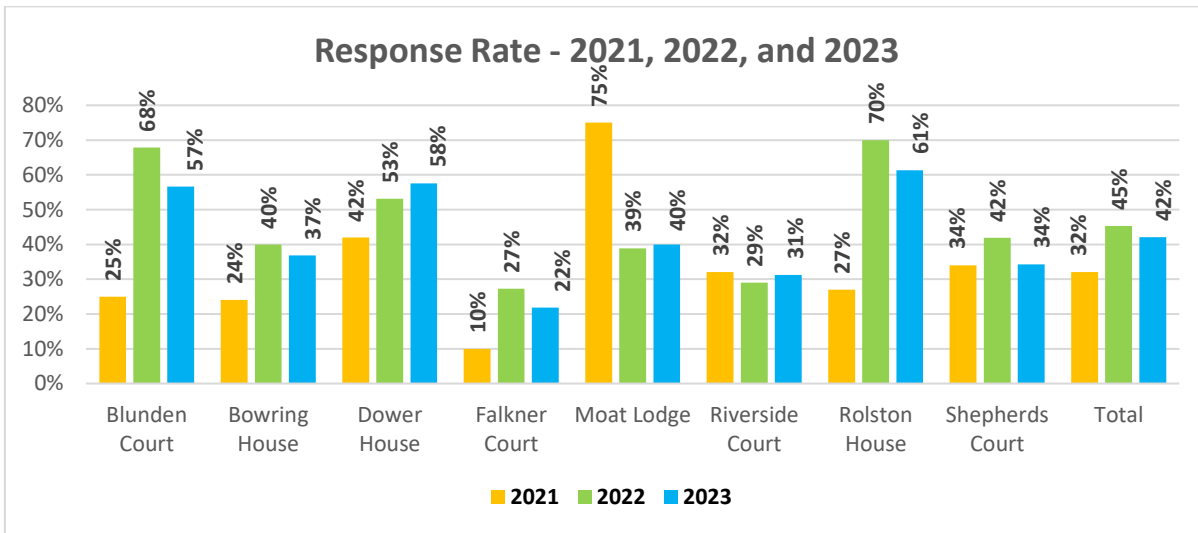


## Senior Living Consultation Responses 2023

### Response Rate

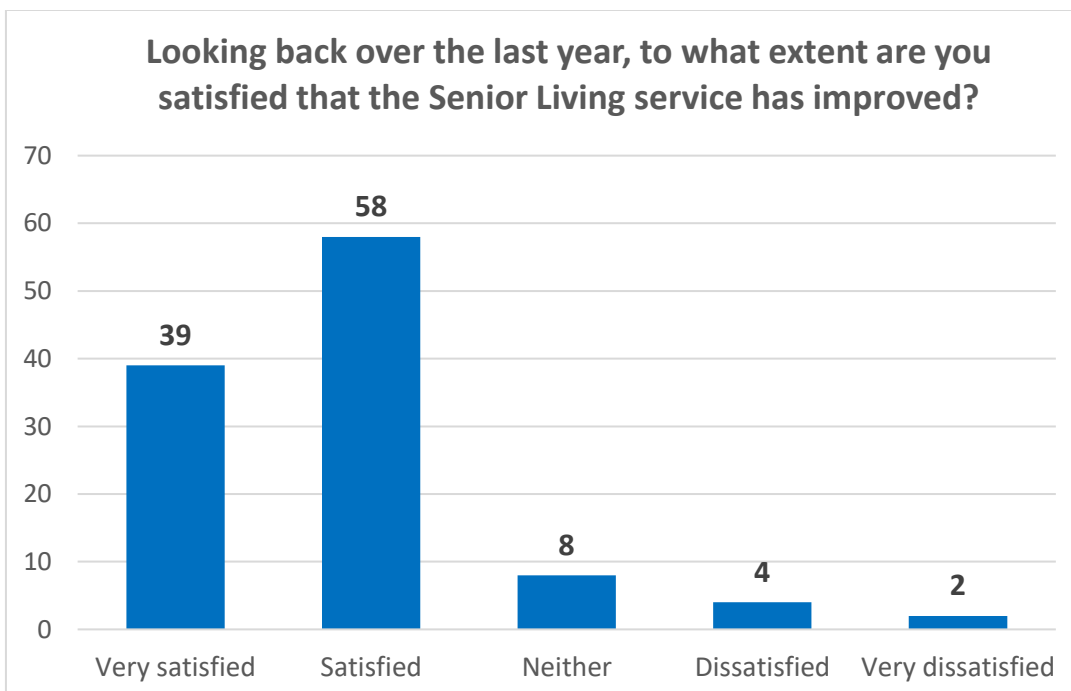
Out of 266 tenants, 112 provided feedback meaning that the overall response rate was 42%.

