

Sheltered Housing Independent Assessment

May 2013.

Tenants views.

This year all tenants on the scheme were interviewed.

There are 13 tenants in total and one tenant had terminated their tenancy, one was in hospital and one was not available.

The findings from the tenants interviewed by the Shetland Tenants Forum as follows;

Do you think Fiona Cluness and the other staff at Hjaltland listen to your views?

All 10 Tenants answered yes to this question.

“Fiona and my home helps are lovely.”

Do they ask you about how you want the service to be delivered?

5 said yes.

2 didn't know.

1 said no.

1 person said they didn't need anything.

1 person didn't answer.

“Very happy”.

How do they ask you about your views on the service?

- Questionnaire
- Someone coming along

If you put forward your views or need things done, how do they respond?

5 people said that Hjaltland respond very well.

Other people said that they respond quickly.

Do you have any ideas about how the Hjaltland could improve how they involve you in developing the sheltered housing service?

3 people said they didn't have ideas.

1 person said that they could do their best.

1 person said that they could paint fences and the electricity could be cheaper.

Do you want to be more involved?

All 10 Tenants said no.

How good do you think Hjaltland are in involving you in developing the service?

1 person said good.

4 people said very good.

The rest didn't know or didn't answer.

Are you encouraged and supported to take part in the activities you want to?

8 people said yes.

Do you feel that you are able to make decisions for yourself and do things you want to and not forced to do things by the HSW or the Association?

9 people said yes.

How well do you think Hjaltland are in supporting you to make decisions for yourself and do the things you want to?

2 people said excellent.

2 people said very good.

3 people said good.

1 person said they make their own decisions so they didn't answer this question.

If you had a complaint about Fiona Cluness or about the Association who would you complain to?

8 people said they would go to Hjaltland Housing Association.

1 person said they would go to Fiona.

Have you recently had a complaint about the service you receive from Hjaltland? How do they feel this was handled? Are there any improvements in the way they could have handled this?

8 people said no.

1 person said they only had to complain once.

How well do you think Hjaltland are in how they deal with your complaints?

1 person said OK.

The rest didn't know or didn't answer because they have never complained before.

Do you feel confident that Fiona Cluness knows all your health and support needs that she needs to know?

Everyone said yes.

Do you feel that Fiona Cluness has a good link with your GP, home helps etc. to support you?

All 10 Tenants said yes.

"She is so helpful"

Are there any improvements you would like to see?

9 people said no.

1 person didn't answer.

Do you feel that you are treated with dignity and respect by Fiona Cluness and the other staff at Hjaltland?

10 people said yes.

How well do you think Hjaltland are in supporting you with your health and wellbeing needs?

1 person said excellent.

3 people said very good.

3 people said good.

The rest didn't know or didn't answer.

Does Fiona Cluness discuss with you what level of support you need from her? How often does this happen?

8 people said yes.

1 person said they didn't need a lot of support and 1 person didn't answer.

Do you know how Hjaltland records and keeps the information you provide them?

4 people said they didn't know.

5 people said computer.
1 person didn't answer.

If Fiona is away on holiday does she tell you what you should do if you need help whilst she is not there?

9 said yes.
1 didn't answer.

When you became a tenant do you think the information you were given was helpful? Could there have been any improvements?

5 people said yes.
1 didn't answer.
3 people can't remember.
One person said that Hjaltland could show more interest in the Tenants.

Is there any training that you think Fiona Cluness or staff at Hjaltland should have to improve the service they provide you?

6 people said no.
The rest didn't know or didn't answer.

Are there any other comments or ideas you have about the sheltered housing service you receive?

3 people said Hjaltland could paint the fences.
1 person wants cover when Fiona is on holiday.
1 person didn't have a back door.
2 said they wanted their bushes cut.
1 Tenant said the bins don't have locks.
1 said their bathroom heater not very efficient
1 said there is a draught at the front door
1 asked whether the outside steps were the right size as they found them very narrow
4 said nothing.

What do you like about living in your sheltered house?

3 said they loved the peace and quiet.
8 people said they liked the fact that it had no stairs.
1 person said that it was neat, compact and comfy.
3 people said they loved their house and that they were really happy in it.
2 people like the view.
"Love my wee house, happy in it"

Is there anything you would like to change?

All Tenants said no.

Overall how well do you think Hjaltland provide a Sheltered Housing service?

2 said excellent.
6 said very good.
2 said good.