

## Senior Living Tenants Consultation 2021 Results

### Introduction

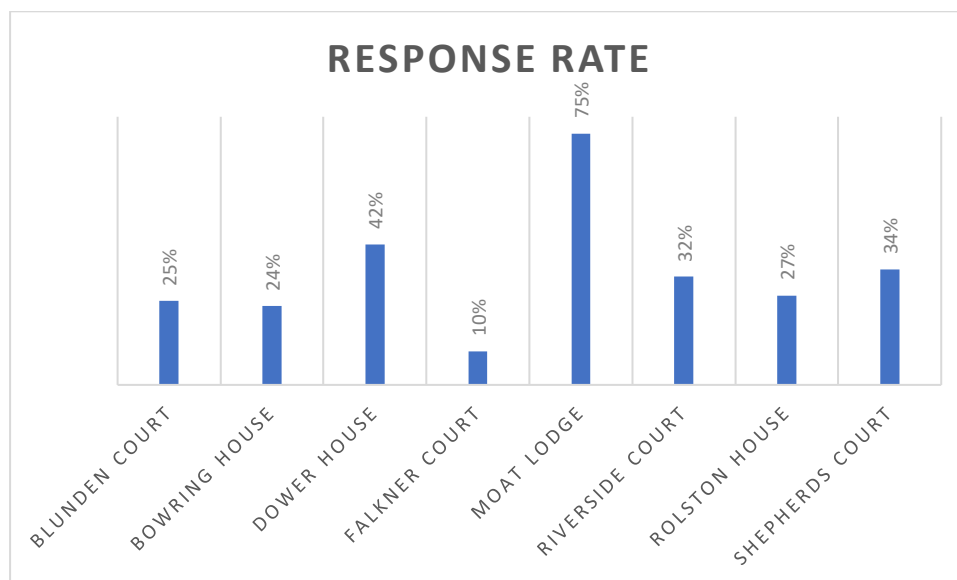
The Housing Service is committed to arranging annual in person consultation events with tenants at senior living schemes. Due to COVID-19 the consultation was unable to be held last year and it was decided a paper survey would be used this year because of restrictions and risks regarding open meetings.

All senior living tenants received a copy of the survey during November and were given until 8 December to respond. They were also offered support with completing the form.

### Response Rates

Overall response rate across all schemes is 32%. The lowest response rate was 10% at Falkner Court and the highest 75% at Moat Lodge. Out of 236 homes a total of 75 questionnaires have been returned.

RESPONSE RATE BY SCHEME

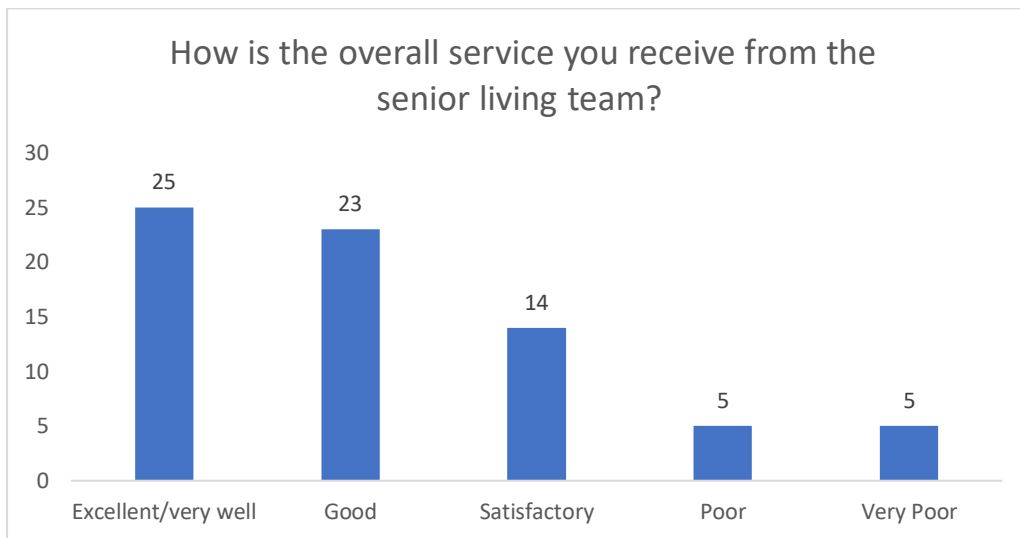


There was a natural drop off in the response rate of each question as the respondent progressed through the form but there was a tendency to continue answering questions of interest.

