

Careline Plus

Quality Assurance Survey 2012

Sylvie Saunders
Senior involvement support officer/Julie Pedrotti Performance &
information officer
May 2012

Careline Plus Survey 2012

Background

The Careline Plus survey was commissioned by Head of provider service, Peter Houghton. The purpose was to gauge tenants' views and satisfaction levels of the new service after a 'bedding in' period of several months.

This was a face to face survey carried out by officers from the resident involvement team between January and April 2012. A total of three calls were made to each block on different days and times.

In order to maximize the number of returns the team posted flyers in the blocks a week in advance of the first visit, advising tenants of when they would be calling.

A total of 642 surveys were completed out of a possible 1042 sheltered housing units currently in the Borough – a total of 61%

The resident involvement team was also responsible for inputting all the data collected and providing the analysis results (appendix 1). This was done using SNAP survey software and Microsoft Excel.

Additional Feedback

Whilst carrying out the survey the officers came across a number of issues which it is felt should be brought to the attention of the service managers. Some of the issues mentioned are reiterated by residents in the literal responses to the survey.

Where a tenant or tenants have mentioned specific problems or issues, these have already been reported to the necessary officer(s), for example tenancy or sheltered/support service managers. This has been done either by email or through the completed survey questionnaire being passed over to managers for further action and/or investigation.

Where tenants have asked for changes to the Careline service they currently receive Careline managers are dealing with these cases.

It is felt that some of the issues highlighted here have happened or worsened as a lack of face to face contact with staff for tenants, or because of a lack of staff presence in the units.

It would be fair to say that service managers are already aware of some of the problems highlighted.

The issues are summarised below:

- Alleged disregard for laundry rotas in some blocks causing bad feeling and potential tenancy issues
- At some blocks tenants with keys to laundry rooms are allegedly opening and locking laundry rooms at their convenience, making it difficult to stick to the rota at times, and again causing some bad feeling.
- Residents with keys to community rooms allegedly 'taking over', resulting in coffee mornings, lunch clubs and social events becoming very 'cliquey'.

- Residents feeling more isolated than they did before, sometimes due to the point above, but also due to lack of face to face contact with officers or the lack of opportunities to mix with other tenants through activities/events
- Items placed outside flats and potentially causing a hazard
- Tenants 'hoarding' in their properties – again potential hazards.
- An alleged increase in the number of bogus callers to some blocks. This was most obvious at Creed Court where a number of tenants had been targeted recently, from both male and female unknown callers in the block. A number of tenants expressed worry about this issue.
- The reliance on more able tenants to look out for those who needed extra support, and cases where people were deteriorating not being picked up.
- Allegations at Gillett & Garnet Road blocks that several tenants had given entry fobs to people who do not live there
- The ongoing problem of tenants allowing access to callers they do not know, resulting in tenants finding people sleeping in stairways or where rubbish chutes are located
- Several tenants alleging they are being bullied by other residents

In addition the resident involvement officers found a severely blocked communal toilet (Gordon Crescent), and poor levels of cleanliness in communal toilets at a number of blocks. Officers also witnessed the cleaner at one block (Laxton Court), watching television in the communal lounge with her mobile phone plugged in to the mains electricity

Recommendations

Although the overall satisfaction levels with Careline Plus expressed by tenants is good, it appears that there are some issues which need to be addressed.

The following recommendations are based on the findings above.

- More/regular monitoring of cleaning/cleaning staff in blocks (by Interserve?)
- Regular checks of communal WC's to ensure they are functioning fully and properly
- Issue all tenants with a key to the laundry room. However, it must be made clear that the rotas must be adhered to (and failure to do this will result in the matter being dealt with as a breach of tenancy issue?)
- Formerly introduce tenants to their Careline, tenancy and income officers and display their details, with photographs on the block notice boards
- Hold a regular (monthly) 'surgery' at each unit to give tenants the opportunity to meet with staff. This could be co-ordinated with the repairs partners, who already have a surgery programme in place, and could also include CLS officers from the tenancy and income teams on a 2 monthly basis. Tenants could be advised that due to the nature of the work of Careline staff, they may not always be able to attend (because emergencies arise that need immediate attention). However, they will attend whenever possible.
- Where neighbourhood wardens operate, liaise with CLS to have the wardens check blocks for unwanted visitors, particularly in the evenings and early mornings.
- Monthly door knocks on all tenants to ensure their wellbeing and that they are not causing potential danger or hazard to themselves or others (by hoarding for example)
- Regular reminders via the seasonal newsletter regarding security and health and safety issues.
- Consider the employment of 'liaison officers'. The role could include overseeing the smooth running of units and bringing tenants together for activities. The aim of this

would be for inclusion by a larger number of residents from diverse backgrounds and therefore improved relationships within the units.