One questionnaire was received a month after the deadline. Their comments in the free text responses were included but they were not included in the response rate.



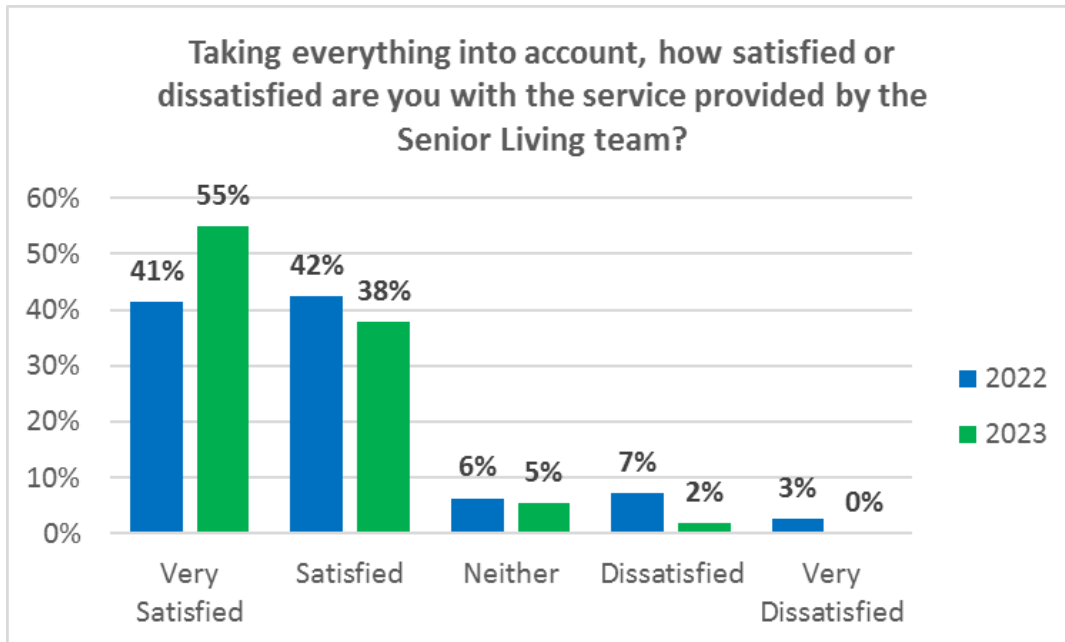
### Q1 Looking back over the last year, to what extent are you satisfied that the Senior Living service has improved?

This was a new question added this year. Over 87% of the respondents were satisfied or very satisfied that the Senior Living service has improved over the last year.

