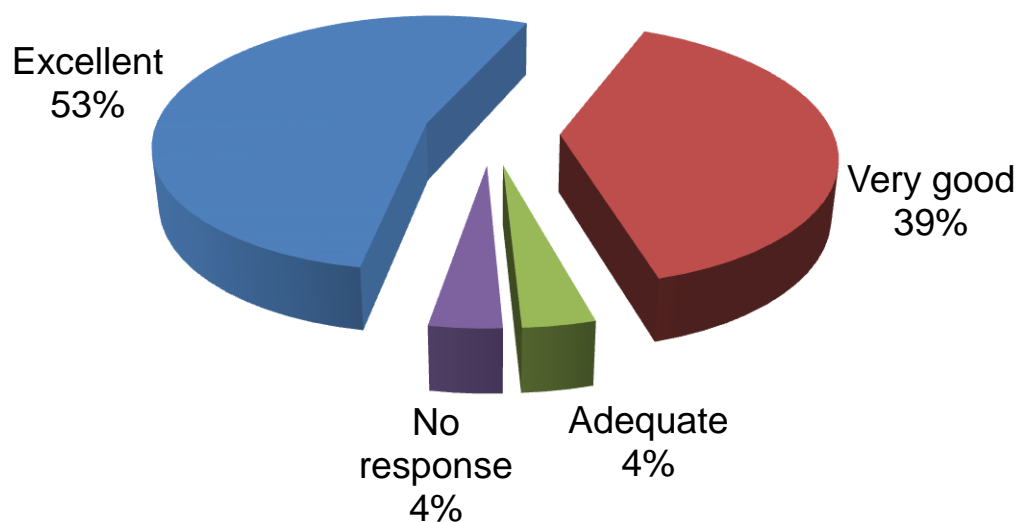
Row Labels	Q.9
Excellent	2
Very good	12
Adequate	7
Poor	1
No response	4
N/A	2
Grand Total	28

Compare sheltered housing to your family member's previous home



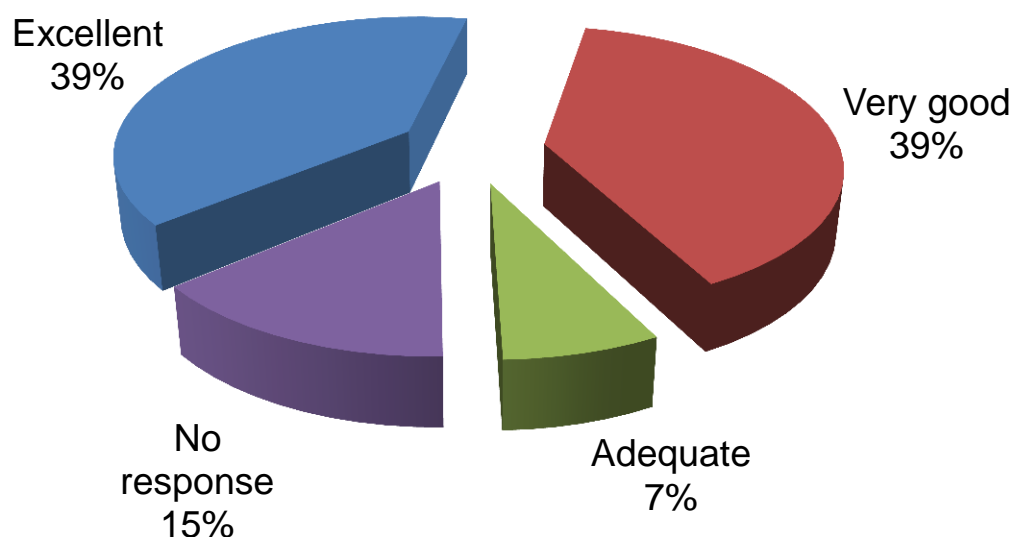
Row Labels	Q.10
Excellent	11
Very good	13
Adequate	2
No response	2
Grand Total	28

