

# Learning Disability Housing Care and Support Service

Analysis of service users, carers and professionals consultation

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# Introduction

## Background

The City of Westminster and Royal Borough of Kensington and Chelsea Bi-Borough Adult Social Care are planning to re-design the Learning Disability Service to better meet the service users' needs. We sought to gather the views of carers, professionals and service users of Supported Living Services so that we can include their feedback and suggestions in the re-design of the service.

## Methodology

A consultation was launched involving a survey of the service users, carers and professionals. The service user survey was shared with service providers, the Learning Disability Social Service Team and the Health Team to circulate to service users and was promoted via the Council's Consultation and Engagement Hub. The carer survey was promoted via the Carers Network and the professional survey link was circulated to the professionals via email. In total, 24 service users, 13 carers and three professionals responded to the surveys. Alongside the surveys a number of engagement events took place. Two events focused on gathering the views of service users, one event aimed at carers and lastly, an engagement event for professionals took place.

Engagement events started on 23 May and ended on 29 June 2023. The engagement events focused on the same areas as the surveys. These areas included questions regarding satisfaction levels for the supported living services, the building/homes, support plans, easy read plans, staff skills, activities, health and the complains process. A total number of 16 service users, 10 carers and 20 professionals participated in the engagement events.

This report contains the findings from the surveys and summaries of the key themes that emerged from the qualitative events and conversations.

## Appendices

An appendices document is available on request. This includes fuller reports on the engagement events and all comments to open questions from the surveys.

## Acknowledgements

The Council would like to thank all residents, stakeholders and the Council's staff that took the time to provide feedback on the Learning Disability Housing Care and Support Service.



# Results at a glance



# Results at a glance

Below is a summary of the findings from all the surveys and engagement activities undertaken to understand service users, carers and professionals' views of the supported living service. More details can be found in the body of the report.

## Homes/Building

- The majority of service users said that they feel safe in their homes/buildings and stated that their homes/buildings are clean and tidy.
- During the engagement session with carers, it was found that most carers are satisfied with the supported living service's homes/buildings. However, there are some concerns about the maintenance of the buildings, with reports of delays in repairs.
- Professionals suggested using assistive technology to promote safety in the homes/buildings of the service users.

## Support Plan and Easy Read Plan

- The service user survey shows that the majority of respondents said that they have a support plan (21 respondents).
- On the other hand, most service users who attended the engagement sessions said that they do not know what is in their support plan.
- Carers were satisfied with the support plans provided for their loved ones, though they mentioned that there are some issues with communication among staff when it comes to implementing the plans.

## Staff skills

- Out of 24 service users responding to the survey, 21 said their support workers treat them nicely. Also, during the events with service users, all attendees said they were very happy with the support they got and confirmed that support workers provide them with the support they need.
- However, it was mentioned in the event for professionals that staff often lack the necessary skills to effectively support individuals with complex needs, leading to a demand for more support hours.



# Results at a glance

## Activities

- A total of 10 carers said that their family member is not supported in choosing the activities they want to do and cannot join the activities.
- However, most service users said they can join their chosen activities (18 respondents out of 24).

## Complaints

- Professionals stated during the events that no official complaint pathway is followed, but complaints are raised informally.
- On the other hand, most service users who responded to the survey said that it is easy to get help when support is bad (22 respondents out of 24).



# Service user survey



# Service user survey - Introduction

## Background

The service users' survey sought to gather the views of service users on their experience of the supported living service.

## Consultation methodology and report

An online survey was shared with service providers, the learning disability social service team and the health team to circulate to service users and was promoted via the Council's Consultation and Engagement Hub. An easy-read paper copy of the survey was also made available and promoted through face-to-face engagement sessions with service users. The exercise opened on 3 May 2023 and closed on 14 July 2023 with 24 responses.

This report contains an analysis of respondents' views. Where graphs are shown, actual numbers of responses are included rather than percentages, as this can be misleading with a smaller base. Where graphs do not add up to the total number of respondents, this may be due to respondents not answering a question or where respondents have been able to select more than one response to a question.

A separate appendix report is available on request, which details all comments made by respondents to the questions within the survey.



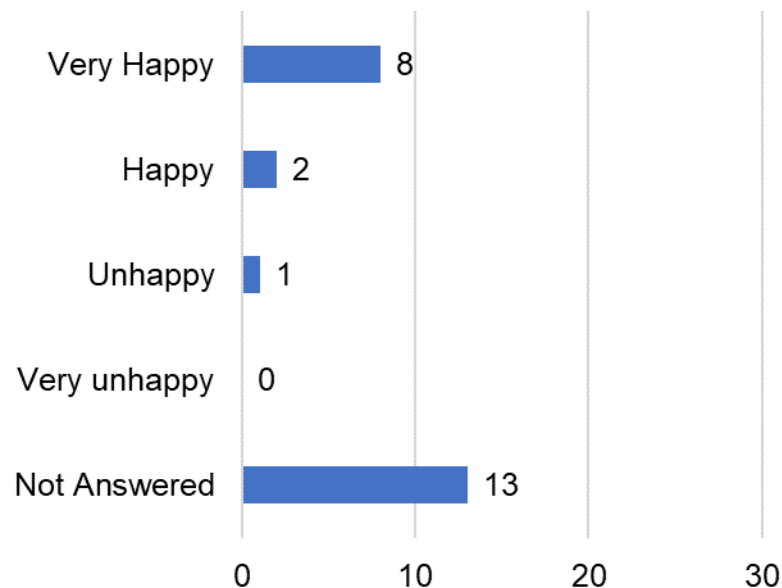


# Satisfaction levels

Respondents were asked how satisfied they are with the support they receive. Please note this question was not asked to those completing the Easy Read version of the survey, hence the high numbers not responding.

- Most that responded to this question, were either 'very happy' or 'happy' with the support they receive (10 of 11 responding)
- However, one respondent said they are 'unhappy' with the support they receive.

## Are you happy with the support where you live?

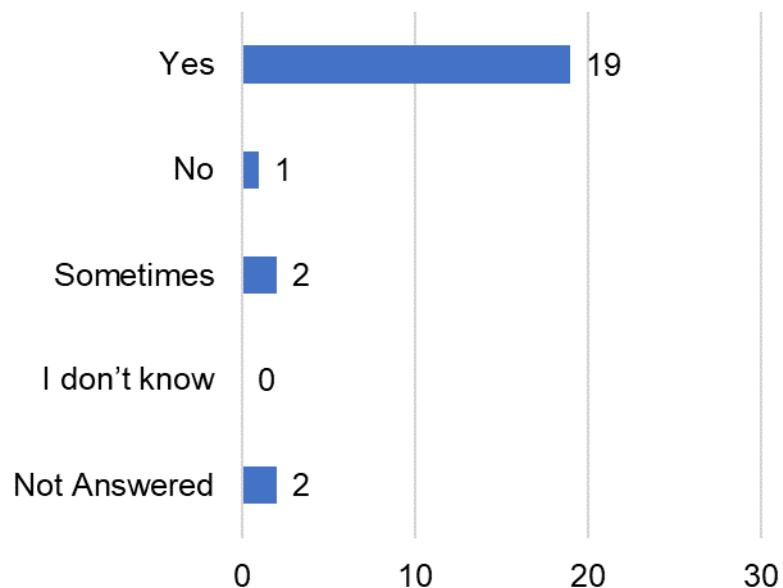


# Safety

Respondents were asked if they feel safe where they live.

- Large number of respondents (19 respondents) said that they do feel safe in their homes.
- Two respondents said that only 'sometimes' they feel safe, and one said that they do not feel safe where they live.

## Do you feel safe in the home where you live?



Base: All respondents (24)



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# Tell us more about where you live

Respondents were given the opportunity to explain how they feel about where they live. There were 20 comments to this section.

Comments made have been themed and themes are summarised in the table below. Examples of comments can also be seen on the next page, with the full list of themes and comments found in the appendices.

| Theme  | Count |
|--|-------|
| I am happy where I live and with the support I get | 15    |
| I would like to move to the ground floor           | 2     |
| It is noisy outside                                | 1     |
| Repairs take a long time                           | 1     |
| Request for an intercom with screen                | 1     |
| Other  | 1     |



# Tell us more about where you live- comments

*“Happy because I like living in my local community. Feel at home. Have the support I need to get what I need and find out what is going on.”*

*“I am happy in my home. I got no complaints.”*

I am happy when I live and with the support I get

I am happy when I live and with the support I get

*“Repairs problems (Peabody - General needs). Take time to come. Noisy outside”*

Repairs take a long time



*“Want to move from 5th floor flat with no stairs.”*

I would like to move to a ground floor

*“I live in a supported housing with other 4 tenants and I feel safe and happy”*

I am happy when I live and with the support I get

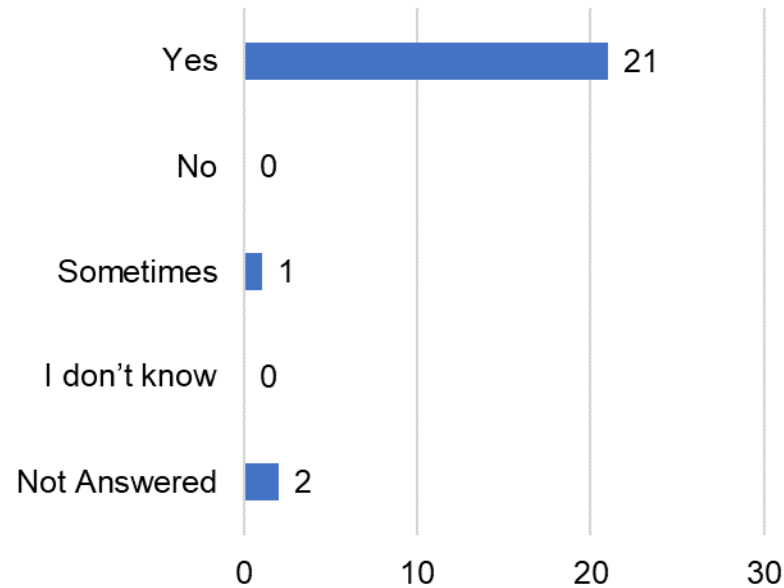


# Clean and tidy

Respondents were asked if their home is clean and tidy.