Question 1 had the highest response rate of 96%, question 5, regarding signposting to other services, had the lowest response rate with 69%. This is significantly less than the others.

## Survey Results

Question 1. How is the overall service you receive from the senior living team?



Q1. What works well?



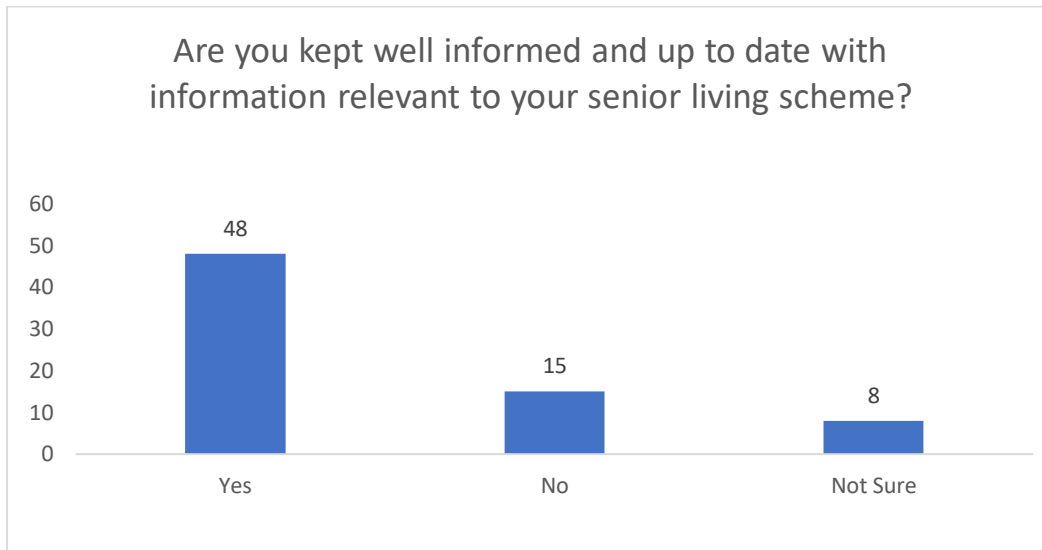
Most respondents took the time to give positive feedback.

Q1. What needs improving?



Respondents identified concerns with communications, staff presence and maintenance.

Question 2. Are you kept well informed and up to date with information relevant to your senior living scheme?



Q2. What works well?



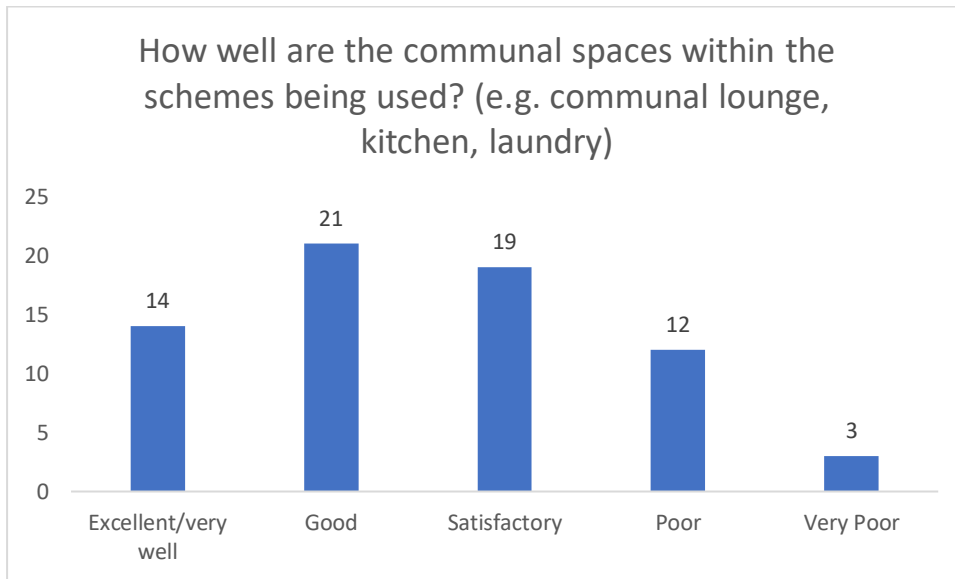
Respondents valued letter box drops and the current ways they are kept informed.