Rate your family member's quality of life



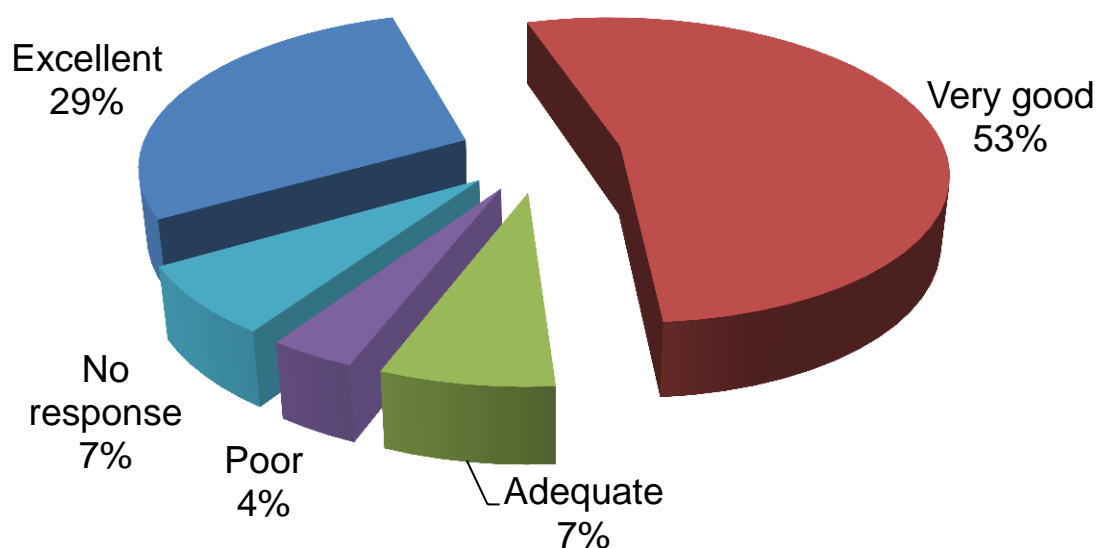
Row Labels	Q.11
Excellent	15
Very good	11
Adequate	1
No response	1
Grand Total	28

Rate your family member's accommodation



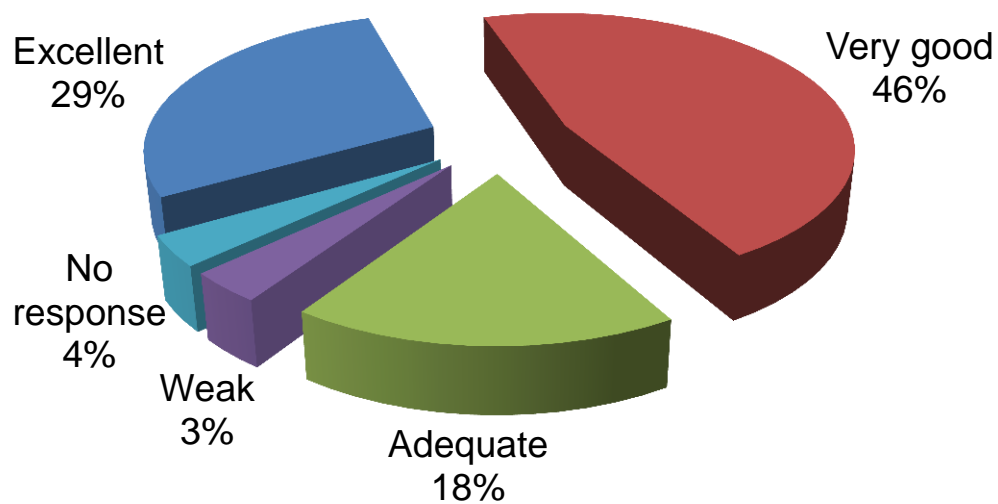
Row Labels	Q.12
Excellent	11
Very good	11
Adequate	2
No response	4
Grand Total	28