- The majority of respondents said that their home is clean and tidy (21 respondents).
- One respondent said that their home is clean 'sometimes'.

Is your home clean and tidy?



# Clean and tidy- comments

Respondents were given the opportunity to tell us more about the cleanness and tidiness of their homes. There were 19 comments to this section.

Comments made have been themed and themes are summarised in the table below. Examples of comments can also be seen, with the full list of themes and comments found in the appendices.

## Comments

| Theme                                    | Count |
|--|-------|
| Staff ensure the house is clean and tidy | 10    |
| My house is clean and tidy               | 8     |
| I do my own cleaning                     | 1     |

*“Staff follow up using cleaning rotation day and night to ensure my home is clean.”*

Staff ensure the house is clean and tidy

*“Staff ensure the environment is clean day and night in line with the cleaning guidelines.”*

Staff ensure the house is clean and tidy

*“My home always clean and tidy”*

My house is clean and tidy

*“I am a paid cleaner at my home, I work 3 days a week.”*

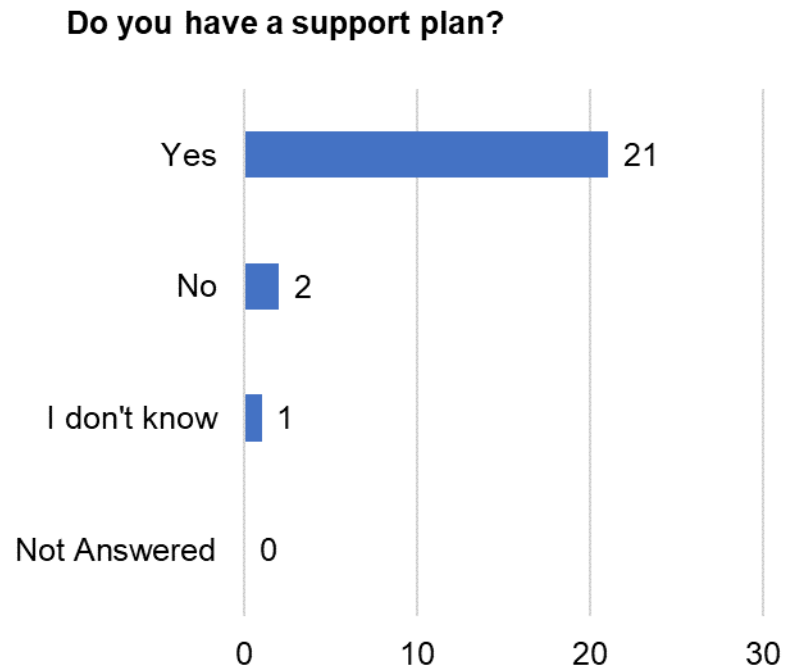
I do my own cleaning



# Support plan

Respondents were asked if they have a support plan.

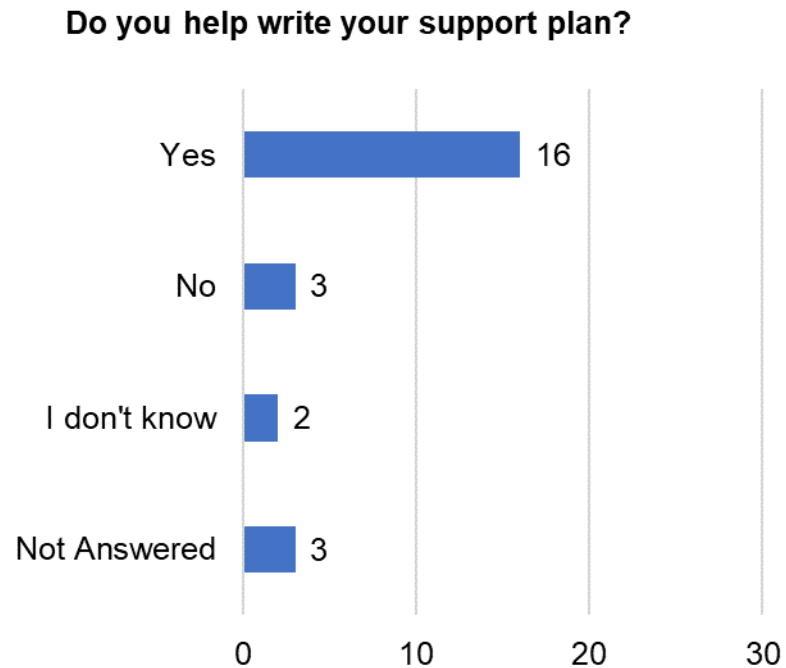
- The majority of respondents said that they have a support plan (21 respondents).
- However, two respondents said that they don't have a support plan.



# Input into the support plan

Respondents were asked if they helped to write their support plan.

- More than half of respondents said that they helped to write their support plan (16 respondents).
- Three said they did not help write their support plan and two selected 'I don't know' for their answer.

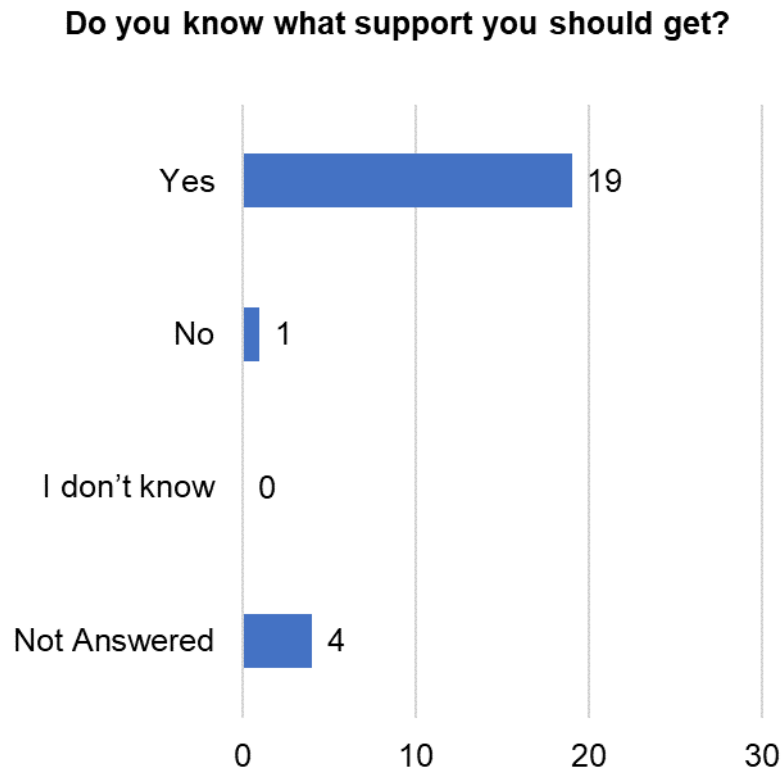




# Knowledge of support

Respondents were asked if they knew what support they should get.

- Most respondents said that they do know what support they should get (19 respondents).
- One respondent selected no to this question.



*Base: All respondents (24)*

# Informing service users of support plan - comments

Respondents were given the opportunity to provide suggestions on how else we could tell them about their support plan. There were 15 comments to this question.

Comments made have been themed and themes with two or more comments are summarised in the table below. Examples of comments can also be seen on the next page, with the full list of themes and comments found in the appendices.

| Theme                                | Count |
|--------------------------------------|-------|
| Through verbal communication         | 4     |
| Through visual communication         | 4     |
| Through easy read materials          | 4     |
| Use object of reference              | 3     |
| Through the support of staff members | 2     |



# Informing service users of support plan - comments

*“An easy read one. Big writing.”*

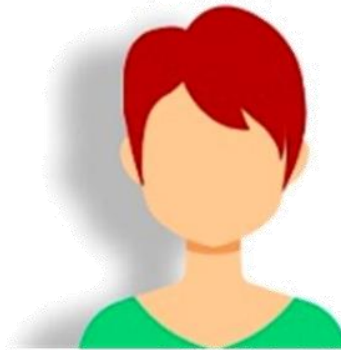
Through easy read materials

*“An easy read version would be very nice”*

Through easy read materials

*“Written”*

Through written communication



*“I would like to be told verbally.”*

Through verbal communication

*“By using object of reference or showing me pictures or talking to me using simple language.”*

Through visual communication

*“By using object of references. Involve my family. Explain to me using simple phrase.”*

Use object of reference

*“By using object of reference.”*

Use object of reference

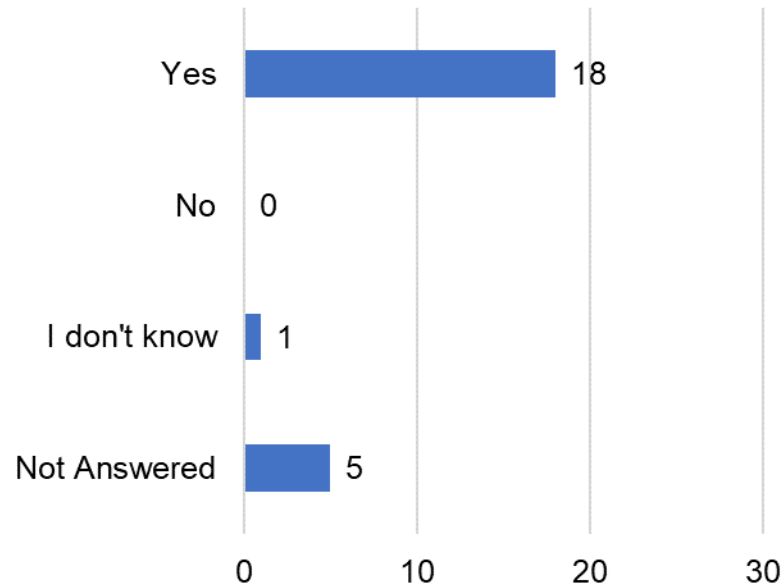


# Activities

Respondents were asked if they choose the activities they do.