- Encourage tenants to report any issues or problems they are having. This could be done through the proposed monthly surgeries.

It is appreciated that some of the recommendations may not be fully achievable. These are ideas that it is felt are worth thinking about given the issues and problems that seem to be arising.

Appendix...

Careline Plus 2012: Summary of results

642 surveys were completed of a maximum possible 1042 (62%) .

Which of the following services do you receive from Careline Plus (tick all that apply)

Home visits	73	11%
Calls via your alarm	426	66%
I do not receive the service	180	28%

Are you happy with the level of service you receive? 627 responses

Yes	566	90%
No	61	10%

If no, how do you want this to change?

50 responses from those who weren't happy with their current level of service.

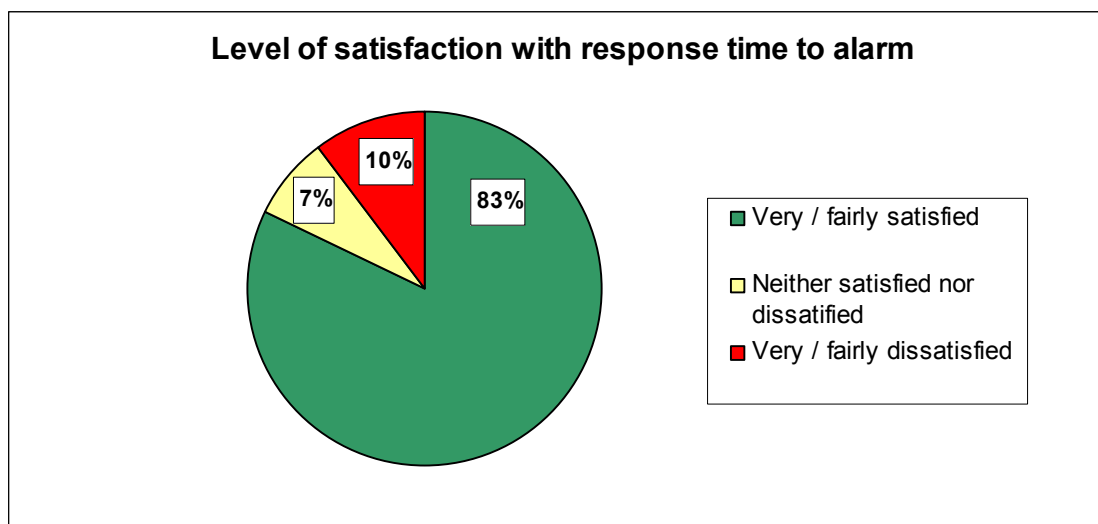
I would like more contact	17	34%
I would like less contact	1	2%
Change type of contact I receive	32	64%

Since the new Careline Plus service started, have you had cause to use the alarm system? 634 responses

Yes	208	33%
No	426	67%

If yes, how satisfied were you with the response time from the telephone operators via the alarm? 204 responses

Very / fairly satisfied	168	83%
Neither satisfied nor dissatisfied	15	7%
Very / fairly dissatisfied	21	10%



Reasons given by respondents who weren't satisfied with response time:

It took six hours to sort out the lock (broken) on my door. I could not get into my flat.

Waiting too long.

Long waiting time.

On one occasion it took nearly 2 hours, but the rest of the time it has been o.k.

Had a bad fall on the 28th January, they rang 5 times (different people, so all different questions) but no one came out to me, i think my thumb is broken and all they asked me is if I had a bandage!!!

The phone was not answered for 20 minutes, then had to phone them to request a service.

Resident who lived at No X was wandering around in the middle of the night and knocked on my door.

I asked if she wanted to go home, I took her back to her flat, she didn't have a key so I pulled the alarm and it took over an hour to get here, in the middle of the night how busy are they!!!