Rate the option of staying in ACHA sheltered accommodation in future



Row Labels	Q.13
Excellent	8
Very good	15
Adequate	2
Poor	1
No response	2
Grand Total	28

Rate ACHA sheltered housing overall



Row Labels	Q.14
Excellent	8
Very good	13
Adequate	5
Weak	1
No response	1
Grand Total	28

Comments from Sheltered Housing Tenants

Tenants are given the opportunity to make comments throughout the questionnaire. Their comments are recorded below.

Question 1.3

Is there anything else you would like to tell us about staff in your complex?

- [Warden name] is excellent
- [Warden name] years of experience shows through in her positive attitude towards all the tenants at [complex name].
- I am unsure as to what staff are supposed to do.
- Could not get a better warden. So helpful.
- We could not have a better warden, she is excellent.
- First class staff.
- [Warden name] is very attentive and helpful.
- Always very pleasant and helpful
- As we do not get visits during the week and telephone call weekend I think that service charge should be reduced or abolished
- [Warden name] (caretaker) is very efficient, kind and most helpful, nothing is a bother to her
- I am very happy with staff, I look forward to their daily visits
- Personal care, very kind. Do anything for you, nothing is any bother
- Staff are very helpful and we're very fortunate to have them. Staff are not given adequate time to do all the things they need to do.
- They are very kind and helpful and go beyond their duty
- Always found them excellent
- The staff are all very approachable and helpful
- Very good
- Friendly, helpful, hard working
- They do an excellent job in tenants' interests
- Staff could have more knowledge of training of their job as certain situations have arisen that they could not cope with correctly. Staff at [complex name] have had long term illnesses that have had a detrimental effect to the care and support that vulnerable tenants here require. Tenants pay a lot to stay here via the service charge & rent and many feel they are not informed on many occasions when no cover is provided on site. ACHA need to address this as soon as possible as tenants feel at

present isolated, lonely and feel that the service they get at present is very poor

- Not only your complex staff but your office staff are on the ball. I had a shower breakdown in the afternoon and received assistance within 30 minutes.
- There not here often enough. Sometimes there's no staff for days.
- There are too many days without a community support assistant e.g. 14 days in November 2014
- Difficult to judge anything about the staff here, so many different people filling in during one week due to sickness
- No complaint about staff. My complaint is about the number of days we are left without any.

Question 1.10

Is there anything you want to mention about the way ACHA handles complaints?

- Slow
- Takes too long to resolve a complaint
- I don't think ACHA listens to tenants in respect of complaints I have made regarding the garden and path areas.

Question 1.18

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

- The trees behind the house are a danger, apart from keeping the light out from bedroom and kitchen
- I would like the services above (i.e. laundry, common rooms, cleaning services) provided. Also guest room(s) would be appreciated.
- A gardening service
- Store room for bikes, tools, odds and ends
- re Laundry. When the main machine was broken, it was horrific trying to get washing done (considering the number of tenants who are incontinent) my carer worked wonders. I've always had my own machine and washed daily (clothes). I realise the drainage in my flat would cause problems but I would like one.
- A decent working laundry
- The service here has deteriorated and needs to be reviewed. The

Annual Meeting with ACHA staff is a joke. For the last 2-3 years important issues such as the saving of heating and lighting in the communal areas that are just as expensive as ever. The ground maintenance (especially) in the car park is very poor and we have had to wait weeks to get a repair done to a main outside door that does not open or close properly and has been accessed by the public who have no right to be in the complex. This has made many tenants angry at the wait for this repair to be done and many are worried and anxious and do not feel safe in their own houses. No one tells the affected tenants the situation and no one from ACHA seems able to come and explain and meet with us to clarify the situation and so rumours abound about what the current situation really is. I would like to think that any comments about the service here can be reviewed by ACHA. I would like to suggest that [complex name] could be staffed in the morning alternatively with [complex name], as tenants here are frail and vulnerable as well, need help and support in addition to the morning call and feel that having to wait until a physical presence appears in the afternoon is totally unfair as they are paying as much for services as the tenants at [complex name].