- Most respondents said that they can join the activities they choose (18 respondents).
- One respondents said that they do not know if they can join activities they choose.

**Do you choose the activities you do?**



# Activities - comments

Respondents were given the opportunity to provide more information about the activities they do. There were 22 comments to this question.

Comments made have been themed and themes are summarised in the table below. Examples of comments can also be seen on the next page, with the full list of themes and comments found in the appendices.

| Theme                  | Count |
|------------------------|-------|
| Social activities      | 14    |
| Join group activities  | 6     |
| Physical activities    | 5     |
| Art and craft          | 5     |
| Cooking/baking         | 3     |
| Educational activities | 1     |



# Tell us more about your activities-comments

*“Music, boccia, current affairs, cinema, social groups, clubbing trips.”*

Social activities

*“I do art.”*

Art and craft



*“Go to church, coffee shop, pub, bingo, music group sessions and like to go out and socialise.”*

Join group activities

*“I have music sessions on Monday with (Name)  
On Wednesday I have music session with (Name)  
Once a week I have group exercise with flat mates.  
(Name).”*

Join group activities

*“I like going out to the cinema.  
I like going out to local park.  
I go to day centre twice weekly.”*

Social activities

*“Going to cinema.  
Cooking/baking  
Drawing”*

Art and craft



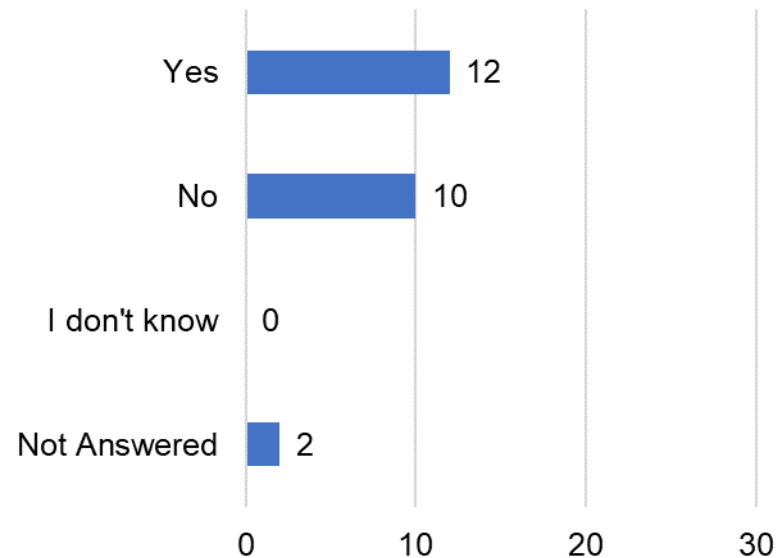
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# Independent activities

Respondents were asked if staff support them to do things without their support

- Half of respondents said that staff do support them to do things independently (12 respondents)
- However, ten respondents said that staff don't support them to do things without their support.

**Do staff support you to do things without their support?**

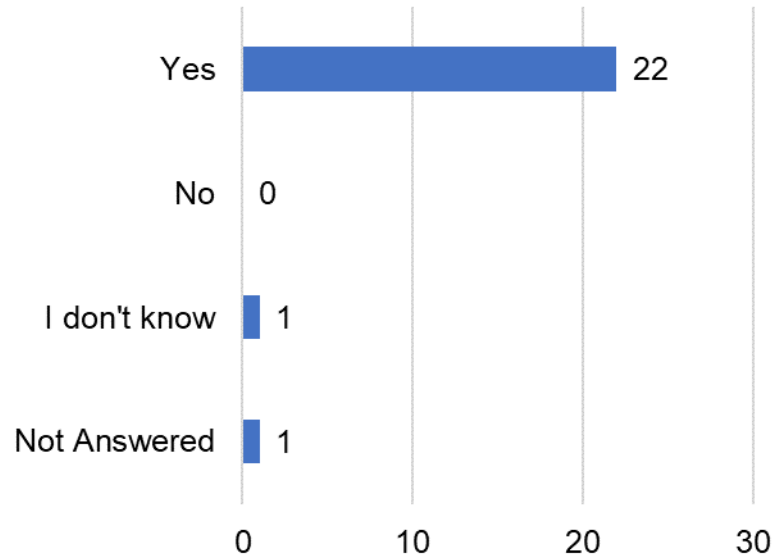


# Support at home

Respondents were asked if they get the support that they want at home.

- The majority of respondents said that they do get the support they require at home (22 respondents).
- One selected 'I don't know' to answer this question.

**Do you get the support you want at home?**



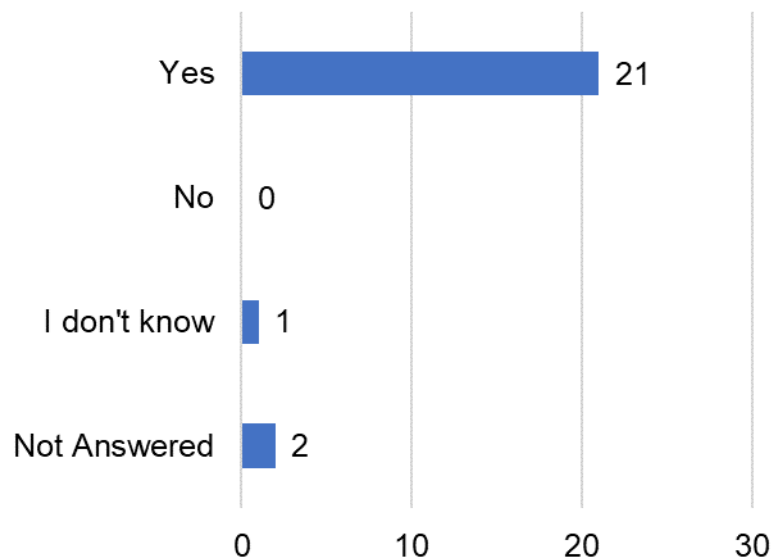


# Support workers

Respondents were asked if they are treated nicely by their support workers

- Most respondents said that staff treat them nicely (21 respondents).
- One selected 'I don't know' for their answer to this question.

**Do your support workers treat you nicely?**



Base: All respondents (24)



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# Support - comments

Respondents were given the opportunity to comments about the support that they get. There were 22 comments to this question.

Comments made have been themed and are summarised in the table below. Examples of comments can also be seen on the next page, with the full list of themes and comments found in the appendices.

| Theme                                     | Count |
|---|-------|
| The support I get is good                 | 12    |
| I get help with domestic work             | 3     |
| I get medical support                     | 4     |
| Staff workers treat me nicely             | 2     |
| Staff workers take a long time to help me | 1     |
| I receive emotional support               | 1     |



# Support - comments

*“I get all the support I need.”*

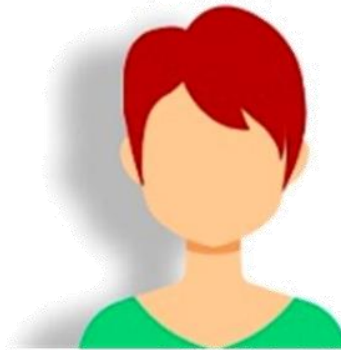
The support I get is good

*“They treat me as an adult. It is good. They are friendly, polite. They help me if I need help.”*

Staff workers treat me nicely

*“Good”*

The support I get is good



*“PC, medication, emotional support.”*

I get medical support

*“I am wheelchair and bed bound. I receive full support with personal care, nail and hair care, shaving, dressing, laundry, food shopping and cooking. Going out to day centres, to the cinema. My family support me to order my medication.”*

I get help with domestic work

*“Staff support me to book my routine GP checks, my routine dental checks.”*

I get medical support

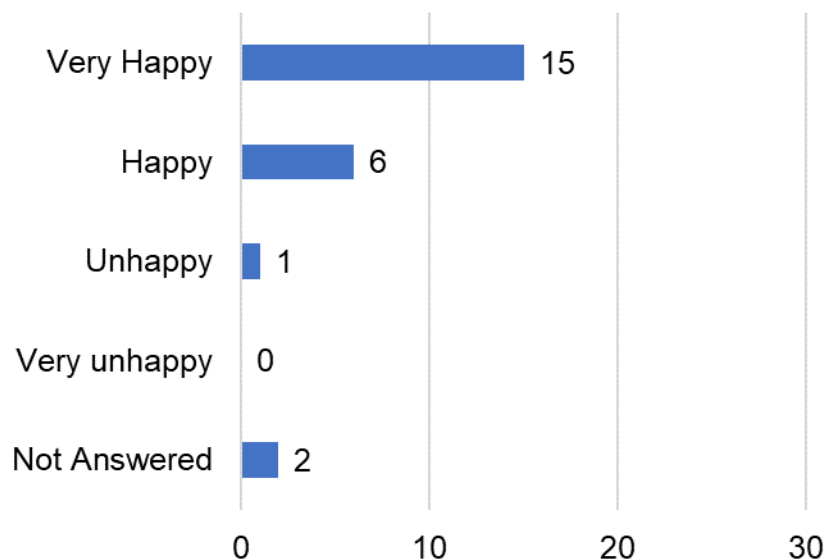


# Health support

Respondents were asked if they are happy with the support they get to stay healthy.

- 'Very happy' and 'happy' were the most selected answers by respondents (total of 21 respondents)
- One respondent said that they are 'unhappy' with the support.