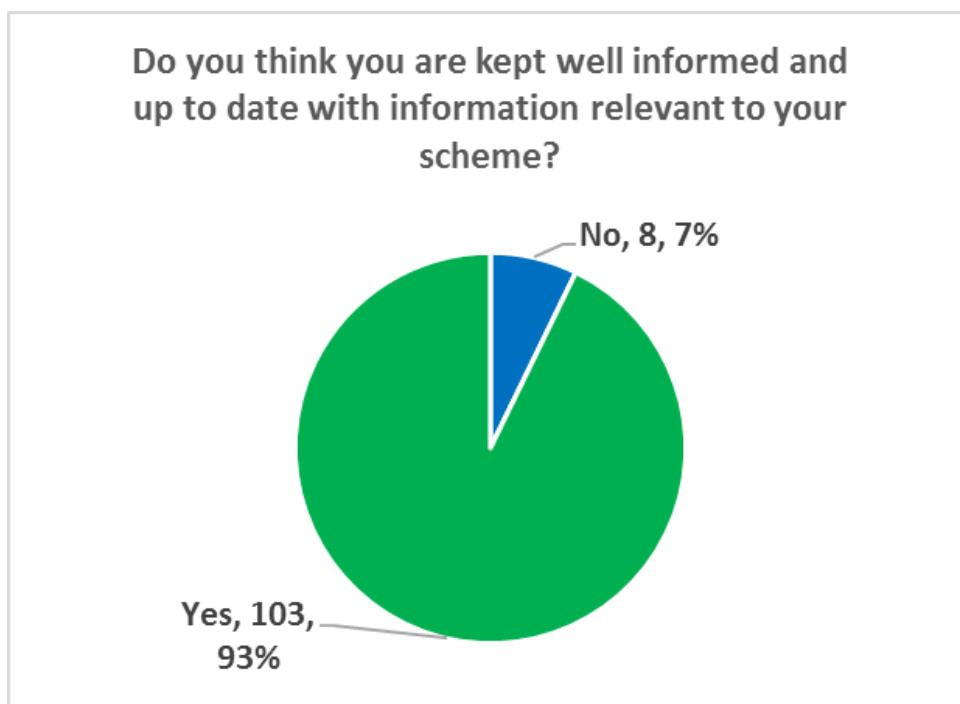


**Q2 Taking everything into account, how satisfied are you with the service provided by the Senior Living team?**

Over 91% of respondents were very satisfied or satisfied with the service provided by the Senior Living team.



**Q3 The service aims to share relevant information with you through newsletters, tenants meetings, noticeboard, and ad hoc letters. Do you think you are kept well informed and up to date with information relevant to your scheme?**



**Q4 Please provide any comments about what you think works well and what you think needs improving about communication.**

There were 36 responses to this question and 23 were about something that works well, eight suggested an area for improvement, and five were about a different topic.

Responses about something that works well:

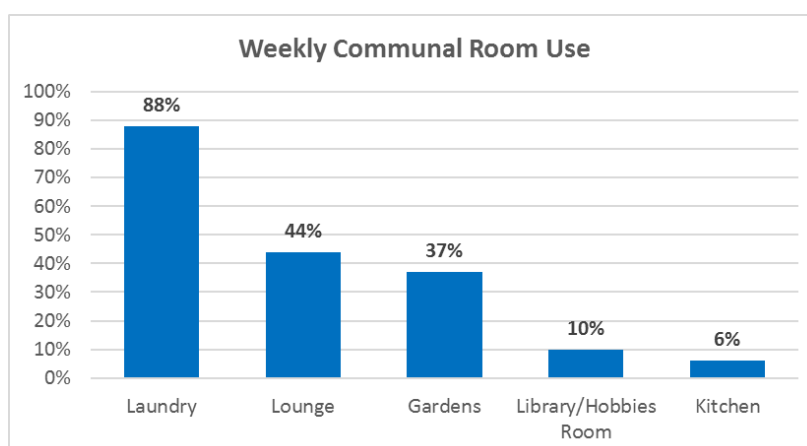
- 12 stated a simple sentence such as “works well” or “communication is great, well informed, and up to date”.
- Two referred to communication in advance about upcoming visits by contractors.
- Three referred to the check in calls as reassuring.
- Two said that they enjoy getting information in the tenants meetings and find them worthwhile.
- Two said that the information in the monthly newsletters is useful.
- One said that communication about repairs is good.
- One said that communication between the Senior Living Officers and Careline (the 24/7 care alarm monitoring centre) is very good.

