

Hope House and Hope Place



Quality Visit by Healthwatch Slough – March 2022

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Introduction

During the autumn of 2022 Slough Borough Council asked [Healthwatch Slough](#) to undertake a “Quality Visit” to two supported accommodation projects close to Slough town centre: Hope House and Hope Place.

The project was co-ordinated by Healthwatch Slough in collaboration with the managers of Hope House and Hope Place.

The project aimed to capture feedback from customers about their experiences of living at Hope House and Hope Place.

Background

Hope House and Hope Place are managed by an organisation called [Look Ahead](#); a specialist housing association and provider of tailor-made care, support and accommodation services.

Hope House

Hope House is the first stage of a two-stage supported accommodation service in Slough. The aim of this service is to provide support and accommodation to individuals with mental health needs, based on a recovery approach. During their time in the service, customers receive personalised support to meet their needs, achieve goals and move on to more independent living.

Customers typically receive support at Hope House for up to two years before progressing on to the second stage of the service at Hope Place.

Hope House has ten one-bedroom self-contained flats spread over three levels. Each flat has its own bedroom, bathroom and kitchen and is fully furnished. There is also a communal kitchen area where residents can cook, socialise and enjoy different activities such as healthy cooking classes, workshops and coffee mornings.

Hope Place

This project opened in early June 2020 to offer accommodation to another 10 residents with similar needs to those at Hope House. Each customer has their own self-contained room, as well as access to two shared kitchens, a garden space and a lounge. Staff will support customers in engaging with their community and learning key skills to help them live independently.



“...support is here all the time. 24/7 Lots of friendly



Support offered at both projects

The staff team are based at the services 24 hours a day, including sleep-in support from 10pm- 8am. The services are staffed by a Manager and support workers.

The services are run in partnership with the Community Mental Health Team (CMHT) in Slough. The CMHT work jointly with customers and Look Ahead support staff to create a collaborative recovery support plan, tailored to each individual. All customers receive Look Ahead's Choice and Control offer, which offers flexible support from a Support Worker of their choice. Whilst at the service customers will also receive support from Peer Mentors, who have lived experience of mental health and other needs.

During their time at Hope House and Hope Place customers have access to a variety of educational courses and activities through the Hope College programme. Run by the CMHT and the borough council, the college offers courses, activities and workshops that promote health and wellbeing and teach people how to live with and manage their mental health needs on a daily basis.



Hope Place

Methodology

What we did	
Project team established	Agreed project scope, methodology and plan
Regular meetings and involvement of Hope House/Place project staff	Increased understanding of customer group, services offered and to build collaboration.
Customer interview content developed in collaboration with Hope House/Place project staff	Taking account of the specific needs of the customer group and the aims of the Healthwatch project
Communications for customers developed	<ul style="list-style-type: none"> • Flyers promoting the Healthwatch visits were placed in communal areas • Residents also given individual copies • Hope House/Place staff encouraged residents to take part in the interviews or survey • Customers were able to contact Healthwatch with any concerns or questions they had • Customers were also able to complete a survey as an alternative to face-to-face interviews
Communications for customer family members, friends and advocates	To ensure customers could be accompanied and feel fully supported
Informal meet and greet with customers	A few weeks in advance of the main interviews. Healthwatch staff went to informally meet customers to establish trust and say hello
Risk assessments and health and safety management	Risk assessments were undertaken and full compliance of Government guidance on Covid-19 requirements were adhered to
Interviews took place at Hope House and Hope Place on a drop-in basis	These were undertaken by two members of the Healthwatch Team and were undertaken face to face at each project
<p>N.B. Interviews were scheduled to take place in December 2021 but due to Covid restrictions that were put in place, interviews had to be postponed until March 2022.</p>	

Results from Hope House

Eight customers from Hope House participated in the interviews. The interview questions and feedback are detailed below.

1. Can you briefly tell us the kind of support you receive here?

- Run of the mill (14%)
- Help with all my communications (29%)
- Support for health and wellbeing (43%)
- Problem solving (14%)

All customers commented that they are receiving exactly the correct support.

It was positive to see the use of volunteers at the project. One volunteer visits every week to support residents via 121s, general conversations and the documentation of DCR (direct contact record). She felt very well supported by centre staff.

2. Were you given a choice to come here? If no, can you briefly explain what happened?

- Yes 57%
- No 43%

Brother helped support 1 relocation here

3. Do you like living here? If not, can you briefly tell us why not?

Yes 93% No 7%

One person answered yes and no as they sometimes felt they needed more support

4. Can you personalise your flat in the way you want to?

Yes – 100% No – 0%

5. Can you get involved with different activities? And can you choose what you get involved with?

- Yes – 83%
- No – 17% – Medication affects attendance

"As many as possible!"

Popular activities are walking, gardening, cooking, making smoothies, coffee, and chat

6. Do you feel safe and secure living here? (Do you know what to do in an emergency?)

- Yes – 100%
- No – 0%



'....The staff are fantastic. Nothing negative here...'



