

putting you in the picture

Care & Support



In June and July of this year, L&H staff who oversee the Older People Floating Support service came to visit you at the schemes you live in. It had been 6 months since we took over the support contract from Shoreline & Raglan on behalf of the Local Council's Supporting People Team and there had been many changes that had taken place for both staff and residents during that period. We felt we needed to find out how you felt things were going and also what we could do to improve the service. You provided us with loads of feedback and gave us lots of things to consider. This newsletter aims to make you aware of the things that were raised at those meetings and what we plan to do to improve our service. This is to be the first of a regular newsletter we send out to you letting you know about our staff and our service and also what our older people clients are up to. So if you have something to say, please let our support staff know!

Social Activities and Events

You asked us to... provide more social activities and to help you arrange these events at your schemes.

So we have... been working with you to find out what activities you would like at your schemes and how we can help make them happen. We understand the importance of regular social activities and the positive impact that these events have in your community. As part of your individual support package, we will help you get out and about so that you can take part in the activities that interest you.



And then we... went out and about to ask you all about the activities on offer at the different schemes and produced a list of events so everyone can see what's happening and when, at each of the sheltered schemes.

We will also... send you an updated list through our regular newsletter and make sure it is on display at the schemes too. We've also made sure that our staff know about the activities that are coming up so that they can keep people informed.

For those of you who need help getting to and from activities... we can arrange for our support staff to help you. We have access to a wheelchair friendly car which can carry up to six people (although please note that we may have to make a small charge for this particular service). And if you need physical help or care, we can talk to our trained colleagues at L&H Home Care and ask them to help you on our behalf.

Over at Stratford House... we have been talking to the Care Trust about how the on-site Abbey care staff can have more time to help you getting to events. We will of course keep Stratford residents up-to-date with our progress.



You asked us if... we can help you manage social funds.

We can... help you with simple aspects of your book-keeping, etc., but we can't take responsibility for any social funds or finances you may collect.

The way your service works

We do understand... that there have been big changes for you, with L&H now providing your support service instead of Shoreline.

So we have... been holding regular meetings with Shoreline to try to deal with any problems as they occur.

And we will... send out a regular newsletter outlining what we can do for you as your support provider, and what Shoreline can do as your landlord.

We have also... arranged for our staff to attend Shoreline's housing and neighbourhood officer meetings. Because these take place in your schemes it should make it a lot easier for you to

ask your questions – you can see staff from both companies at the same time and get a better idea of what we do.

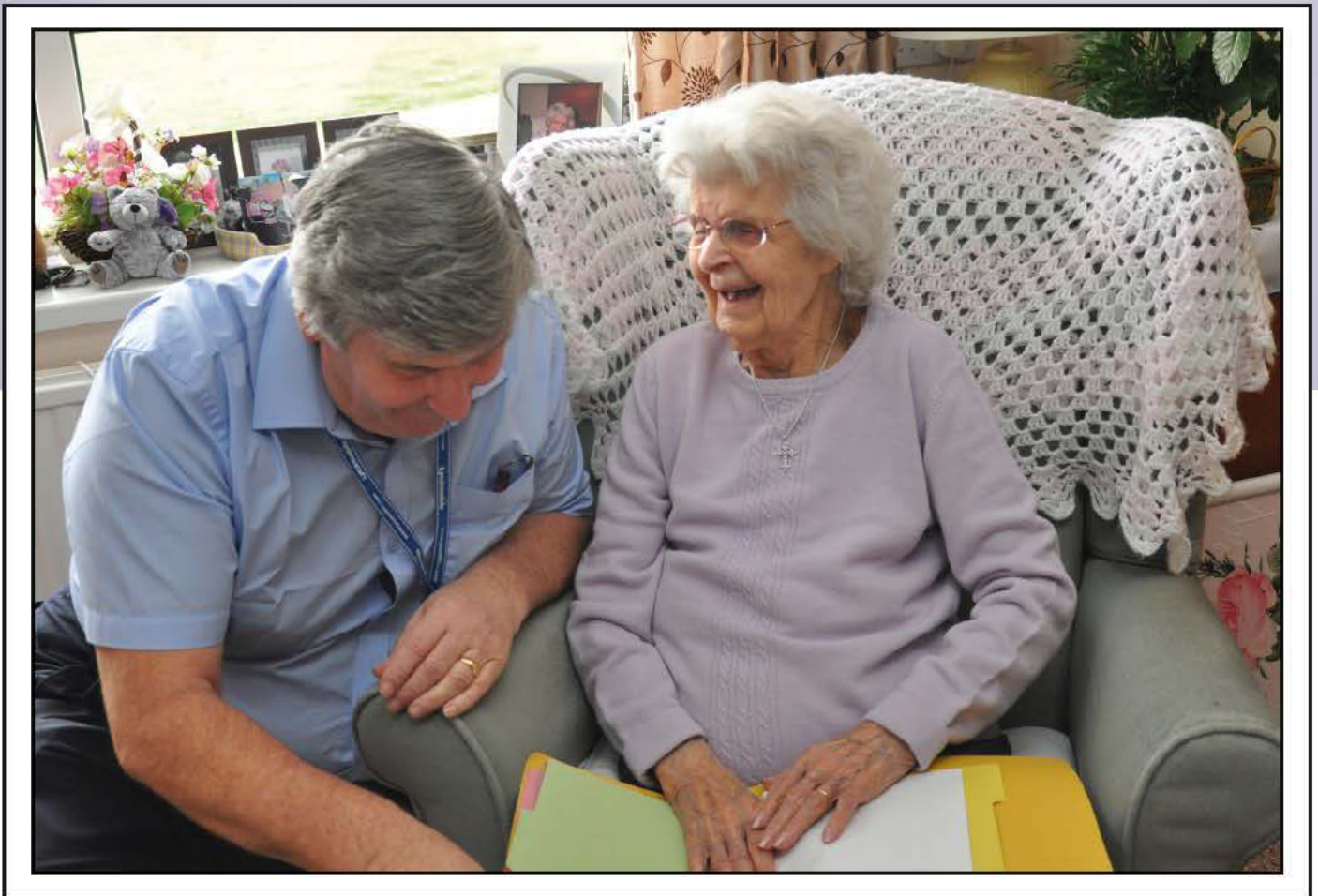
We will also for L&H sheltered schemes... arrange regular meetings which will be attended by our support staff, L&H property services (maintenance) and L&H tenancy services (housing). These meetings should start within the next few months.