## Q2. What needs improving



Respondents raised concerns with communications, maintenance, phone signal and residents' meetings.

Question 3. How well are the communal spaces within the schemes being used? (e.g. communal lounge, kitchen, laundry)



Most residents are happy with the laundry facilities. Those that are not have highlighted a perceived need for more machines in their scheme and couple at one scheme have highlighted a lack of awareness of others when using the space and leaving mess.

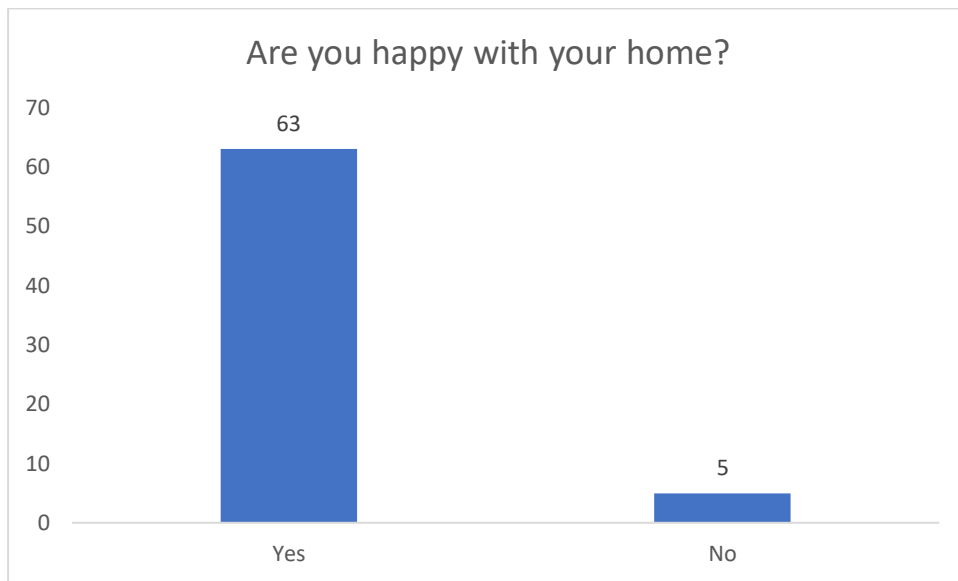
Residents' comments show they value the social opportunities communal spaces offer and are disappointed that these have not yet returned to 'pre covid' rules/or level or attendance.

The condition of lounges at some schemes appears to be a barrier to use at some schemes as does maintenance issues such as heating in communal areas.

Other notable comments include an issue around security e.g. spy holes on room doors, CCTV on main entrances and fridge/freezer area.

There also appears to be some issues around accessibility e.g. doors are too heavy to external areas, no stair lifts, kitchen units not wheelchair friendly, water not accessible to wheelchair users.