'....I would like to stay forever! A quiet, good place!
Everything is convenient...'



Going on to think more about the support you receive:

7. Could you choose your Support Worker? If no, would you have wanted to?

- Yes - 43%
- No - 57%

Whilst 57% reported they could not choose their support worker (likely due to the size of the project) all customers reported that they are 100% happy with the support workers they have.

One issue raised over interaction with agency staff.

8. Do you have a support plan? If yes, please complete/answer questions 8a to 8c. If not, please go to questions 9

Yes - I have a support plan 83%

No - I don't have a support plan 17%

a. How much of a say do you have about what is in your support plan? (e.g. about deciding the things you want to achieve, how you are going to achieve them, and the type of support you need to achieve them) If you do not have much of a say, would you like more?

- 50% felt they were fully involved and supported
- 25% sometimes did not follow their plan as medication impacted this
- 25% identified reported their plan as 'hit and miss'



'...Trying to think of something negative to say but can't!...'



b. Do you know what you want your independent life to look like? Do you feel you are learning how to live more independently?

The customers gave us a number of their aspirations as to how they believed their future independent life should look

- Submission of a housing application for own accommodation
- Ambition to get a job and support themselves
- To return to normality
- Return to 'Trades'
- Continued improvement in my health

100% saw an improved lifestyle because of Hope House

"The centre has been immense in rehabilitating me"

c. How often do you talk to your Support Worker about how your plan is going?

- Less and less (due to positive support from Hope House)
- Once a month
- Weekend
- When I need to
- Every Day
- As and when

100% believe the communication is exactly right and adapted to their personal needs and requirements

9. Do you feel the support you receive is making a positive difference to your life? If yes, how? If no, why not?

- Yes - **100%** - these responses focused on the positive impact the service had on customers

10. What are your views about information sharing? (i.e., sharing your story with other health and care professionals/organisations to support you better)

- Happy to share **80%**
- Wary about sharing **20%** (due to previous experiences)

11. Are any changes to your support fully explained to you (and to family/carers if appropriate)

- Yes - **100%**
- No - **0%**

2-way discussion with full contribution from customers

12. Do you know who to talk to if you want to change your Support Worker?

- Yes - **100%**
- No - **0%**

13. Do you think you are treated fairly? If not, why not?

- Yes - **100%**
- No - **0%**

And a few more general questions:

14. Do staff ask for your views on how you feel about living here? If so, how?

- Yes - 100%
- No - 0%

Health and always safety considered

Customers always able to submit ideas

15. Do you feel staff listen to your views and act on them if necessary?

- Yes - 100%
- No - 0%

16. If you do not have a say on how you feel about living here, would you like to? And how would you like to do that?

All customers have a say!

17. Are you able to go to meetings with staff and other people who live here to talk about how the service is run?

- Yes - 100%

The trust and convivial atmosphere facilitate easy decision making that the customers involved in.

House meetings are held to preserve the open communication characteristic of Hope House

Christine (Manager) highly revered and praised several times

And finally:

18. Are you happy with the way you are supported here?

- Yes - 100%

"Updated all the time"

"Everything clearly explained and accounted for"

"Staff can be seen anytime"

19. Would you know what to do if you were unhappy about your support?

- Yes - 100%

2 customers specifically expressed that it was not relevant as they were so happy.

19. Is there anything that would make the support you receive better?

More activities if possible - 33%

Perfect as it is - 67%

20. What is the best thing about living here?

- Location x 3
- Accessibility x 2
- Treated as equals
- Trust
- High condition of flat and how spacious it is
- Independence
- Staff and support
- Difference it makes

21. That is all our questions – is there anything else you would like to tell us?

- Feels reborn x 3
- Needs more funding
- The staff are wonderful – Christine mentioned again
- Why so many changes in staff?

Results from Hope Place

Five customers from Hope Place participated in the interviews. The interview questions and feedback are detailed below.

1. Can you briefly tell us the kind of support you receive here?

- Day to day living which includes support with emails and personal admin
- 24/7 Support including application of medication
- Support very much geared to individual need (same characteristic as at HH)
- Advice offered on anything to all residents
- One resident commented on how the staff take pride in their job and conduct, and another reckoned that it 'was their best supported accommodation ever'
- Praised the strength of the routine and structure

2. Were you given a choice to come here? If no, can you briefly explain what happened?

Yes - 100%

No - 0%

3. Do you like living here? If not, can you briefly tell us why not?

Yes - 100%

No - 0%

60% stated this was due to the projects staff

Other factors were the range of activities and the other residents

4. Can you personalise your flat in the way you want to?

- Yes - 75%
- No - 25%

1 resident particularly liked having their own possessions in the flat and another enjoyed their own bath and shower.

We are not allowed to decorate here was another response

5. Can you get involved with different activities? And can you choose what you get involved with?

- Yes - 100%
- No - 0%

Customers stated they liked: Baking, Sports, Yoga /Meditation, Games, Walking

6. Do you feel safe and secure living here? (Do you know what to do in an emergency?)

Yes - 100%

Thinking more about the support you receive:

7. Could you choose your Support Worker? If no, would you have wanted to?

- Yes - 60%
- No - 40% (this is likely due to the size of the project)

Regardless of yes or no, 100% of those interviewed were highly commendable of their Support Worker.