But remember... if you have worries about the building, please do not wait to mention it at the next meeting but let the Service Centre that relates to your accommodation know:

- If you are a Shoreline tenant it is 0845 849 2000 option 2
- If you are an L&H tenant it is 0800 111 4013

If you are not getting the advice you need from them, let our staff know and they can contact people on your behalf.

You asked us to... provide information in large print and to be more considerate of people's disabilities when we get in touch with you. We want to apologise. We asked you for details



of any specific needs you may have and we will now take these into account when sending out leaflets / newsletters.

We will also... provide details of our contact number in your yellow support folder and display this information in the schemes, with photos of support staff, so that you can easily contact L&H Older People Support.

We have... had mixed feedback regarding the yellow folders but we feel that keeping this information in your home is the best way of ensuring that our staff, as well as you and your family, stay informed.

We know... that some of you don't like to keep your folder in your home. If this applies to you, please let staff know and we will look at how else we can store it.

You asked us to... make the paperwork simpler.

So we have... been looking into it! However, as we receive public funding there are some forms which have to be filled in to comply with regulations.

Please don't worry... we store all our files in a locked room – keeping your personal information safe is very important to us. Only the L&H Older People Support team have access to the key. The local Supporting People Team, which provides us with funding, can request access to your files to check we are doing our job properly but this can only be done at our office, with our staff present.

You asked us to... help you to get to know your new support worker better.

We know... that because some of you have new support workers that it will take time for you to get to know the new staff. We want to provide you with as much continuity as possible so we have been trying to use the same members of staff to cover for annual leave and sickness.

We are also... encouraging staff to get to know you with regular face-to-face calls and through arranging social events in the schemes.

You asked us to... reassure you that there will be enough cover and that we will provide you with the support you need – especially over Bank Holidays.

So we have... asked you to let us know if you feel you need more individual support time and we will update your support plan.

And we... understand that some of you feel the bank holiday weekends are too long to go without support. We plan to look into how our staff can perhaps provide cover to help deal with those people who feel particularly vulnerable. We hope to get back to you on this before Christmas time.

You asked us to... provide morning calls or visits because you feel happier knowing that someone will check you are okay first thing every morning.

We can... give you a call from the support office to check everything is okay with you because unfortunately we can't promise everyone a personal visit every morning. If you need support or have any concerns, let us know and we can send out a staff member.

And we will... provide specific appointment times on request so you know what time to be in. We will always do our best to meet your appointment on time but please understand that sometimes our staff can get held up with prior appointments.

We can understand... that for many of you the start of 2011 was a very stressful and worrying time when there was a change in the service you received.

We do realise... that many of you miss the general chats you had with on-site wardens. If you are lonely, please let our staff know and we will do our best to help you take part in the things you enjoy.

We want to... increase the number of social activities and make sure there are things for you to take part in – in turn this will allow you to spend time with staff and also meet other people.

And finally, you asked us to... let our support workers know you like them.

We are... pleased that many of you said you like your support worker and are happy with the support they provide!

Lots of you told us that, in general, you are happy with service we provide and that you like the more individual approach.

Please remember that if you ever have any concerns, you can always speak to your support worker or a member of the support staff team, and you can give us a ring at the office too on 01472 256393