**Are you happy with the support you get with your health?**

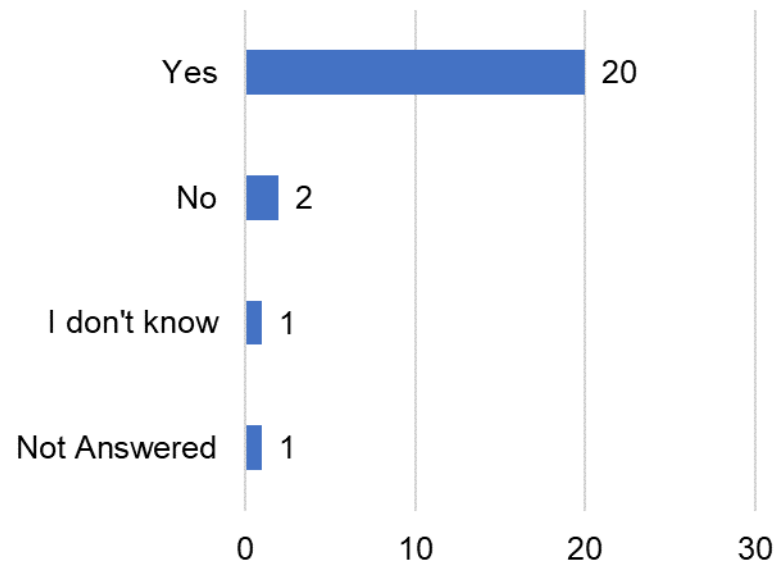


# Annual health check with GP

Respondents were asked if they had their annual health check review with their GP.

- Most of respondents said that they did have their annual health check with the GP (20 respondents).
- Two respondents said that they did not have their annual review with GP and one selected 'I don't know' for their answer.

**Have you had your yearly health check with your Doctor?**



# Health support- comments

Respondents were given the opportunity to comments about the health support that they get. There were 21 comments to this question.

Comments made have been themed and themes are summarised in the table below. Examples of comments can also be seen on the next page, with the full list of themes and comments found in the appendices.

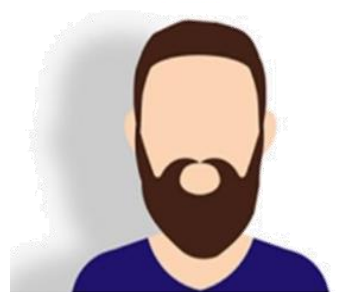
| Theme                                   | Count |
|---|-------|
| I am supported by staff to stay healthy | 16    |
| I keep up with my health checks         | 3     |
| I have health issues                    | 1     |
| Not keeping up with health checks       | 1     |



# Health support - comments

*“Staff support me to contact surgery  
Staff support me to order and receive my  
medication. Staff support me with early health  
appointments like eye, dental appointment.  
Staff support me to hospital appointment.  
Staff support me to manage my diabetes and  
dysphagia in line with guidelines.”*

I am supported by staff to stay healthy



*“I have support from my team and from (Name) the nurse”*

I am supported by staff to stay healthy

*“I attend regular appointments with my GP, dentist  
and other health care and support services.”*

I keep up with my health checks

*“Arranging appts, watching post for letters, going to  
appts, talking about what I want to say and what  
health people say.”*

I keep up with my health checks



# Complaints

Respondents were asked if their support is bad, who they ask for help. There were 18 comments to this question.

Comments made have been themed and themes are summarised in the table below. Examples of comments can also be seen on the next page, with the full list of themes and comments found in the appendices.

| Theme                   | Count |
|-------------------------|-------|
| Staff members           | 9     |
| Management              | 8     |
| Family members          | 3     |
| Social worker           | 2     |
| I don't speak to anyone | 1     |
| I know who to speak to  | 1     |





# Complaints - comments

*“I would tell the staff and my sister.”*

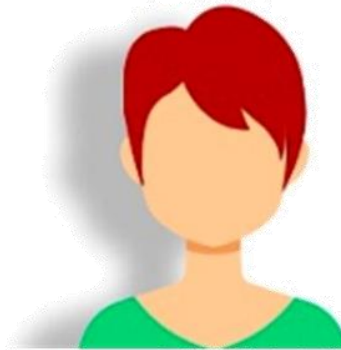
Family members

*“I will report to the care manager and social worker.”*

Social worker

*“The care manager.”*

Management



*“Managers or care managers or my sister.”*

Management

*“My staff team.”*

Staff members

*“Talk to support managers or my family.”*

Family members

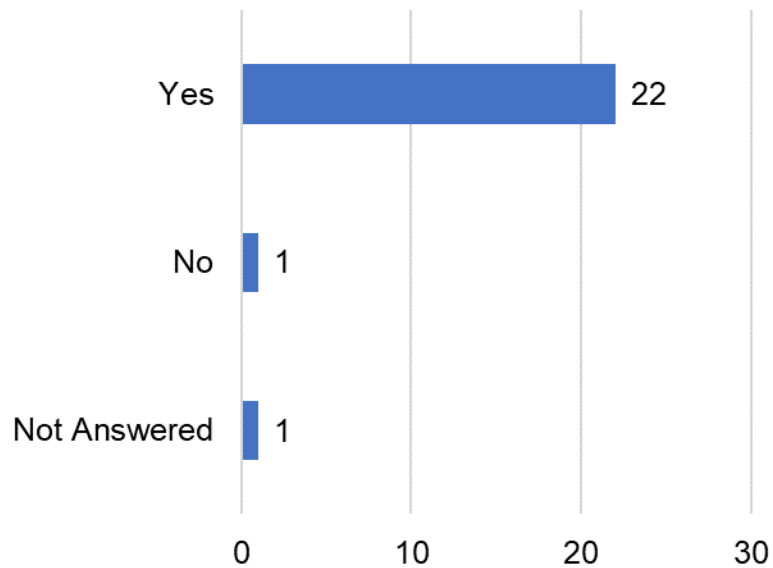


# Complaint procedures

Respondents were asked if it is easy to get help if their support is bad.

- Most of respondents said that it is easy to get help when support is bad (22 respondents).
- One respondent said that it is not easy to get help if unsatisfied with the support.

Is it easy to get help if your support is bad?



# Complaint procedures - comments

Respondents were asked tell us more about complaint procedures. There were 17 comments to this question.

Comments made have been themed and themes are summarised in the table below. Examples of comments can also be seen below page, with the full list of themes and comments found in the appendices.

## Comments

| Theme                       | Count |
|-----------------------------|-------|
| It is easy to get help      | 16    |
| I am happy with the support | 1     |

*“Would tell the managers or my care manager*

*It is easy to get help*

*“I have an easy read of the complaints procedure.”*

*It is easy to get help*

*“Staff will support me to inform the care manager who will forward my concern to the social services (duty).”*

*It is easy to get help*

*“I can ring or see people.”*

*It is easy to get help*

*“It’s perfect.”*

*I am happy with the support*



# Carers survey



# Carers survey - Introduction

## Background

The carers' survey sought to hear from carers about their family member's experience of Supported Living Services so that we can include their views and suggestions in re-designing the service.

## Consultation methodology and report

An online survey was promoted via the Carers Network. The exercise opened on 3 May 2023 and closed on 8 July 2023 with a total of 13 responses.

This report contains an analysis of respondents' views. Where graphs are shown actual numbers of responses are included, rather than percentages as this can be misleading with a smaller base. Where graphs do not add up to the total number of respondents, this may be due to respondents not answering a question or where respondents have been able to select more than one response to a question.

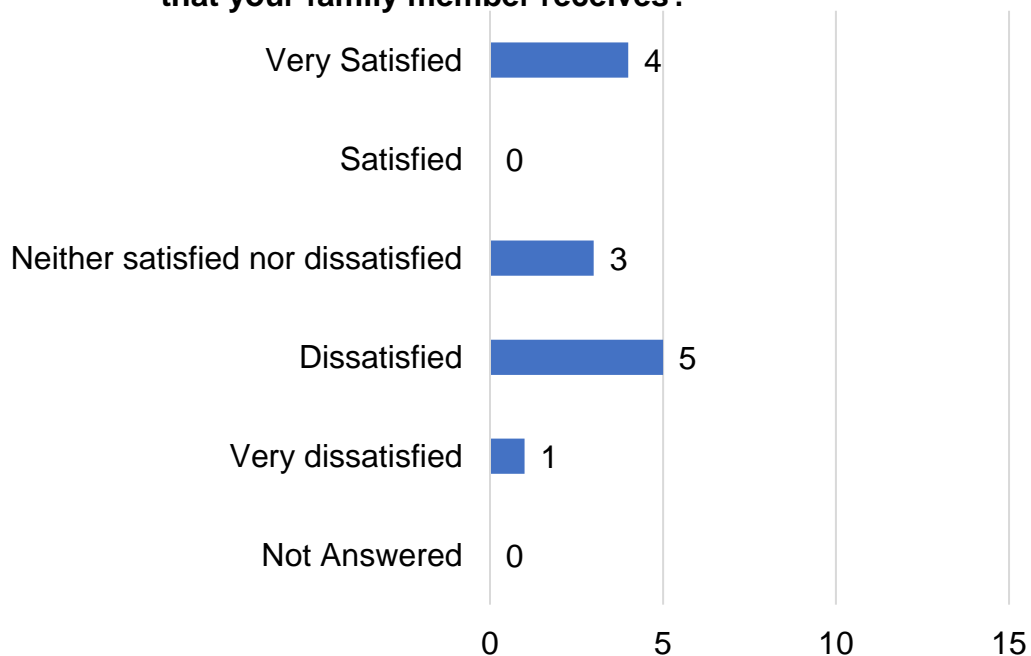


# Satisfaction levels

Respondents were asked how satisfied they are with the supported living service.

- Four respondents said that they were 'very satisfied' with the supported living service.
- However, six respondents selected 'very dissatisfied' or 'dissatisfied' with the service.

