

Action Plan

Monica Court

Action 1: Activities

Health Watch Reported:

Tenant Comments	Our action	Completed
<p>Care staff are sometimes are struggling to lead on an activity when there are care demands that need to be prioritised.</p>	<p>Community Wellbeing Officer has set up weekly drop in sessions at the scheme for tenants to give feedback, ideas and to find out more information about the activities on the scheme and work alongside the care provider support the development of activities.</p>	<p>Complete</p>
<p>Some tenants don't participate due to health and mobility issues.</p>	<p>Community Wellbeing Officer to complete activity surveys to find out what activities tenants would like including hobbies and interests.</p>	<p>Complete</p>
<p>Tenants were not positive when asked if they are still able to do the things that they enjoy before living at the scheme they responded:</p> <p>.</p>	<p>Community Wellbeing Officer to work with the care provider and to extend a questionnaire to staff to understand their challenges and ideas around activities.</p>	<p>Complete</p>
<p>Tenant do not recall being encouraged to plan and run their own activities. Relatives to tenants expressed disappointment for the activities due to lack of funding and with no activity coordinator</p>	<p>Community wellbeing officer to work with the tenants to set up a social fund to support the delivery of activities including day trips. Community Wellbeing Officer to liaise with the tenants to support them if they want to</p>	<p>Complete</p>

<p>Tenants said that they would like to see more physically active and exercise type of activities and visits by therapy animals.</p> <p>Relative's comments are: "not enough to cater for tenants. There is a pool table, but it is not level and armchair exercises are not regular".</p>	<p>set up a social group bank</p> <p>We will look to access funding to facilitate exercise session on regular.</p> <p>Volunteer group arranged to deliver pilot pet therapy sessions</p> <p>Management have met with Salford CVS about the "Volunteering in Care Homes Project". This will support with the running of activities on the scheme and will support staff. A second meeting with them has been scheduled in</p> <p>Community Wellbeing Officer to liaise with the tenant social group to support them to apply for funding for activities.</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p>
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Action 2: Communication, feedback and responsiveness between tenants and staff

Health Watch Reported:

Tenants Comments	Our Actions	Completed
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<p>There were some issues with communication and responses from City West stated by the tenants – this seemed an issue for tenants when City West didn't attend the tenant meetings or feedback about important points.</p>	<p>Community Wellbeing Officer to hold weekly drop in sessions</p>	<p>Complete</p>
	<p>Extra Care Scheme Management Officer holds monthly housing surgeries and hold joint tenant meetings on a monthly basis</p>	<p>Complete</p>
<p>Signage appeared minimal and plain with little to no directional signage</p>	<p>We will review the pictorial signage and information on the Notice Boards to make sure that information is clear and that all information is easy to read and large print.</p>	<p>Complete</p>
<p>.</p>		<p>Complete</p>
<p>There was confusion when tenants were asked who the care coordinator was.</p>	<p>Staff to wear ID badges</p>	<p>To be in place April 2019.</p>
<p>Relatives feel that there should be training between care organisation and housing for who does what with families.</p>	<p>Incorporate the 'You Said, We Did' poster on the Notice boards to communicate the changes developed from feedback. This is a separate board specifically to highlight the changes on the scheme. This is being fitted on Monday 14th January.</p>	<p>Complete</p>
	<p>To hold an event for tenants, their families and other stakeholders based around working together for change model, this will further explore the issues working, not working and things important to the future from the tenant's perspective.</p>	<p>Complete</p>

	<p>Following the event for the working together for change model, we will then develop improvement plans to be put into place agreed by tenants and progress will be reported via regular tenant meetings</p>	<p>Ongoing</p>
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Action 3: Maintenance

Health Watch Reported:

Tenant Comments	Our Actions	Completed
<p>One tenant commented that “promises are not kept, windows are not cleaned</p> <p>Comments were made that the flats are not individually controlled for temperatures so they are too hot.</p> <p>It has been reported that there are marks and stains on the dining room carpet.</p>	<p>Consider cleaning the carpets or replacing the carpets depending on the extent of the stains.</p>	<p>Complete</p>
	<p>Arrange for the window cleaning.</p>	<p>Ongoing</p>
	<p>A representative from the repairs team to attend tenant meetings</p>	<p>Complete</p>
	<p>Carpet have been cleaned</p> <p>Weekly building inspections to be carried out to monitor</p>	<p>Complete</p> <p>Complete</p>

	condition and manage repairs	
	Monthly building audits to be completed by the scheme management officer	Complete
	Pool table to be disposed of	Complete

Action 4: Accessibility

Health Watch Reported:

Tenant Comments	Our Actions	Completed
Signage appeared minimal and plain with little to no directional signage.	We will review the signage on the scheme and ensure that it is clear and that it is easy to read.	Complete
The flat door numbers and doors were both white, making the door numbers almost invisible and not dementia friendly.	The door numbers to be replaced	Complete

Action 5: Wellbeing

Health Watch Reported:

Tenant Comments	Our Action	Completed
<p>Responses are mixed for happiness for tenants. Some had expressed isolation: "cannot get out, like my friend".</p>	<p>Community Wellbeing Officer to work with tenants to improve engagement</p>	<p>Complete</p>
<p>A comment was made that there was no smoking shelter; this issue was also raised in the tenant meeting as many were saying that smoke was leaking into their flats if they had their windows open.</p>	<p>Tenants advised of smoking locations and to not spoken at the entrances</p>	<p>Complete</p>
<p>There are no drink water machines on the scheme and staff seems busy at times to respond to tenants request of a drink</p>	<p>Community Wellbeing Officer to connect with local agencies to deliver a wider range of activities.</p>	<p>Complete</p>
<p>New cutlery required</p>	<p>To review standard of cutlery and replace if required</p>	<p>Ongoing</p> <p>Complete</p>

Group members



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