#### Question 4. Are you happy with your home?



#### Q4. Would you like anything improved?

##### Common themes

heating

windows

communication

bathrooms

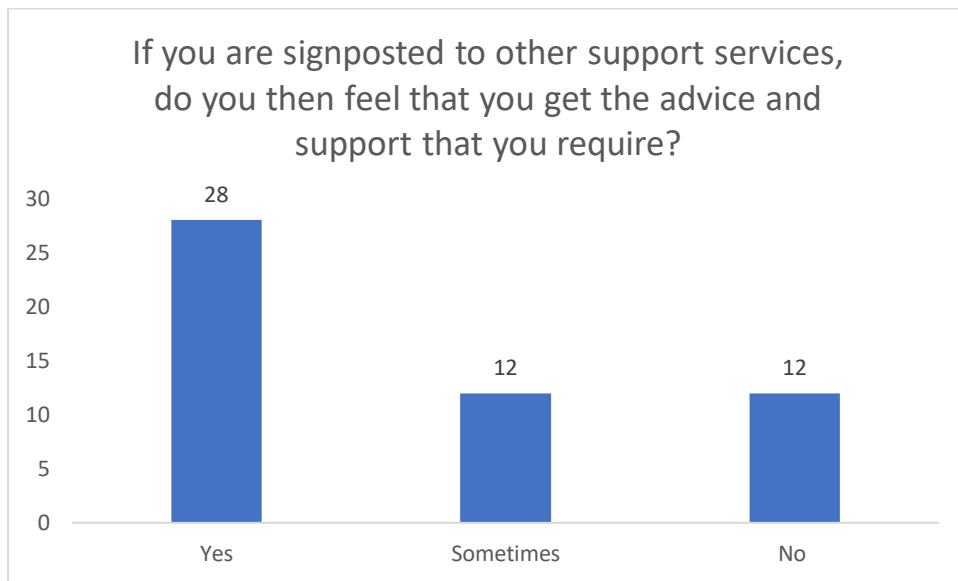
decor/condition

signal

##### Less common themes

- Noise
- Type of tenant
- Repairs/maintenance
- Access
- Damp

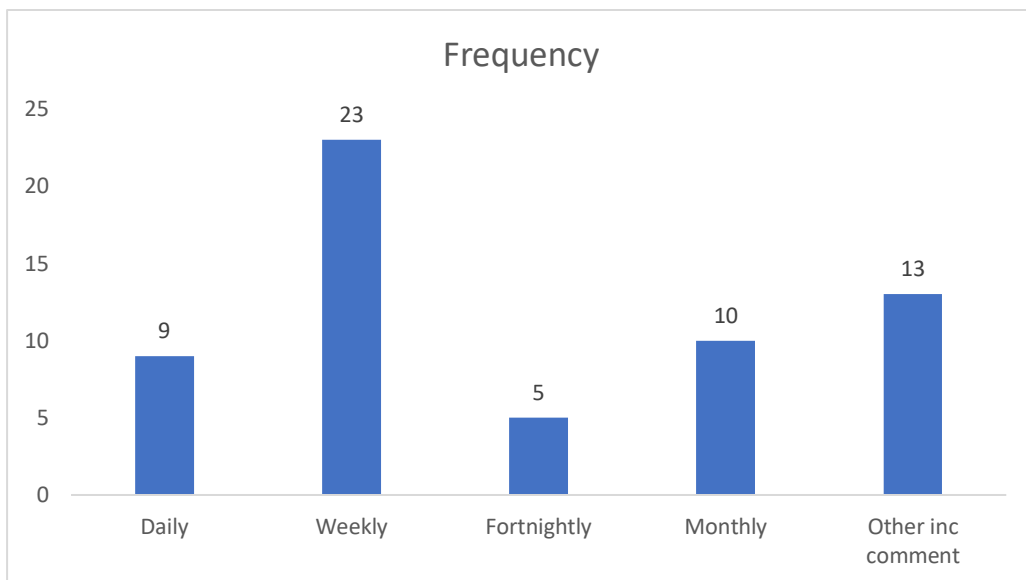
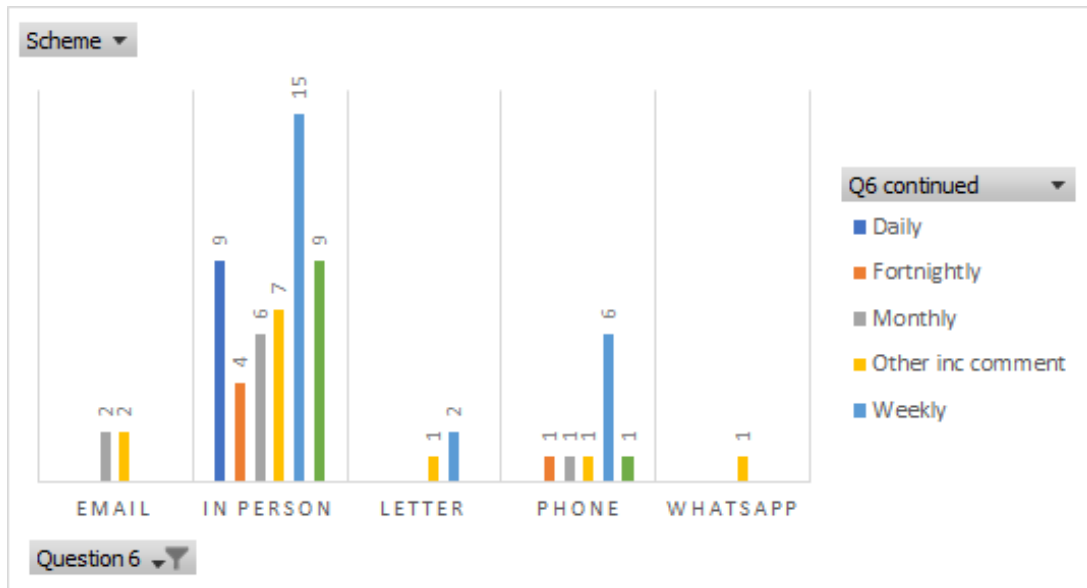
Question 5. If you are signposted to other support services, do you then feel that you get the advice and support that you require?