I have contact with a 12 month review

Because they do not answer quick enough and the alarms are very noisy. Also got mixed up with some one else.

Too slow to respond.

Takes too long to answer the alarm. They don't tell you their name when they call.

Need to answer a bit quicker, would be helpful.

They take way to long to answer and in an emergency they ask too many questions.

With the one time I have used the alarm it took them over an hour to call back.

Alarm not working properly now been rectified

Usually have to wait 2/3 minutes for a response.

For a neighbour, long time to answer.

They took about 10 - 15 minutes to answer the phone and I wasn't feeling very well.

Had to wait ages for them to answer me.

Tenant had to call ambulance because the call was not answered.

Sometimes it takes longer than others.

Took a long time to answer Fire Brigade came first

Pulled two separate cords and no answer had to find cleaner to use her key, (tenants cleaner)

It took three hours to answer

They take too long to answer when you pull the cord.

New years eve, used the alarm system and nobody answered, had to call 999 myself and they had to keep my husband in hospital. Not happy.

Because the answering time varies, sometimes they are quick, sometimes they take long.

Because sometimes I have to wait 10 minutes before they answer the phone.

Too slow a response.

Too long to answer.

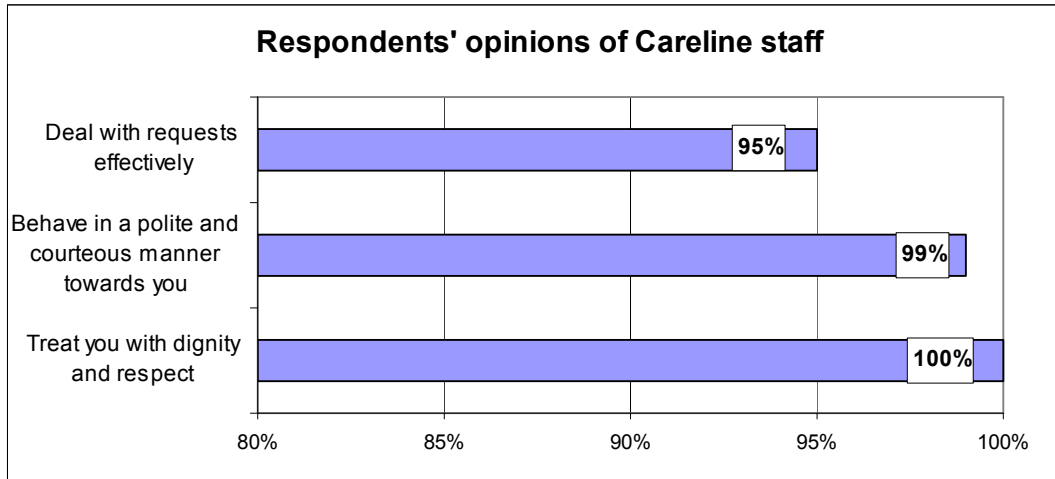
I was not well, and pulled the alarm, and was told to call the ambulance myself.

I have waited 20 mins before the call was answered.

Do you feel that Careline plus staff...?

Home visit clients only

	Yes	No	Number of respondents
Treat you with dignity and respect	100%	0	65
Behave in a polite and courteous manner towards you	99%	1%	65
Deal with requests effectively	95%	5%	58



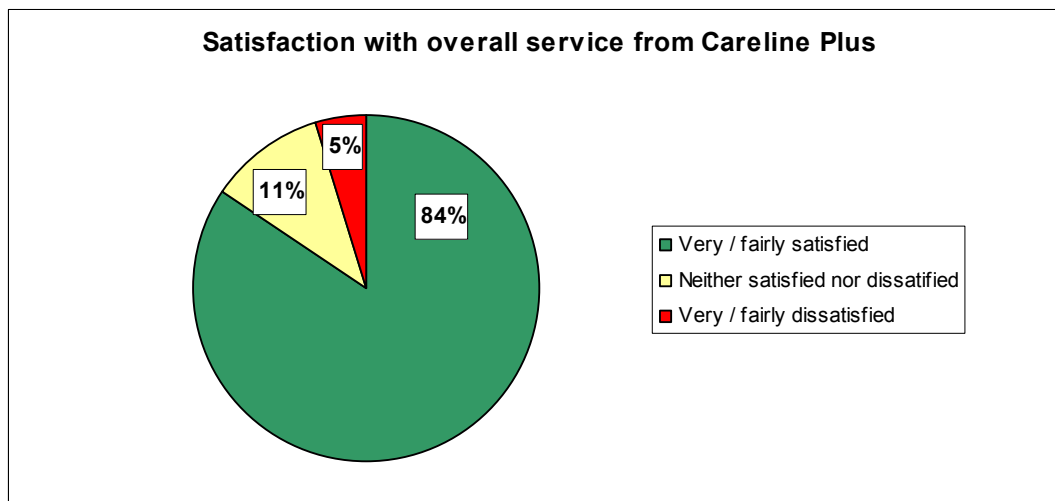
Reasons given if response was 'no' to any of the above:

Normally treat me with dignity and respect, apart from Saturday the 28/1/12. Because I am paying £200.00 a year for this service and nobody bothered to come to me. They did for my leg but ignored my thumb which I think is still broke!!

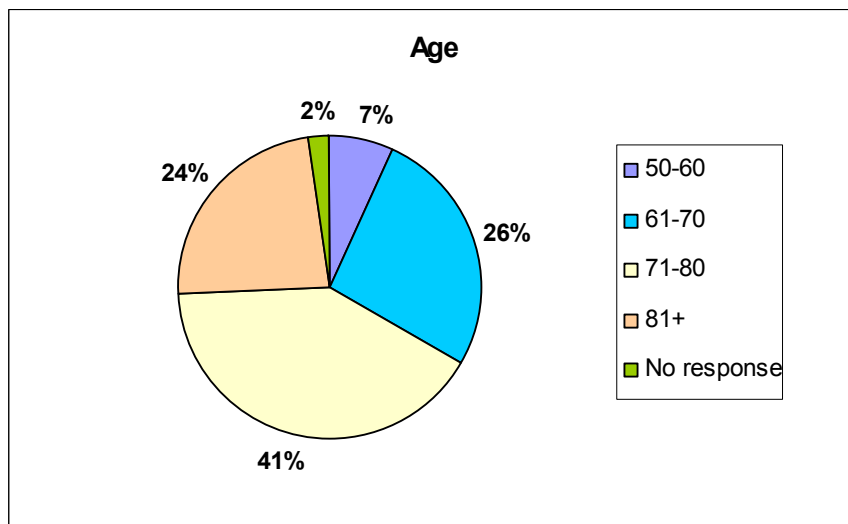
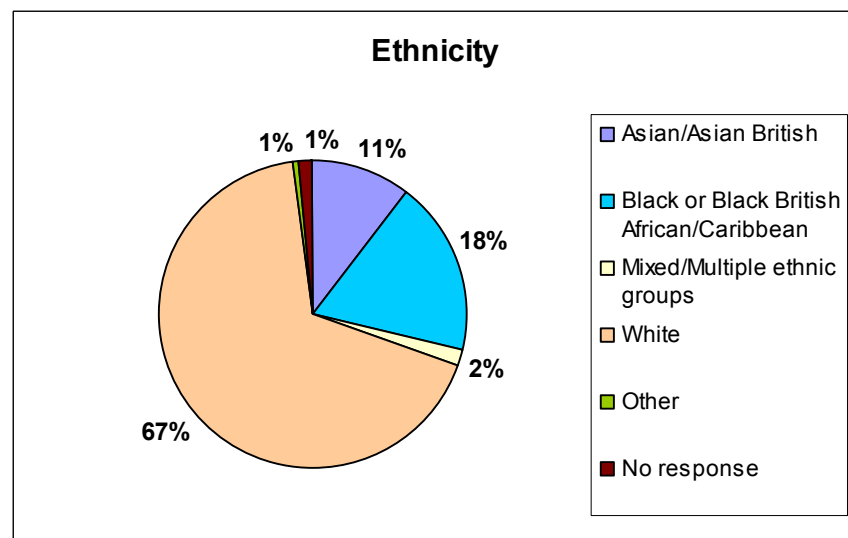
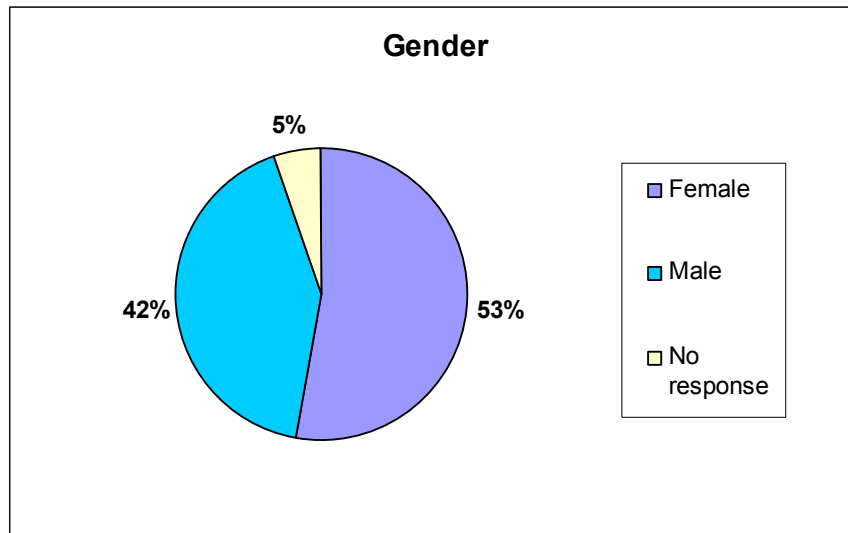
X deals with my requests effectively, however Y does not.

