



# Metropolitan Housing

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Service Outcomes Evaluation Report

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## **1.0 Introduction**

Metropolitan housing is a housing, care and support provider. They operate a number of properties throughout Cambridgeshire that receive funding from Cambridgeshire County Council.

This evaluation has been requested by the Cambridgeshire County Council to assess the service, on the services' stated outcomes, I visited the below stated property, on two separate occasions. In total I saw 7 individuals out of the available 24.

44-46 Garden Walk (Re-ablement flats and Bedsits)

## **2.0 Evaluation of service outcomes**

For this evaluation I visited 42 – 44 Garden Walk, managed by Metropolitan Housing. Of the 24 residents available between the Re-ablement and the bedsits accommodation, I spoke with a total of 7 residents on the days made available.

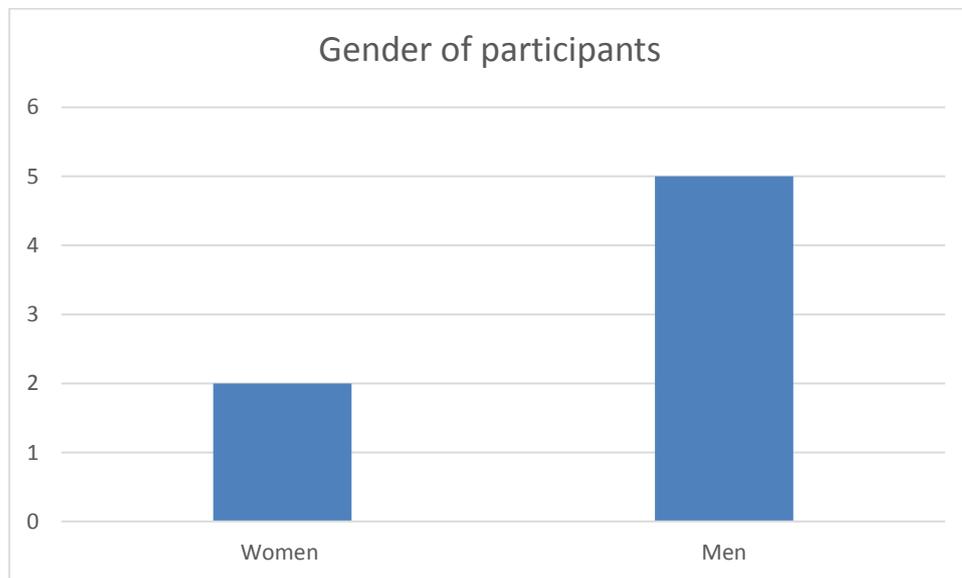
I explained that I was from the SUN Network and I was completing an evaluation of the service on behalf of the Cambridgeshire County Council.

It was explained to participants that the information given was confidential and that they would remain anonymous. All interviews with residents were conducted one to one in a private meeting room.

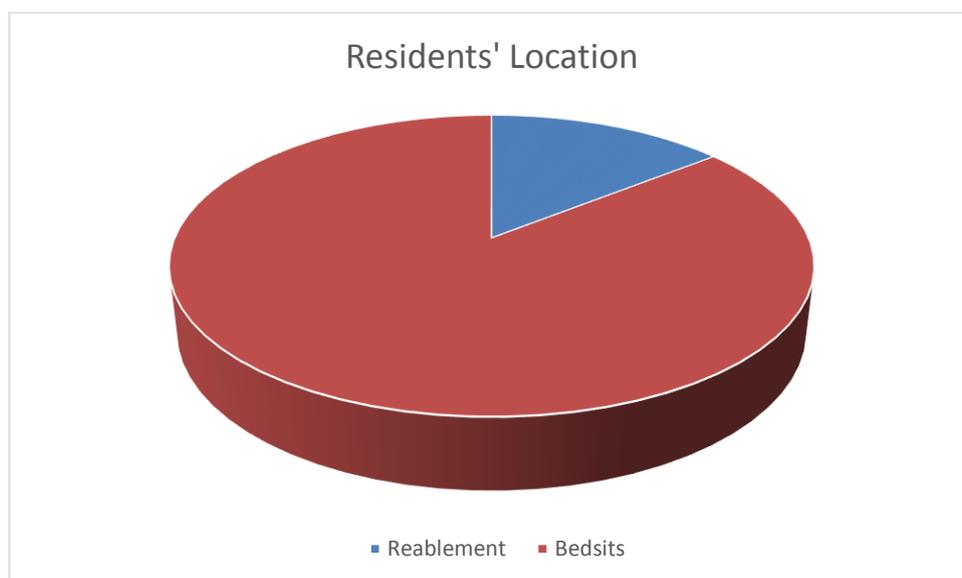
There were several themes to the semi-structured consultation, those being:

- The needs of each individual resident
- Communication between Residents and Staff
- Knowledge and input into Care Plans
- Health and wellbeing
- Resident Safety (Including distribution of medicine)
- Complaint procedures
- Staff
- Independence
- Any other concerns/issues raised by participant

## 2.1 Demographics:



This evaluation involved 5 males (71.4%) and 2 females (28.6%) participation



Of the 7 participants, 6 lived in the more independent bedsit accommodation and 1 lived in the supported Re-ablement accommodation

## 2.2 Themes

### 2.2.1 The needs of each individual resident

When participants were asked if they thought their needs of care, expectations and requirements were put first at Metropolitan Housing, the following answers were given:

4 residents answered yes, 2 residents answered sometimes and 1 resident answered no.

Responses to this question were:

- A friendly face and support is always there.
- Medication is well managed.
- Help with financial management is available.
- Someone is always available for a chat when struggling.

Concerns were:

- Out of hours' support hasn't always been available when needed.
- When trying to have a private conversation with support staff, privacy isn't always respected and interruptions from other residents is allowed.
- Metropolitan have refused to help with financial support.

When residents were asked if they felt respected at all times at Metropolitan housing the following answers were given:

6 Residents answered yes and 1 resident answered no.

The responses to this question were:

- Independence is respected by staff
- Privacy is respected, by knocking on the door and warnings are given when on the landing, declaring who it is. Helping to manage anxiety.
- Treated as equals

- Staff are good with confidentiality

Concerns of:

- Language and derogatory statements used towards residents when in a state of distress and requesting support.
- One member of staff entering rooms without permission or warning
- Respect from other residents is not good but this is not addressed by staff.

### **2.2.2 Communication between Residents and Staff**

Residents were asked about how they felt about communication between staff and residents. They were asked to comment on whether they thought they were listened to, whether they were kept informed about any changes and whether they were asked for their thoughts and opinions on matters to do with the service.

The answers given were:

3 residents said sometimes, 3 residents said yes and 1 resident said no.

The general opinion on communication was that the staff were available to listen, they were patient and encouraging. They listened to problems or concerns and attempted to help resolve these.

The responses to these questions were:

- Staff would make time to listen to concerns or problems.
- Staff would act upon requests and assist to solve problems.
- Tenancy meetings were available for everyone to attend.
- Residents felt they were informed of any changes which would occur and were happy with the way this information was delivered.
- Questionnaires were sent out for people to respond to.

The concerns were:

- Staff would not listen or take it seriously when someone expressed how unwell they felt.
- Staff only listened and acted, when an attempt to take their own life or self-harm had occurred.
- Meetings with staff to discuss concerns, complaints and support had been refused.
- There was only the suggestion box to express opinion.
- Alternatives to tenancy meetings weren't available.
- Some residents felt that when asked what they thought, nothing was done about it, so what was the point.

### **2.2.3 Knowledge and input into Care Plans**

Residents were asked about their care plans. They were asked if they felt they were able to make changes to their care plans and if they felt they were included in the decisions making and planning of their care plans.

All residents who participated in the consultation, except one, were aware of their care plans and felt they were included and involved. They also felt they could request changes to their plans, that this would be actioned and care plans were reviewed regularly.

Responses to these question were:

- That staff worked with you to decide what to include on the care plan.
- Residents could say what they did and didn't want to be included in the care plan
- Care plans were looked at regularly for some residents.
- Residents could request to review or amend their care plan and felt this would happen.

- Residents could request to look at and have a copy of their care at any time.

The concerns were:

- No one was offered a copy of their care plan at each review.
- Not being aware a care plan was in place or what one was but felt they could ask their support worker about it.
- A care plan was done on arrival but it had never been seen, nor had it been reviewed.

#### **2.2.4 Health and Wellbeing**

Residents were asked if they thought staff, thought their health and wellbeing was important. They were also asked if they were given advice and help to make good choices about food and exercise and if they had special dietary requirements whether these were acknowledged by staff.

The answers given were:

5 residents felt staff were interested in their Health and Wellbeing and staff identified their strengths. 2 residents answered no but felt it wasn't something they required.

Responses to these question were:

- Staff knew what residents' interests were.
- Staff encouraged residents to try new things.
- Staff support residents in activities.
- Fitness and gym membership was encouraged
- Staff support residents' attendance for health services
- Staff gave guidance and supported dietary needs for health concerns.

