

## Title of Consultation

*Review of the services and volunteering activities at the Cheshire Sheltered Schemes.*

**Month / Year Dec 2019**



### Why did we need feedback?

- *To gather feedback from residents within the Cheshire sheltered schemes/extra care on the services they receive.*
- *To gain an understanding of the services residents expect to receive*
- *To gain an understanding of the activities residents are enjoying and other activities that they would like to see at the schemes*
- *To try and encourage older residents to become volunteers within the schemes and to run activities*
- *To help promote wellbeing and reduce social isolation*

### How did we get the feedback?

*3 social events were organised and a short survey was carried out with the residents face to face.*

### What did our Tenants and Customers say?

- *42 residents in total participated in the survey*
- *Overall **80%** of residents were **very satisfied/satisfied** with the overall service they received*
- *Overall **20%** of residents were **very dissatisfied** with the overall service with a majority of the concerns highlighted at Dennis Round Court.*
- *The top 5 expectations of residents before they moved into their homes were; 1. No expectations, 2. Staff and support on site, 3. Fun activities including coffee mornings, lunches and entertainment, 4. Lovely supportive staff, 5. Feeling safe*
- ***78%** of residents felt their expectations **have** been met whilst a further **22%** of residents felt their expectations **have not**.*
- ***55%** of residents **do not** want to get more involved at the sheltered schemes.*
- ***45%** of residents **do** want more involvement and highlighted activities such as gardening, showing tenants around, exercise classes, entertainment and IT classes.*
- *A majority of residents do not have a skill to share however, a small number would like to show others how to sew or knit.*
- ***46%** of residents were happy with the activities that are currently available to them however, suggestions for a music group/singer, organised lunches, sewing activities and a possible coach trip were highlighted.*

### What changes are Plus Dane going to make using this feedback?

#### Heath View

- We will look into the possibility of inviting a patchwork group along to provide some sessions.

#### Dennis Round Court

- We will remind residents during their meetings when the U3A poetry and lunches take place.

# Plus Dane Housing

- We will working with residents to help support setting up a regular film event and an Easter meal/buffet.
- The scheme manager will work with residents to try and ensure there is music on in the lounge.
- We will work with the resident interested in line dancing to help support a line-dancing event in the near future.

## Lightley Court

- Following feedback a Wednesday dinner club has been set up. External caterers provide a hot meal. The event is well attended
- We will work with residents to plan an Easter buffet with a performer
- We will encourage more residents to attend the monthly musical appreciation U3A group
- We will provide a new laptop for the sole use of the residents at Lightely Court and offer support with IT skills.

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## St James Court

- We will help support residents to organise an Easter buffet meal using external caterers.