Responses about something that needs improving:

- Two said that they would like more consistent feedback after tenants meeting or after they have spoken to a Senior Living Officer about something.
- One stated that they would like more tenant consultation on decisions made about the service.
- Two stated that they prefer in person communication and are disappointed that this has decreased.
- Three asked for the Senior Living Officer to be present in the scheme more consistently.
- One requested that new tenants are introduced to everyone.

**Q5 The service aims to provide welcoming, clean, and well-maintained communal spaces. Which of the communal spaces in the scheme do you use on a weekly basis?**

There were 103 responses to this question and each response was able to select multiple options. The most common response (43 tenants) was to select just the laundry. The graph shows the percentage of the 103 responses that selected each room.



**Q6 Please provide any comments about what you think works well and what you think needs improving about the communal spaces? Please include any ideas for how they could be used better.**

There were 38 responses to this question and 16 were about something that works well, 18 suggested an improvement, and four were about another topic.

Summary of responses about something that works well:

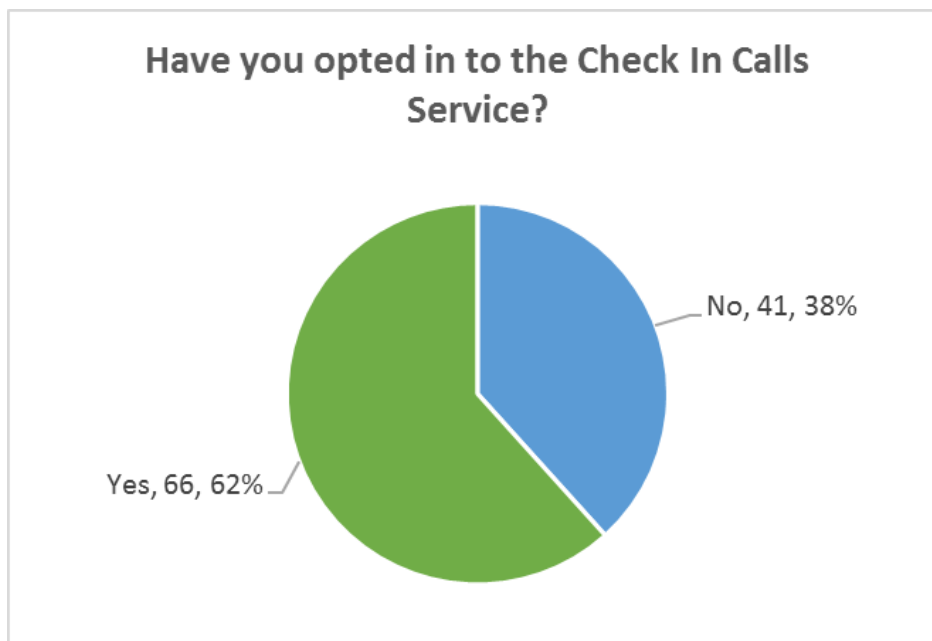
- 11 stated that they are happy with the communal spaces as they are e.g. “all good”
- Three complimented how clean the communal areas are.
- One stated that they like the furniture and decorations.
- One said that they appreciate the social aspect of the communal areas.

Summary of responses which suggested improvements:

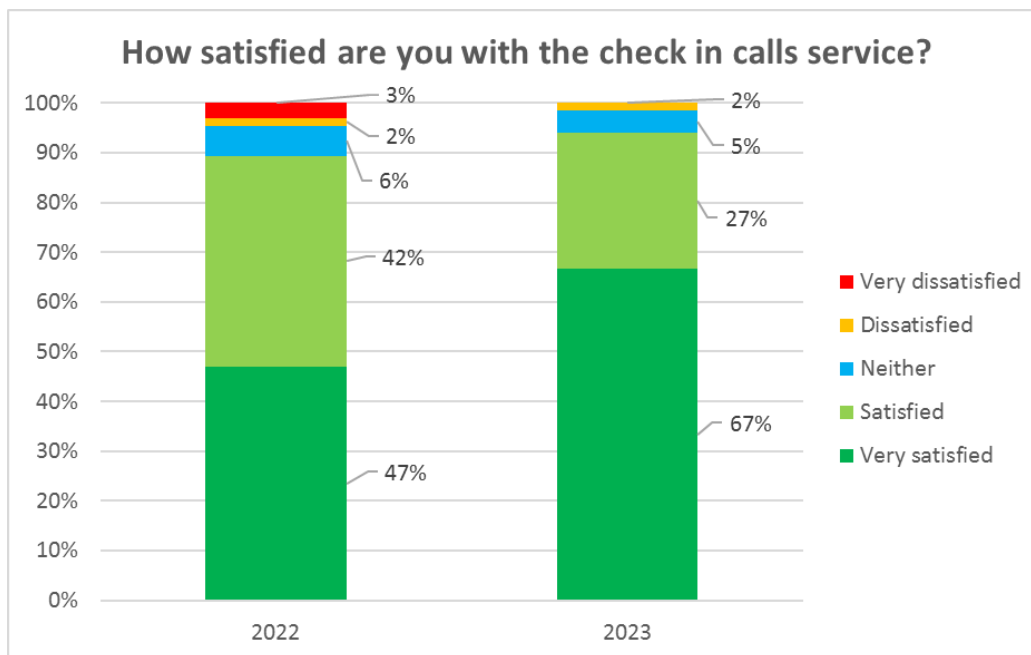
- Four responses from three different schemes requested some redecoration of the internal areas such as deep cleaning the carpet or repainting the walls.
- Three responses from three different schemes requested an extra washing machine and tumble dryer in the communal laundry room.
- Two suggested ideas for social events – film night and coffee morning.
- The nine other responses made specific requests which will be investigated by the Senior Living Officers individually.

**Q7 There is an optional Check In Calls service to empower tenants to live independently. Have you opted in to the Check In Calls service?**

The Check In Calls service refers to the procedure by which the Officers contact tenants to confirm that they are ok and not in need of immediate help. Tenants can opt in and request their preferred method and frequency of contact – typically this is a weekly call via the intercom.



### Q8 How satisfied are you with the check in calls service?



### Q9 Please provide any comments about what you think works well and what you think needs improving about the Check In Calls service?

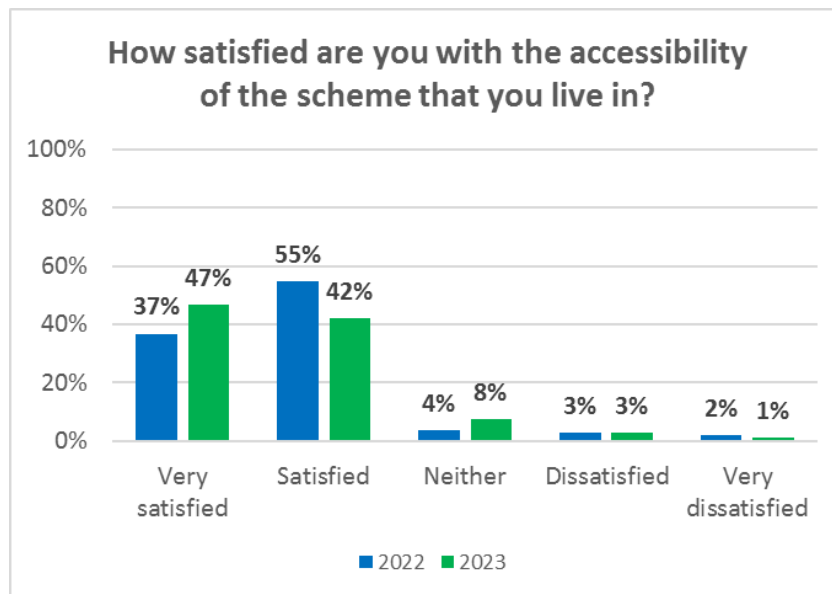
There were 21 responses to this question and 17 were about something that works well, three were suggestions for improvements, and one was about another topic.

Summary of responses about something that works well:

- 13 said something brief about liking the service such as “working well for me” or “I’m happy with how it is”.
- Two said that they found it reassuring to know that someone was checking that they are ok.
- Two complimented the friendly approach of the Senior Living Officers and said that they are always willing to listen.