The concerns were:

- Most information for activities and support, through sign posting was mental health specific and a wider knowledge of community activities would be good.
- No written information about food or exercise was available.

### 2.2.5 Residents' safety

Residents were asked if they felt safe at 42-44 Garden walk and if they felt the management and distribution (if relevant) of the medication was done safely and according to instructions.

The answers given were:

5 residents said yes they felt safe at 42-44 Garden walk and 2 residents answered no. All residents declared they felt safe with staff. All residents felt medication was managed responsibly and safely and were happy with either it been managed for them or if they managed it themselves.

Responses to these question were:

- The doors are always locked.
- There is always someone there.

The concerns were:

- Fire extinguishers were put in place to hold doors open at night, so visitors could come and go.
- Many non-residents visited at night, who participate in drink and drugs.
- Inappropriate passes had been made towards tenant from other residents
- Room door doesn't lock properly.
- Threats had been made towards tenant from other residents.

- It was felt, little or no action to address concerns had been taken by staff.
- Staff didn't realise the stress and anxiety it caused.

### 2.2.6 Complaint procedures

Residents were asked about their knowledge and experience of making a complaint. Participants were asked if they knew how to make an official complaint, and whether they would make an official complaint if they had one. They were also asked if they felt making a complaint would go against them, by being treated differently and if they thought changes would be made if a complaint was made.

The answers given were:

5 residents felt they could make a complaint if they had one. One resident would only make a complaint to staff but would not make it official and another resident said no.

3 residents felt a complaint would not make a difference to how they were treated, one refused to answer and another didn't know. And 2 felt making a complaint had affected how staff treated them.

All residents felt a complaint would be taken seriously by staff but didn't feel the same way about management.

The concerns were:

- If a complaint was made it would rock the boat.
- Resident was told to be more tolerant
- Several residents felt that nothing had been done about their complaint and no changes had occurred.
- Staff didn't always take action on complaints made against other residents.
- Staff were not always empathic to residents' complaints and responded in a critical and judgemental way.

### 2.2.7 Staffing

Participants were asked their thoughts and opinions about how professional they felt staff were. They were also asked to comment about staffs' experience, skills and qualifications.

The answers given were:

4 participants felt staff were professional in their practise, had the correct experience, qualification and skills to carry out their work. Most were aware that staff undertook training. 3 residents felt staff were sometimes professional and other times not.

The concerns were:

- Some staff members discussed other residents in the court yard, where tenants could hear.
- Staff banged on windows in the court yard to remind residents to take their medication.
- Staff took a long time to act and resolve problems.
- A member of staff had abandoned a resident out and about as it was the end of their shift.

### 2.2.8 Independence

Residents were asked if they felt they were encouraged and supported to be independent.

All residents participating in the survey felt they were encouraged and supported to be independent. They all felt they could ask for help with enabling independence.

The responses were:

- Independence is strong here
- Independence is encouraged

- There is support when action needs to take place

### 2.2.9 Any other comments

Participants were asked if they had anything further they would like to add or comment on regarding the service they receive.

There was a high complaint from the all residents who participated in the review about the maintenance of the properties, fixtures and fittings. Complaints trended around the length of time repairs and replacement items took, and examples of such are as follows.

- Reports of maintenance repairs take a long time to get fixed.
- Maintenance not turning up for repairs.
- Maintenance work not being completed or finished.
- Heating hadn't worked for 6 months for one resident although electric heaters were given as a replacement these were felt to be unsatisfactory.
- Toilet isn't flushing properly and it is still not repaired.
- Washing machines constantly breaking down. Leaving only one in action between 25 residents.

Residents felt the customer service and care with the maintenance department at Metropolitan Housing was poor and unsatisfactory.

Additional comments made from participants were:

- "Good communal activities are arranged for residents but they don't always happen"
- "The place has saved my life and without it I do not know what would have happened."
- "This place has changed everything. It has built my confidence to live independently"
- "Everyone is approachable"
- "Overall the service has been good and the extra support has been of benefit"

## **3.0 Conclusion**

The 7 people that I spoke to were offered a semi-structured set of questions and encouraged to speak freely about anything they felt relevant.

There seemed to be an inconsistency in how some members of staff treated residents and a barrier to resolving disputes or complaints between residents.

The general consensus was that people felt safe and happy with where they were living and that staff were considered to be supportive, caring and try to help as much as possible. Overall residents were appreciative of the opportunity to live at 42-44 Garden Walk.