8. Do you have a support plan? If yes, please complete questions 8a to 8c. If not, please go to questions 9 Yes 100%

a. How much of a say do you have about what is in your support plan? (About deciding the things, you want to achieve, how you are going to achieve them, and the type of support you need to achieve them)? If you do not have much of a say, would you like more?

- Yes - 100%

"All two way"

"Goals set"

"Positive New Horizons Input"

"New one under formulation"

b. Do you know what you want your independent life to look like? Do you feel you are learning how to live more independently?

- Yes - 50%
- No - 0%
- Not yet - 50%

"Own job and ability to pay bills"

"New flat"

c. How often do you talk to your Support Worker about how your plan is going?

- Under review
- Every Day
- As and when they need to

This follows the same policy as Hope house, where individualised and personalised care plans dictate the degree, each resident interacts with their support worker. Customer led process.

9. Do you feel the support you receive is making a positive difference to your life? If yes, how? If no, why not?

- Yes - 100%

10. What are your views about information sharing? (i.e., sharing your story with other health and care professionals/organisations to support you better)

- Yes - 100%

11. Are any changes to your support fully explained to you (and to family/carers if appropriate)

- Yes - 100%

12. Do you know who to talk to if you want to change your Support Worker?

- Yes - 100% "Just go to office"

13. Do you think you are treated fairly? If not, why not?

- Yes - 100%

And a few more general questions:

14. Do staff ask for your views on how you feel about living here? If so, how?

- Yes - 100%

Particular attention paid to activities discussion

15. Do you feel staff listen to your views and act on them if necessary?

- Yes - 100%

16. If you do not have a say on how you feel about living here, would you like to? And how would you like to do that?

N/A All those interviewed believed they had a full say in living at Hope Place

17. Are you able to go to meetings with staff and other people who live here to talk about how the service is run?

- Yes - 100%

And finally:

18. Are you happy with the way you are supported here?

- Yes - 100%

19. Would you know what to do if you were unhappy about your support?

- Yes - 100%

20. Is there anything that would make the support you receive better?

- More outdoor activities e.g., gardening
- We need more places like Hope Place

21. What is the best thing about living here?

- Staff x 3
- Online Courses
- Chance to better yourself – be an online mentor in 4 areas following intense support from occupational therapist. The

resident uses his own experiences to deter others in substance misuse

- Day trips to Bournemouth and Sea Life Centre
- 24/7 support
- Room and accommodation
- Clean
- Location x 2 and closeness to parents
- Open culture
- Access to tobacco

That is all our questions – is there anything else you would like to tell us?

- Really like it here
- Could we have a bigger communal area?



'.....I feel safe and secure....'



Summary

Key Observations

- Person centred care and support planning is liked by all customers
- All those interviewed believed they were on the correct level of support
- It is evident meetings are scheduled regularly and are open, light-hearted affairs. Confidentiality is still very important, and this is fully observed.

- Both hope House and Hope Place repeatedly received a 100% endorsement from its customers for the following:
 - Changes are always fully explained to residents
 - All report they are treated fairly
 - All are happy with their support worker and any alterations made to their plan. In event of any dissatisfaction / issues to raise, they all know where to go
 - All have a say in their living arrangements
 - All feel fully supported.
 - The quality and variation in activities that are offered to residents
 - A safe and secure environment
 - The excellent support workers available to the residents regardless of choice or initial allocation. They prioritise the care and support of the residents all the time.
 - The positive impact and improvement of residents' lives

Conclusion

Hope House and Hope Place really does not need to do anything other than what it is doing now. All of those talked with saw a big improvement in their lives since arriving there and were unanimous in their aspirations of an independent life and saw a realistic possibility for the future. The only possible improvement would be an increase in the size of communal areas.

Well done to Christine and her team, your 100% commitment to your customers has really made both locations 100% too.

It turns your life around – a brief case study of a resident and the impact of living at Hope House/Place



“...I arrived with severe mental health after lengthy spells in prison and hospital and not knowing how to deal with it. My clinical psychologist was immense during this time and helped me get mentally stable.

I immediately fell in love with the project when I first saw it. I was the first one to move into my room in June 2020 when the centre opened and was very impressed with how clean it was.

During my time here the staff have been brilliant in helping me understand my condition and how to regulate it. I have written down my goals and firmly believe I can achieve them, and now my support worker and the staff are helping me plan my transfer onto new accommodation. I would not change anything about my time here.

One of my biggest achievements was due to my occupational therapist, who referred me to finish 3 to 4 online courses. Up until then I was feeling ‘a bit lost,’ but these courses really focused my attention. Very soon I qualified as a ‘peer mentor’ and gained 2 certificates. As a direct result I aim to be running many groups to help and support youngsters with substance misuse changes!

Thanks all to Hope House and Hope Place, I can change lives as well...’





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