- Not enough feedback on wonky auto door, or blocked drain or birds pecking moss from roof onto paths then tramped into carpets. Security must be #1. With our wonky door that does not open or close properly (out of order for months) leaves us open to any kind of abuse. We read a few months ago a 91 year old lady was raped and robbed. This must be fixed ASAP. Tenants should appoint a person capable of corresponding direct with ACHA on complex matters only. This promotes transparency and enables information to be passed back to the tenants.
- We would like the automatic door to close and not remain open as it does at present. ACHA knows about this but has failed to repair it.
- We were interviewed in our homes re new heater some 2 years ago. Told the new heaters would be installed v.soon. The heating is v.poor
- Washing machine & dryer facilities in all housing blocks. Bins nearer the doors
- Adequate warden coverage

Question 1.20

The AGM held with ACHA staff has been used to provide information on a number of subjects including fire safety and the role of the Care

Inspectorate. Can you think of other topics or issues you would like discussed at future meetings?

- What service would be provided if there was a prolonged power cut?
- What improvement to properties?
- A talk from an occupational therapist (re: aids that are available)
- Nursing staff
- Could local care providers come and speak to us to perhaps take the element of the "unknown" out of potentially needing care provision at home.
- Palliative care in your own home
- Fire Service Tiree
- At this latest meeting, I have highlighted the problem the fire brigade on Tiree has with the false alarms at this complex as nobody seems to be responsible for the board and resetting it.

Question 1.21

Please add in any further information that you feel is pertinent e.g. any positive or negative things you would like to draw our attention to. Can you think of anything that would help improve the service?

- More communal activities would be nice.
- As I think you know, [complex name] is the "poor relation". Is it fair we lack the services/amenities that other complexes enjoy?
- More hours for support staff.
- Each tenant should be issued with list of qualifying repairs and cost of repair when we have to pay.
- Faster response to complaints.
- Still wish we had wardens on in the night as their presence provided such comfort and it was always better to see a person rather than just the voice we have now.
- The only negative thing is the lack of proper laundry facilities.
- The corridors are rather cold and unwelcoming. Maybe better lighting?
- Laundry.
- Electric heating not suitable.
- An audio system would be great in the lounge for those of us who are hard of hearing.
- I have slipped on the leaves, getting out of my car. I think they should be cleared away as part of ground work.
- I applied to be transferred to ground floor flat. Why was I not allowed to? No.2 was the only flat vacant at the time and I applied

the week after the tenant died and every time I phoned they told me it was being attended to. At least 4 people have been allowed to move house in the past 2 years.

- For some time now, security is lacking as not working and has been open all night. Anyone could walk in. Also large rats seen nearby.

Comments from Family Members, Friends, Keyholders, Support Providers

- Some means of getting the residents together in social situations would be good
- 14 years since mum moved into [complex name] so not sure about tenancy terms etc. when tenancy started - too long ago.
- My mum has settled in well to [complex name] in the last year or so. The laundry facilities do seem however to be inadequate for the number of residents.
- The whole idea of sheltered accommodation is the reassurance of a 24 hour warden to attend to tenants' needs - a phone help system is all very well but won't hold your hand at 3am when you're ill. Lack of industrial strength washing machinery - how many tenants times how many washings per day? Domestic machines not built to cope.
- There would seem to be large gaps in warden cover, but tenants do not get reduction in rent to compensate.
- I feel my mum is well supported in [complex name]. However ACHA needs to seriously reconsider the use of only allowing 'on-line' applications for people aged 85 years old! If this is the way forward, then you should offer the service of someone to help with the process. It is a ridiculous way to deal with the older population.