Most responses in the comments section indicated that the residents had not had a need to be signposted to other services. One response indicated they had been waiting over a year from the service they were referred to for support.

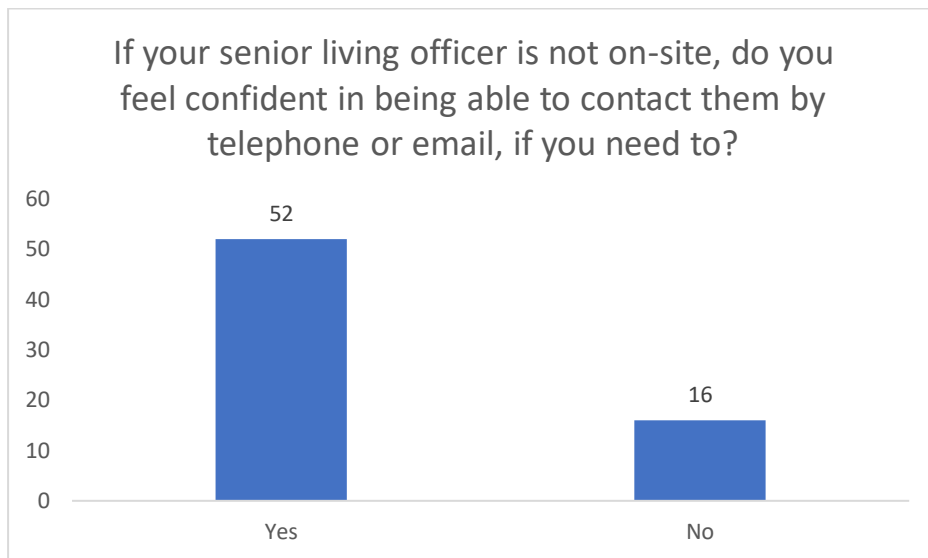


Question 6. How do you prefer to have contact with your senior living officer?  
& at what frequency?