**Overall, how satisfied are you with the supported living service commissioned by the Learning Disability Team that your family member receives?**



Base: All respondents (13)



# Satisfaction levels-comments

Those that selected 'dissatisfied' or 'very dissatisfied' were asked to explain their answer. There were six comments to this section. One comment was passed directly to the service due to the personal nature of it. The comments are:

*“What I want for my daughter I am not getting it.”*

*“Hard to find the right person to communicate with and there is a limited amount of supported living in the area for 18–55-year-olds.”*

*“No help from them”*



*“My son has been how he is all his life. Cannot read, write cannot tell the time. Does not know where he is. Even though he's been there lots of time. He's got no idea where he is. He's 24 years old. But only this month. Did he qualify as having a learning disability. So, he has never had any services. Yet he went to SEN school and college. Its unacceptable.”*

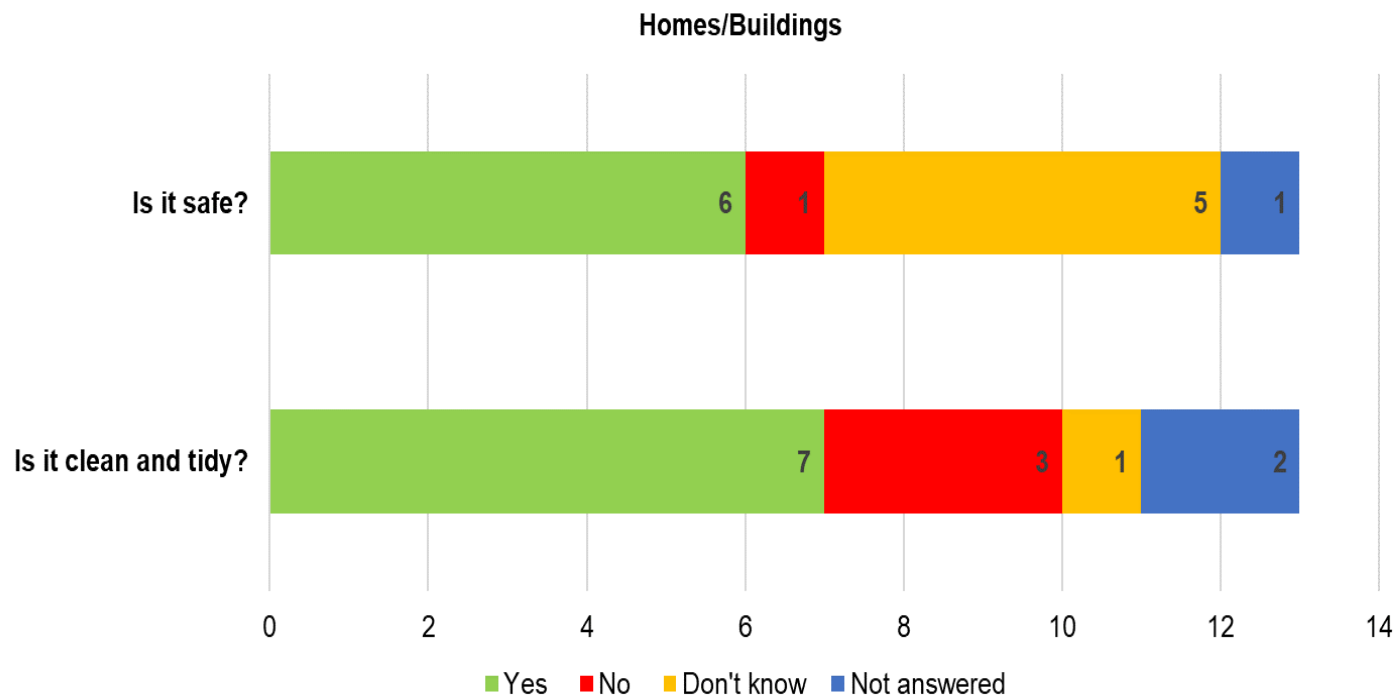
*‘The service doesn't offer a structured environment that would stimulate people with LD. They deserve to have good quality care that would help them, to at least, maintain the progress that they achieved during their education years. There is minimal engagement with families and unpaid carers such as parents of the person cared for. No updated tools for communication. Staff members need further training and supervision to improve their understanding of the needs of those they work with.’*



# Homes/Buildings

In this section of the survey, carers were asked if their family member felt safe at home and if the home was clean and tidy.

- Six respondents said that the supported living placement that their family member lives in is safe, and seven said it is clean and tidy.
- However, five respondents said they 'don't know' if the home is safe, and three said the supported living placement is not clean and tidy.



Base: All respondents (13)



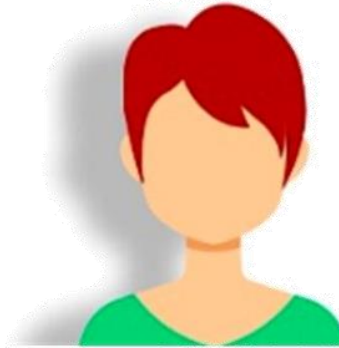
# Homes/buildings - comments

Those that selected 'dissatisfied' or 'very dissatisfied' were asked to explain their answer. There were six comments to this section. The comments are:

*“We live in temporary accommodation.”*

*“Not yet in supported living placement.”*

*“Generally clean and tidy but too many people sharing one bathroom and toilet. 8 people”*



*“He at home”*

*“Staff are always bank staff and never continuous staff members, safeguarding is never followed appropriately and reporting of serious incidents is poor. There is a lack of hygiene and cleanliness which means many of the people residing there have sickness bugs and illnesses too often.”*

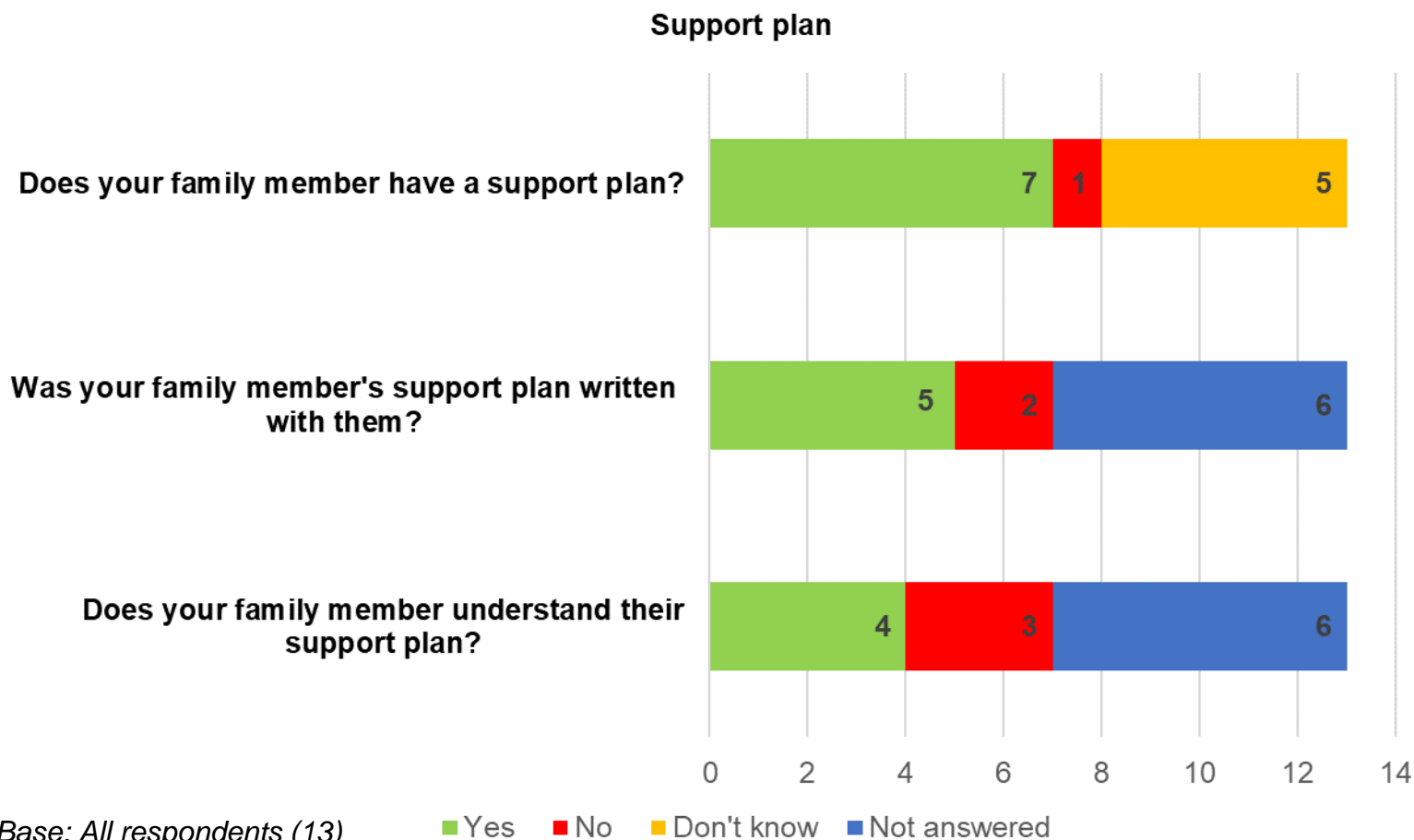
*“The place needs more attention regarding cleaning, but especially repairs and control of things such as mould and damp. People with LD are often left for weeks if not months with broken kitchen units, loss sink etc. Which could be very dangerous.”*



# Support plan

Respondents were asked if their family member has a support plan and an easy-read plan, and if so, if it was written with them and if they understand their support plan.