The three suggestions for improvements asked for more frequent calls to be made to tenants.

**Q10 It is important that the Senior Living schemes are accessible to all tenants, including those with disabilities. How satisfied are you with the accessibility of the scheme that you live in?**



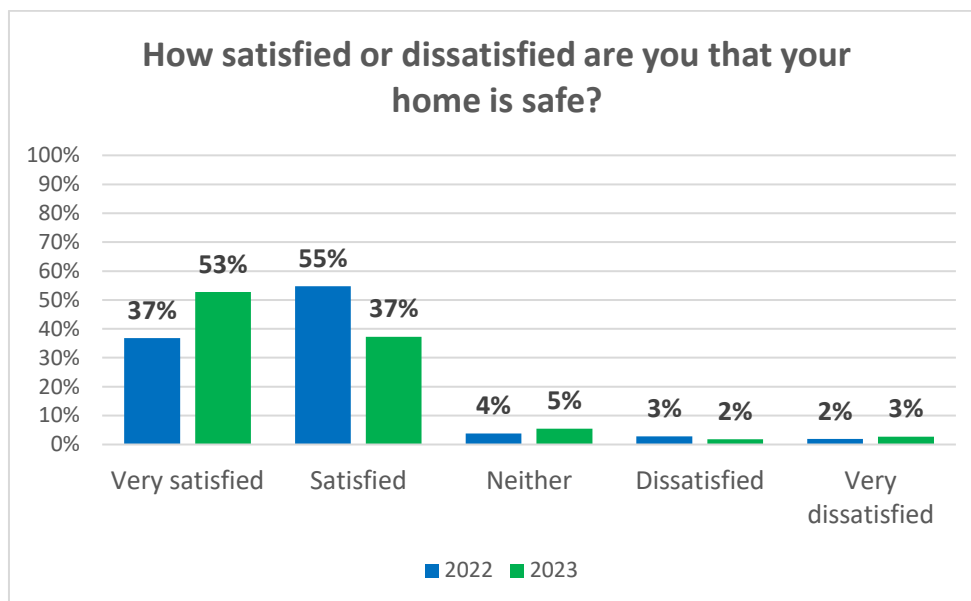
**Q11 Please provide any comments about what you think works well and what you think needs improving about the accessibility of your scheme?**

There were 27 responses to this question and 12 were about something that is working well, 11 suggested an improvement, and 4 were not relevant.

The positive responses either stated that they had no problems and were happy with their current situation or referred to how easy it is to move around in the communal areas and use the lift.

The responses about something that needs improving referred to specific issues that tenants have identified within the scheme that they live in e.g. a kerb outside that they would like to be lowered. These will be investigated individually by the Senior Living Officers.

**Q12 The service aims to provide a building that you feel safe living in. This includes fire safety, security, water hygiene etc. How satisfied or dissatisfied are you that your home is safe?**



**Q13 Please provide any comments about what you think works well about building safety and what you think needs improving?**

There were 39 responses to this question and 16 were about something that works well, 18 suggested an improvement, and five were not relevant to this question.

Summary of responses that were about something that works well:

- 13 were general statements such as “all works well” or “all ok”.
- Three mentioned that they are glad that the CCTV has been installed in the entrance areas.

Summary of responses that suggested an improvement:

- Eight raised concerns about the security of external doors or windows.
- Two asked if the intercom could be louder.
- Two requested external CCTV cameras.
- One asked for more visits from the Senior Living Officers to tenants.
- The others were for specific requests that will be investigated individually by the Senior Living Officers.

**Q14 Are there any other comments or suggestions you have that will help to improve the Senior Living service?**

There were three responses to this questions that complimented the Senior Living Officers on the work that they do saying that they are efficient, always ready to go above and beyond to help, and are kind to tenants.

There were many responses that repeated issues that had already been raised previously in the questionnaire responses.

There were six responses from four different schemes that mentioned the parking issues outside the schemes. The rest made specific requests that will be dealt with individually.