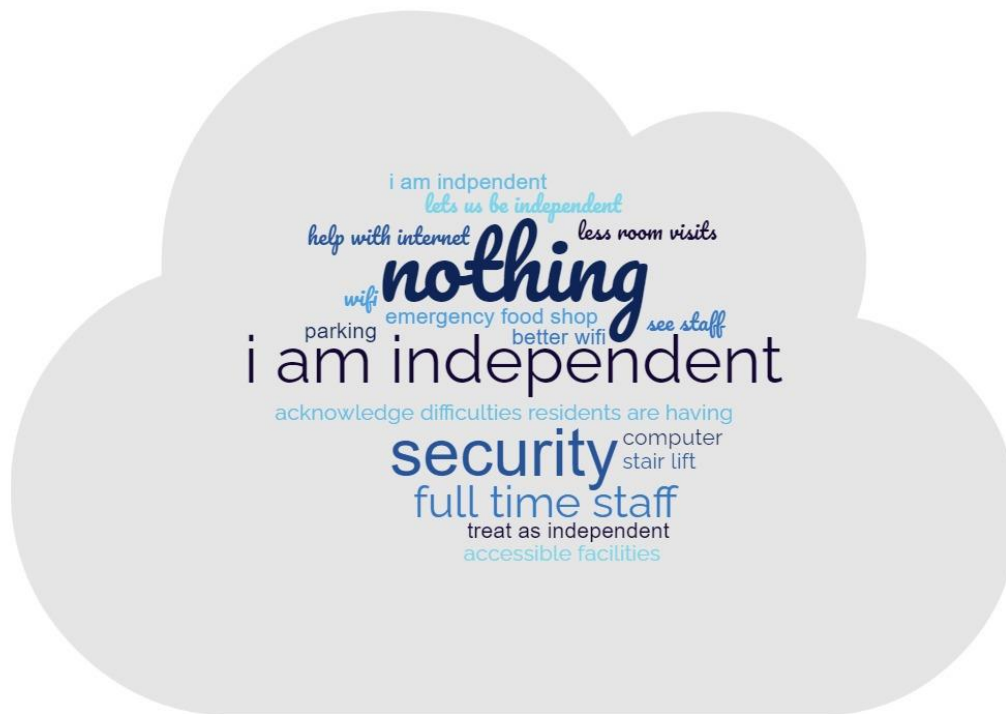


Most respondents who chose 'other' suggested 'when necessary' as their preferred frequency. 'None' and 'annually' were also suggested.

Question 7. If your senior living officer is not on-site, do you feel confident in being able to contact them by telephone or email, if you need to?



Question 8. What can we do as a team to help you to be able to live independently?



Most respondents felt they were already independent. Some suggested that the accessibility of the building would help, as well as more parking and practical offers of support such as help with the internet.

Question 9. How would you like to help, promote a supportive community within our Senior Living schemes, for example how you would like to support your neighbour?



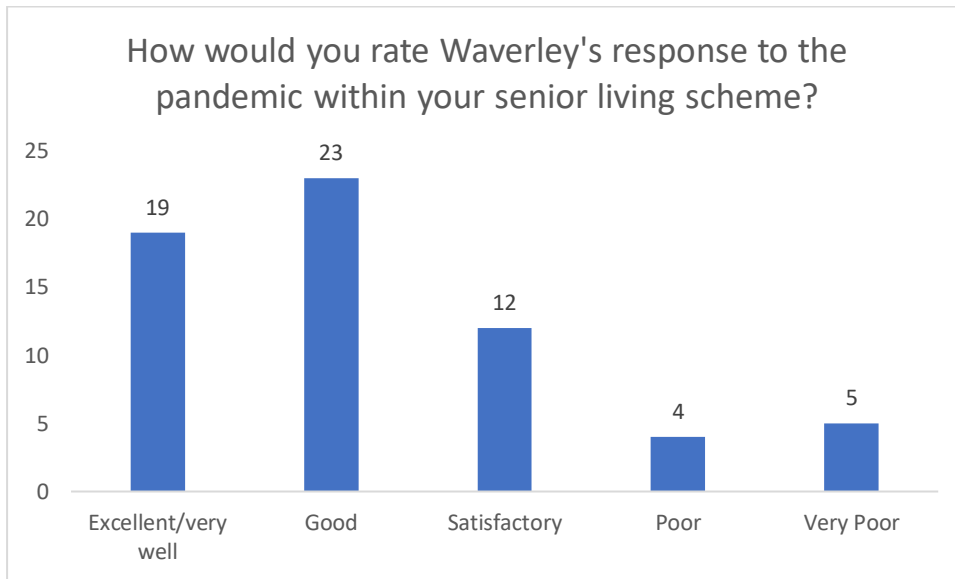
Most respondents felt that they already promote a supportive community. Some felt unable to due to disability or responsibilities as a carer, and some did not feel it was their place to.

Question 10. We believe in treating everyone fairly and equally and we strive to promote diversity, equality, and inclusivity throughout our services. Is there anything else we could do better to make the schemes more diverse and inclusive?



Most respondents were positive that enough is being done and nine had a negative response. Two of these included accessibility recommendations.

Question 11. How would you rate Waverley's response to the pandemic within your senior living scheme?



Residents were asked what work well and what didn't work so well in addition to their choice. The responses varied and on reflection were representative of the contentions seen throughout society during the pandemic. Especially in how people perceived and reacted to restrictions imposed on them by government. Obviously, it was a difficult and unusual time for most.

At one extreme most responses show support in how staff handled the unprecedented situation, at the other there is a real feeling of abandonment and unbearable isolation. Sensitivity needs to be given to the variable ways in which trauma manifests itself in people and respect needs to be shown that the pandemic was a traumatic time, having greater impact on some than others.

Question 12. Are there any other comments or suggestions you have to help us improve Senior Living services? (please continue a separate sheet if you wish)

Responses to this question repeated information already provided earlier in form. Some residents also took this opportunity to thank staff for their hard work and work ethic.