- Out of 13 respondents, seven said their family member has a support plan, five said the plan was written with them, and four said their family member understands it.
- However, one of the 13 respondents said that their family member does not have a support plan, two said that the plan was not written with their family member, and three said that their family member does not understand their



# Support plan - comments

Respondents were asked to provide comments on how the service can help their family member to understand their support plan. There were four comments to this section, the comment are:

*“Very difficult now as (Name) has dementia and is unable to understand and or discuss. The staff do discuss (Name’s) care with us her family.”*

*“By including him by providing photos of key persons, places, objects under discussion. (This already happens).”*



*“The members of staff who work with my son need to understand him better and know enough about his needs and skills so they can advocate for him during the planning of his support. They need to also include the views of his family and professionals who know him best. The plan needs to be updated if any change happens, which is not unusual for people with LD to have change of needs or interests. They also need to be creative in trying to engage people with ASD who would tend to develop anxiety from trying new things, however, get tired of repeating the same activities all the time.”*

*“Let the young person be involved in the support plan and understand their needs, not just putting them into a box of yes they have LD which means they will show this type of behaviour and need this type of support - some of the support put in place does not actually have the person at the centre instead it is based on what works for the organisation and local authority.”*

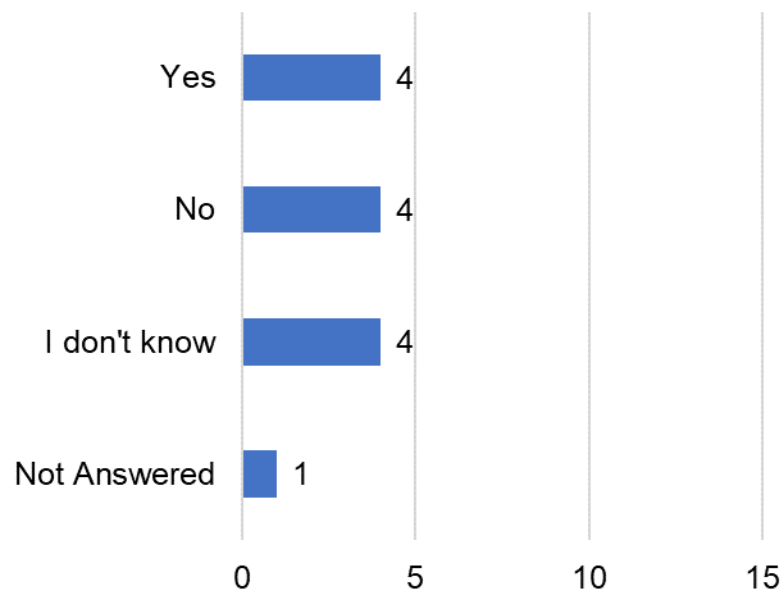


# Easy read plan

Respondents were asked if their family member wants an easy read support plan.

- Four confirmed that their family member wants an easy read support plan.
- Four respondents said their family member does not want an easy-read support plan.

**Does your family member want an easy read support plan?**



# Staff Skills

Respondents were asked if support staff encourage their family member to do things independently, if they are supported in the way they want to be supported and how well they treat their family member.

- Five respondents said 'yes', their family member is supported to do things for themselves, and eight said that staff treat their family member politely and respectfully.
- However, five respondents said that staff do not help their family member in the way they want to be supported, and two said that staff don't treat their family member politely and with respect.



Base: All respondents (13)

# Staff skills- comments

Those that selected 'no' were given the opportunity to explain their answers. There were six comments to this question. The comments are:

*“My daughter does not have support staff helping her; I feel it would be helpful.”*

*“No support provided”*

*“[Name] is unable to do anything for herself.”*



*“Unfortunately, some staff members and managers think that my son doesn't want to do anything for himself and that they would be helping if they cover everything for him. However, he needs prompting and support to achieve independence which eventually make him feel very satisfied and give him a sense of achievement. It is also of course good for his mental health to develop skills and interests for activities that are safe, indoors and have outcomes.”*

*“It doesn't apply. But he would need it on disc. So, he can listen to it.”*

*“Needs not always understood and when asking for something else it is often ignored or threatened with LA being able to take care of the adult instead of the family being involved. When complaints are raised families have had contact hours changed or external outings removed.”*

*“Not good support”*



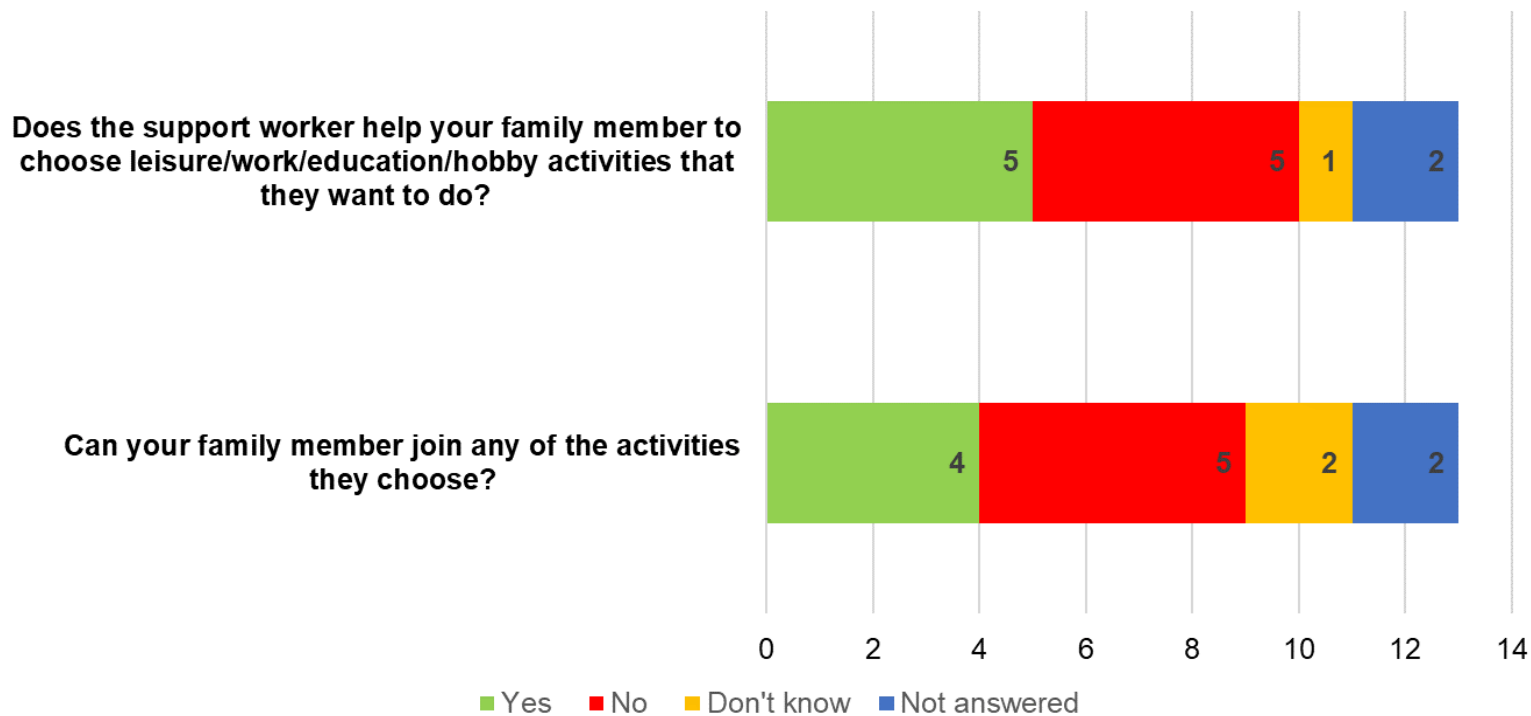
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# Activities

Respondents were asked in this section about their family members' activity choices and if they can join these activities.

- Five respondents said 'yes'; their family member is supported by a support worker to choose activities they want to do, and four said they can also join the activities they choose.
- However, five respondents said that their family member is not supported in choosing the activities they want to do and five said that they cannot join the activities they choose.

Activities



# Activities - comments

Those that selected 'no' were given the opportunity to explain their answers. There were seven comments to this question. The comment are:

*"No support no idea what to do no help."*

*"My daughter attend a wonderful small charity called SMART. they are incredibly helpful"*



*"Unfortunately, I don't get cline not updated on how do they receive their care. Which could be isolating for people with LD and removes their families from their support plan, since we don't know enough about how are they supported. I am worried that they are not helping him develop new skills, interests or hobbies, in fact he is losing skills and interests which is making his world get smaller and smaller every day."*

*"No help LDT."*

*"This can depend on carer/staffing levels, as one carer may need to take into account the needs of 2 people and so they cannot always get their own choice. But effort always made to try to meet wishes."*

*"My family member has not told me the support worker has helped her choose any activities."*

*"Box system - everything is told to them rather than spoken about with agreement which often results in boredom and challenging behaviour."*

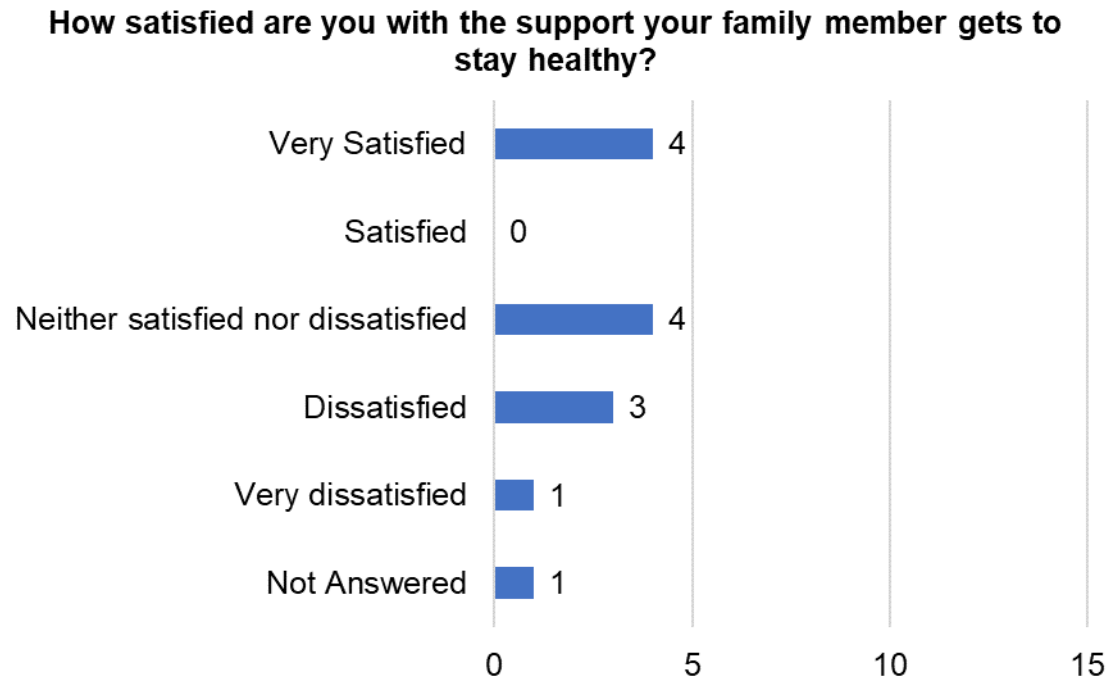




# Health satisfaction

Respondents were asked how satisfied they are with the support their family member gets to stay healthy.