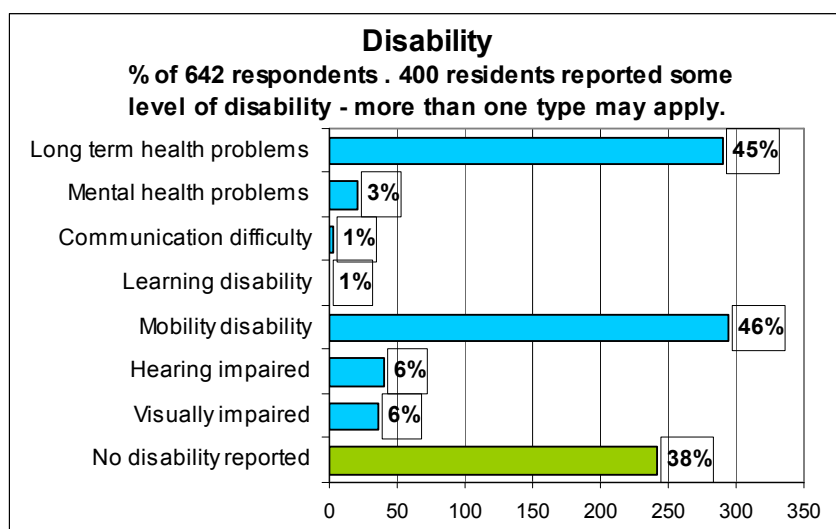
How satisfied or dissatisfied are you with the overall service you are receiving from Careline Plus? 434 responses

Very / fairly satisfied	366	84%
Neither satisfied nor dissatisfied	48	11%
Very / fairly dissatisfied	20	5%



Careline Plus 2012: Equalities monitoring of respondents





Careline Plus 2012: Breakdown of numbers surveyed, by block

Sheltered block	Number surveyed in block	Total number of flats in block	% in block surveyed
Allington Court	31	40	78%
Arthur Court	15	30	50%
Arun Court	26	40	65%
Ashburton Memorial Homes	14	17	82%
Ashwood Gardens	31	39	79%
Beech House	40	66	61%
Bell Court	30	41	73%
Borough Grange	23	30	77%
Bridge Place	34	73	47%
Cedar House	38	67	57%
College Green	13	38	34%
Creed Court	26	30	87%
Fisher Close	17	29	59%
Garnet Road	40	66	61%
Gillett Road	32	66	48%
Gordon Crescent	27	43	63%
Kuala Gardens	36	61	59%
Laxton Court	30	40	75%
Layton Crescent	18	25	72%
Purvis House	28	41	68%
Sevenoaks House	20	38	53%
Southlands Close	28	41	68%
Tonbridge House	19	39	49%
Windmill Bridge House	26	42	62%
Total	642	1042	62%