

# Action Plan

## Bourke Gardens

## Action 1: Activities on the Scheme

### Health Watch Reported:

Tenant Comments	Our actions	Completed
One tenant stated that things could be better and that there was not always something that met their tastes.	Community Wellbeing Officer completed activity surveys to find out what activities tenants would like to see on the scheme.	Complete
A tenant said "I am frustrated that I am not able to do the things I like to do anymore"	Surveys will be analysed and the new activity ideas as a result will be added to the monthly calendars	Complete
A relative made a comment that they feel that there is not many activities for the men who live on the scheme, they said "doesn't appear that men are engaged with. Men tend to be more active but are left out of the group"	The Community Wellbeing Officer will hold 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.	Complete
	We have put on display a 'You Said, We Did' poster to be put up in the scheme to highlight the changes to the activities.	Complete
	To produce reminder cards for activities on the dining tables	Being developed and in place April 19
	Housing staff & care staff will encourage & promote activities more efficiently by reminding tenants of activities.	Complete
	Community Wellbeing Officer to	

	make links with other organisations in the community who can be involved in leading on activities.	Complete
	Community Wellbeing Officer to attend tenant meetings each month	Complete
	Community Wellbeing Officer to focus on a project to involve the men in the scheme such as a project 'Men's Shed', linking this scheme up with another scheme for a joint project.	Ongoing
	To review and set up activities that the Men would like to lead on such as curling, a pool table and darts	Complete
	Community Wellbeing Officer to support the scheme to apply for external funding to support with the planning of activities and equipment on the scheme.	Complete and ongoing

## Action 2: Communication, feedback and responsiveness between tenants and staff

### Health Watch Reported:

Tenant Comment	Our actions	Completed
Tenants commented on confusion between housing staff coordinator	We will review housing staff name badges in April 2019	In place from April 2019.

and care staff.		
Two of the six tenants asked attend the tenant meetings but feel that as a result of the meetings no changes are made.	Tenant meetings to be prepared for, the Agenda, previous meeting minutes and invite letter will be posted 1 week before the meeting.	Complete
Relatives said that they did not know about tenant meetings until the minutes were circulated	<p>"You said , we did" boards put on display in the scheme</p> <p>Community Wellbeing Officer holds weekly drop in sessions to encourage conversation and feedback around activities.</p> <p>Extra Care Scheme Management Officer holds weekly housing surgeries to provide opportunity for tenants to discuss/comment on any housing issues on a 1-1 basis. This has been recently agreed by tenants that they only require this service monthly.</p> <p>Extra Care Service Manager to hold monthly drop in</p>	Complete
The report suggested moving the Meet the team board to a more prominent location	The meet the team photo board in reception area has been moved. .	Complete
	Housing provider to provide monthly newsletters	Complete
	To hold an event inviting tenants and , their families and other stakeholders based around working together for change model, this will further explore the	Date to be agreed

	<p>issues working, not working and things important to the future from the tenant's perspective.</p> <p>Following the event for the working together for change model, we will develop improvement plans to be put into place agreed by tenants and progress will be reported via regular tenant meetings.</p>	Date to be agreed
--	--	-------------------

### Action 3: Maintenance

### Health Watch Reported:

Tenants comment	Our actions	Completed
Waiting for repairs seemed to be an issue	We will ensure that a representative from the Maintenance team will attend all future tenant meetings to address any issues that are raised.	Complete
Tenants feel that their reported repairs are forgotten about	The scheme assistants will look at our repair log weekly & chase any outstanding repairs, and update tenants on progress.	Complete
Tenants want written confirmation from the housing provider to acknowledge the maintenance issue and for them to know when the repairs will take place.	Tenants to be reminded in tenants meetings that if they report repairs directly to the service centre to notify housing staff so we can monitor and record their progress	Complete

	<p>The Extra Care Scheme Management officer will meet regularly to monitor repairs performance</p>	Complete
	<p>Staff to receive a regular report with repair status allowing them to manage repairs more efficiently. We will ensure that a representative from the Maintenance team will attend all future tenant meetings to address any issues that are raised.</p>	Complete
	<p>The Extra Care Service Manager will meet with the Strategic Lead for maintenance to discuss issues raised regarding repairs and response time.</p>	Complete

## Action 4: Wellbeing

### Health Watch Reported:

Tenant Comments	Our Action	Completed
Three of the six tenants asked said that they do not see living in Extra Care as a home for life, with one saying that they have no choice.	Wellbeing plans to be reviewed and future needs discussed	Complete and ongoing

## Action 5: Food and Mealtimes

### Health Watch Reported:

Tenant Comments	Our actions	Completed
The standard of catering was still not consistent and that the problems with the food had been going on for 18 months, since the scheme had opened.	Tenant satisfaction surveys to be completed and analysed to highlight specific areas for improvement. We will work with tenants to improve engagement	Complete
Half the tenants spoke to felt very strongly about their view of the poor quality of food some said that they leave their lunch uneaten.	Results will be shared with ABM and actions agreed and shared with tenants	Complete
Food is cooked poorly and is inedible	Catering to provide "you said, we did boards"	Complete
There were concerns that people not eating enough and getting a good nutritional balance if they were routinely leaving food uneaten.	All tenant food profiles are to be updated by ABM team, tenants and care staff which will be completed by October 31st	Complete
Comments on the lack of choice and quality of the evening meal, i.e. one slice of cheese on toast.	Catering Manager to hold monthly drop in sessions to review menus	Complete
The standard of catering was still not consistent and that the problems with the food had been going on for 18 months, since the scheme had opened.	ABM to provide an action plan based on results of survey	Complete

<p>Half the tenants spoke to felt very strongly about their view of the poor quality of food some said that they leave their lunch uneaten.</p> <p>There were concerns that people not eating enough and getting a good nutritional balance if they were routinely leaving food uneaten.</p> <p>Comments on the lack of choice and quality of the evening meal, i.e. one slice of cheese on toast.</p> <p>.</p>	<p>Further training for catering staff with regards to presentation, menu, ordering and service requirements.</p> <p>Scheme Management Officer to meet monthly with ABM</p> <p>Menus to be reviewed with tenants</p> <p>Follow up survey after 3 months to be completed</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete and ongoing</p> <p>Complete</p>
---	---	---



Group members



[forviva.co.uk](http://forviva.co.uk)

ForViva 