- Four respondents selected 'very satisfied' with the support their family member gets to stay healthy.
- However, three respondents said that they are 'dissatisfied' with the support and one very dissatisfied.



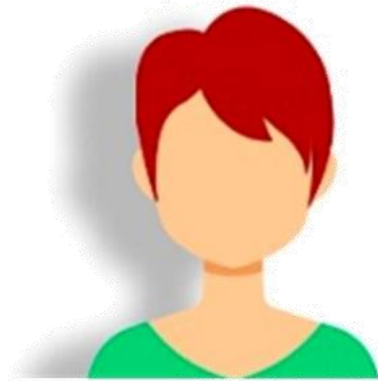
Base: All respondents (13)

# Health satisfaction - comments

Respondents who selected 'dissatisfied' or 'very dissatisfied' were asked to explain their answer. There were four comments to this section, these comments are:

*“Don't have it”*

*“Not a lot of outside space and activities. Food is not always good”*



*“I have to push for all the health appointments that he needs including dental appointments. All my concerns about things like skin conditions, hair loss, or anything that I notice and raise to the team, is often dismissed or they say, his GP is saying there is no need to worry because it doesn't seem to be bothering him. I find this very discriminatory since that would have not happened has, he not been with disability and unable to communicate his pain or needs.”*

*“No support”*

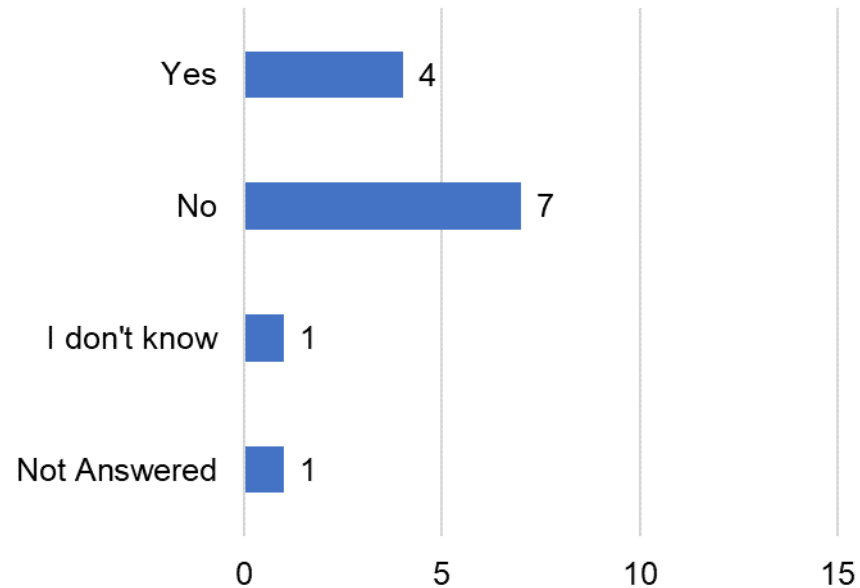


# Health - annual check with GP

Respondents were asked if their family member had their annual check with the GP.

Four selected 'yes', however seven said that their family member did not have their annual check with the GP. One selected 'I don't know' to answer this question .

## Has your family member had their annual check with the GP?



Base: All respondents (13)

# Annual check with GP - comments

Those who selected 'no' for their answer were given the opportunity to explain their answer. There were eight comments, these comments are:

*"No one call to book."*

*"Sees doctor, dentist, optician, SALT on a regular basis, to well supported health wise."*



*"(Name) is going for her health check this week."*

*"He was not offered one"*

*"They are having the appointment on the 26th May."*

*"I don't know"*

*"They won't give appointments."*

*"Not annual check"*



# Any other support - comments

Respondents were asked to give suggestions on how staff can support their family member to stay healthy. There were nine comments to this question, these comments are:

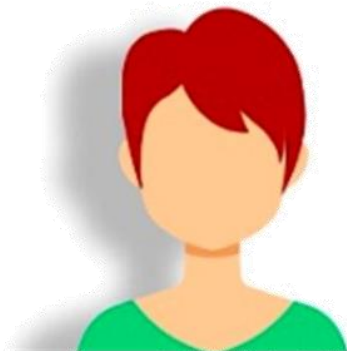
*“What support I need I am not getting it, unexperienced staff.”*

*“I wish my daughter could have support with cooking healthy food, as she is becoming very obese; I have tried to encourage her, but not easy to convince her. She eats all the wrong food.”*

*“No, we are very happy with the support (Name) receives from the staff.”*

*“Encouraging walking, exercise and monitoring unhealthy food.”*

*“Book in with GP regularly and ensure a healthy diet of food is available with foods they like rather than what’s available this will stop snacking.”*



*“Shared a plan with clear goals to help my family member and us to monitor progress towards staying healthy.”*

*“Do more with young people. So, as they get older. They trust them.”*

*“Have a clear plan on when would he is due for a blood test, dental appointments. Etc and don't delay that under any circumstances. Don't ignore things like skin conditions or hair loss, firstly because it could be a symptom of a more concerning condition and secondly because he loves his hair and that is something that often affects people with LD when they lose their hair or notice any change in their looks. It is especially unacceptable from GPs and other health professionals to dismiss that because they won't say to a typically developed young adult, to ignore that because it's not painful.”*

*“I am not getting any support”*

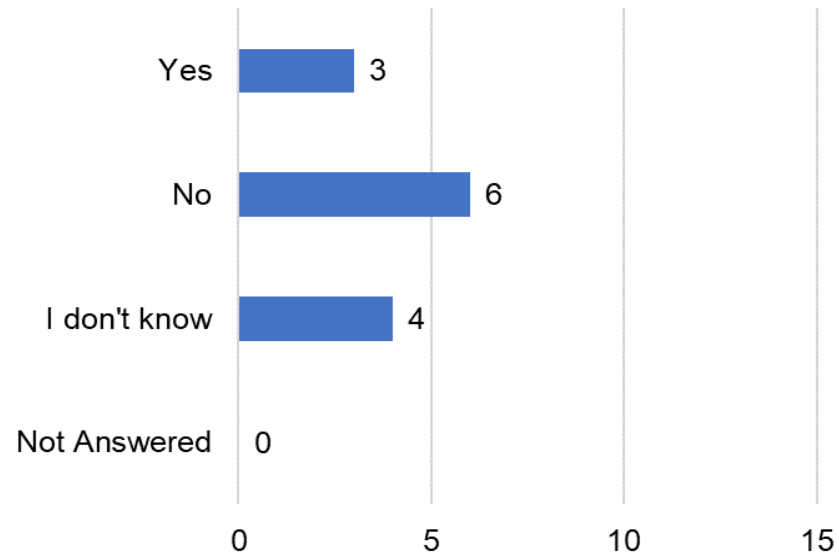


# Complaints

Respondents were asked if know how to support their family member to make a complaint if they are unhappy about the support provided to them. Six said 'no' they don't know how to support their family member to make a complaint, three selected 'yes' to answer this question and four selected 'I don't know'.

Those who answered 'yes', they know how to support their family member to make complaints if they are unhappy, were given a follow up question of how satisfied are they with the service provider's complaints procedures. Two out of the three respondents said that they were 'very satisfied' with the complaints procedures and one selected satisfied.

## Do you know how to support your family member to make a complaint if they are unhappy about the support provided to them?



# Professionals survey



# Professionals survey - Introduction

## Background

The professionals' survey aimed to gather the views of those who work and interact with providers and service users of supported living services. Their views will be included in the re-design of the service and help us to better meet the needs of the service users.

## Consultation methodology and report

The online survey link was circulated to the professionals via email. The exercise opened on 3 May 2023 and closed on 8 July 2023 with a total of three responses.

This report contains an analysis of respondents' views. Graphs are not included due to the small number of respondents.





# Satisfaction levels

Respondents were asked how satisfied they are with the supported living service provided by the Learning Disability Team.

- The answer 'satisfied' was selected by one respondent, however, one respondent stated that they were 'dissatisfied' with the service, and one did not answer.

## Comments:

Respondents who selected 'dissatisfied' was given the opportunity to explain their answer. There was one comment for this section, the comment is:

*“ There is not a lot of supported living properties available. Especially when you take into account the variety of need, we work with. “Things that I feel we need more of:*

- *Ground floor properties/properties with a lift. I am supporting at least 2/3 people who are unable to manage stairs without support and therefore have been told they need a ground floor room due to fire safety. Although sometimes even if there is a lift when it brakes it may be out of order for a significant period of time. We've had people have to move out of their homes and into hotels because of this.*
- *Bathroom size. Often properties have a small bathroom, and it can be a struggle when people need physical support.*
- *Amy Garvey House is great, but it would be great to have more properties like that which support people into independence.*
- *A lot of supported living properties in the RBKC seem to skew older in terms of their demographic. When showing round a younger service user and perhaps their family, they often want to live with other residents that may be nearer their age.*
- *Seems to be some disparity when funding day opportunities.*
- *Some really good/successful placements outside of the borough but especially when working with parents of someone with a learning disability there is generally an understandable desire for them to stay close.”*



# Homes/buildings

Respondents were asked about the safety, cleanness and tidiness of the supported living placement of their clients.

- Most respondents stated that the supported living placement is safe and clean and tidy (two out of three selected yes).

## Comments:

Those selected 'no', were given the opportunity to explain their answer. There were two comments, which are:

- *“I don't understand the context of the question.”*
- *“I think people where we can find an appropriate placement generally do really well, however finding the placement, especially in borough, is the tough part.”*



# Support plan

Respondents were asked if client(s) have a support plan, if the plans focused on the needs of the individual and if the plans are focused on improving independent skills.

- All three respondents selected 'yes' when asked if service providers create easy-ready plans that are accessible to service users.
- All three respondents selected 'yes' to indicate that the support plans focused on the needs of the individual.
- However, two selected 'no' when asked if the support plans focused on improving independent skills, and one respondent selected 'yes'.

## Comments:

Those selected 'no' for any of support plans questions, were given the opportunity to explain their answer. There were two comments, which are:

- *“There are some support plans that focus on improving someone's independence and improving/maintaining independence is a big part of finding an appropriate placement e.g. someone may be able to be independent in the community if they are in an area that they know rather than a new one. Different people and different places may handle this better than others. (Provider Name), where the whole point is building up skills and moving on to an independent property does a lot more focused work on independent living skills. The service users often tend to skew younger as well. As well as perhaps placement dependent, it will also be person dependent. Everyone we work with is different and has a different capacity and potential in different areas of their life. Some people may want to maintain a current routine, or there is a feeling that they wouldn't be able to develop some skills. Personally, I could probably probe more during reviews to find more details about support practice, and how they are teaching skill building and progress.”*
- *“How care providers are developing the independence of client's are not always included in their support plans.”*



# Staff Skills

Respondents were asked if they are confident in the skills/expertise of the staff that support service users, if staff are supported by managers to work proactively with clients, if they are confident that staff can resolve issues and if staff have the right skills to follow clinical recommendations.

- Two respondents said that they are confident in the skills/expertise of staff, and one did not.
- One respondent said that managers support staff to work proactively with clients, and one did not.
- One respondent said that they are confident that staff have the right skills to follow clinical recommendation and two respondents did not.

Comments made by respondents can be seen on the next page.



# Staff Skills- Comments

Those selected 'no' for any of the question included in the staff skills section, were given the opportunity to explain their answer. There were two comments, which are:

- *“Too varied and unreliable - some are good some hide behind not being held to account.”*
- *"All these questions are quite all inclusive. 9. Are you confident in the skills/expertise of the staff that support your client(s)? Mostly yes but there are times I am not confident. This might be specific staff or organisations, or even because of the relationship between a provider and family. I think I'm quite confident that the staff are able to keep clients safe and support them in maintaining good wellbeing. However, I'm not as confident that they have the skills in order to support someone to improve their independence, or for them work in a way that the person may need less support. Part of this is that at the moment there seems to be a lot of flux in terms of employment in the social care sector, where there are maybe more new, inexperienced staff than in the past. This may be the difference between supporting someone to maintain their independence and supporting someone to improve it. 10. In your view, are staff supported by managers to work proactively with clients? Again, generally yes. However, I think there are times when some long-term managers are a bit set in their ways. They may do things slightly differently to how we want them to, and then they pass that on to staff sometimes. Other times there is sometimes a trend to look for easier options. I think this can come up especially in terms of capacity, and where sometimes people have capacity but need a lot of support to get something done still. An example of this may be financial, someone may be aware of their benefits but doesn't know exactly how to check what he is getting or what he could be entitled to. Some managers prefer to suggest their finances be managed by client affairs rather than the harder work of maybe supporting that person to go to Citizen's Advice Bureau or the bank or make the appropriate phone call. They may not what they have to do but not know how to do it. 11. Are you confident that staff can resolve issues? Some staff can, some can't. Depends on the member of staff, the issue and the person they are working with. 12. I'm not aware of the training that staff have. There seems to be some that are able to and some that aren't. There are also some that are able but this gets forgotten. 13. Not all the time. Probably mostly."*



# Activities

Respondents were asked if the client(s) are supported by staff to choose leisure/work/education/hobby activities that they want to do, and they can join the activities of their choice.

- Two respondents selected 'yes' for their answer to indicate that client(s) are supported by staff to choose leisure/work/education/hobby activities that they want to do.
- Also, two respondents said client(s) can join the activities of their choice.

## Comments:

Those selected 'no' for any of the question included in the activities section, were given the opportunity to explain their answer. There was one comments, which is:

- *"I think there are often good intentions that staff will support a person to find maybe a specific activity that they want to participate however sometimes it feels as though if people are safe and happy enough then there is less effort put into other things. I think a lot of the time finding the activity is the social worker's job. For example, a service user may say they want to do boxing, then the social worker tries to find a boxing session, if they find one then the supported living will support them. Some confusion over what activities should be funded by RBKC and what should be self-funded. We often fund internal day opportunities at a supported living property but not external ones. One of my cases we are funding a day opportunities that are £75 a day but then RBKC won't fund another service user £3.50 a day for an activity."*



# Complaints

Respondents were asked if they know how to complain if unhappy about the care support given and, if so, how satisfied they are with the complaint's procedures.

- Three respondents selected 'yes' when asked if they know how to complain if they are unhappy about the care support provided to their client(s)
- Two respondents said they are satisfied with the service providers' complaints procedures, and one selected 'neither satisfied nor dissatisfied'.

## Comments:

Respondents were given the opportunity to explain their selected satisfaction level, and there was one comment to this section, which is:

- *“Some providers seem too powerful and can influence complaints when they should really be held to account better by the council. It feels corrupt.”*



# Engagement events





# Engagement events

The engagement events were designed to follow the same structure as the online survey. Questions assessing satisfaction levels, building/homes, support plans, easy read plans, staff skills, activities, health and complaints process were asked during the events. By aligning the questions in both the e survey and the events, we aimed to gather sufficient and detailed results that will be used in the re-designing of the Learning Disability Services to better meet the needs of the service users.

Two online sessions took place, one to gain professionals' views and the second event to gather carers' feedback. The professionals event happened on 23 May 2023, with a total of 20 attendees. The carers event took on 25 May 2023 for carers, and a total of 10 carers participated. Two face-to-face events were conducted to gather the service users' feedback. The first event took place on 23 June 2023, and the second on 29 June 2023, with a total number of 16 service users attending the sessions.

## Appendices

An appendix report containing all the comments received during the engagement events is available on request



# Service user events



# Analysis

## Key themes from engagement events with service users

### Homes/buildings

- Service users feel safe where they live.
- Some mentioned that they feel safe; however, it's noisy due to traffic and buses.
- Service users said that their home/building is clean and tidy.

### Support Plan and Easy Read Plan

- Attendees were not aware of what it is in their support plan.
- Attendees said they know what is an easy-read plan and would like to get one.

### Activities

- The majority of attendees said they like to participate in domestic activities such as cooking and cleaning.
- Some mentioned that they like to do physical activities.
- Attendees mentioned social activities such as going to funfairs, cinema, and shopping.

### Staff skills and how they treat service users

- All attendees said that they were very happy with the support they got.
- All attendees confirmed that support workers provide them with the support they need.
- Some service users said that they would like more support with cleaning.
- All confirmed that their social worker treats them nicely and they are happy with the social worker.



# Analysis

## Key themes from engagement events with service users

### Health

- All attendees said that they are happy with the medical care they receive.
- All confirmed that they go for their yearly health check.

### Support when unhappy

- A number of attendees said management.
- Some said staff or key workers.



# Carers event



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# Analysis

## Key themes from engagement event with carers

### Homes/buildings

- Carers, in general, are content with the conditions of the homes and buildings of their family members, However, there are some concerns about the maintenance of the buildings, with reports of significant delays in repairs. This can be particularly problematic for vulnerable service users who rely on the homes for their daily needs.
- Some supported living homes are also not suitable for people with disabilities. For example, living on higher floors can be dangerous for those with mental health issues who may have suicidal thoughts.
- Some homes are not suitable for people who are sensitive to noise. Walls and windows are not soundproof, and as a result, noise can be a problem for both the person making the noise and their neighbours.
- There is a need for outside areas where they can spend time and exercise, particularly those less mobile.

### Support Plan and Easy Read Plan

- Carers are pleased with the support plans provided for their loved ones. However, there are some issues with communication among staff when it comes to implementing the plans.
- Regular staff turnover also presents a challenge as new staff may not be familiar with the support plan or how to implement it effectively.
- Another issue is that support plans are often outdated, providing little consideration for the changing needs of service users as they age.
- A number of carers we not aware of the of accessible plans such as the easy read plan.
- Parents and family are keen to provide support and advice in written the support plans for their family members.

### Activities

- The activities that would be of interest include, social activities, eating out, peer group outings, music, dance, disco.



# Analysis

## Key themes from engagement events with carers

### Staff skills

- Staff help service users to join activities and provide financial support such as paying bills.
- There are instances where staff lack the necessary skills to engage with service users meaningfully, and some even exhibit fear or surprise when interacting with service users.
- There is a need to digitalise data to ensure up-to-date information is available to support staff, to improve the quality of care.

### Health

- Not enough work in undertaken in this area, and staff and health care staff need more training on this.
- Language of the health plans can be medicalised and not very accessible.
- Raised the difficulty in obtaining a GP appointment for checks and the GP practice environment may be worrying for some family members and therefore leading to not wanted to attend health reviews.

### Complaints

- Not aware of the complaints process or procedure or seen copies of policies.



# Professionals' event



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# Analysis

## Key themes from engagement event with professionals

### Homes/buildings

- Service users who are more able in their community and can travel independently feel safe living in the supported living setting. However, those with severe disabilities are less likely to do things independently and, therefore, do not feel safe.
- Assistive technology was highlighted as important for promoting safety and enabling individuals.
- Maintenance and personalisation of spaces are areas of concern in supported living spaces.

### Support Plan and Easy Read Plan

- Support plans are not consistently used as supportive tools, and there is a need to align key workers' practices with set goals.
- Some support plans are primarily focused on demonstrating the required number of support hours rather than being person centred.
- Service users have limited involvement in creating the plans, hindering tailoring to their specific needs, and developing independent living skills.

### Activities

- There is a lack of choice for activities this could be due to budget limitations.
- The Social Value charter will help encourage providers to offer more choices, and providers should demonstrate partnership work with other organisations to diversify their offer.

# Analysis

## Key themes from engagement events with professionals

### Staff skills

- Staff often lack the necessary skills to effectively support individuals with complex needs, leading to a demand for more support hours.
- It is important to encourage care providers to use assistive technology to support individuals with conditions such as seizures. Instead of solely relying on extra support, technology can be effectively utilised.
- Staff skills varies from provider to provider. Good leadership is key and can impact quality of service, reviews, care planning and ability to resolve issues effectively.

### Health

- Staff do not have the right skills for the support required and are not good at following clinical recommendations.

### Complaints

- No official complaint pathway followed but complaints are raised informally.

