



Supported Living

Consultation

July/August 2022

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What is Healthwatch

Healthwatch North East Lincolnshire is the independent champion for people who use health and social care services. Healthwatch exists to make sure that people are at the heart

of care. We listen to what people like about services and what could be improved. Healthwatch share their views with those with the power to make change happen. We also help people find the information they need about services in their area. Healthwatch have the power to make sure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people. In summary, Healthwatch is here to:

- Help people find out about local care.
- Listen to what people think of services.
- Help improve the quality of services by letting those running services and the government know what people want from care.
- Encourage people running services to involve people in changes to care.

Aims and Objectives of Project

Healthwatch North East Lincolnshire have been asked by North East Lincolnshire Health & Care Partnership (formerly known as the North East Lincolnshire Clinical Commissioning Group) to carry out this piece of work and the aim of the project is to gather the views of those that reside in Supported Living accommodation or access Supported Living Services, how it feels for them and what (if any) issues that concern them.

Methodology

Focus groups were held at all venues for those who reside in Supported Living establishments to participate in and have their say. Pictorial sheets were designed that would enable everyone to participate in the discussion and it was not dependant on ability. Residents were given the opportunity to stick on their own answers to certain questions with either a yes or no, examples of the method Healthwatch North East Lincolnshire used are as follows:



The questions that required a rating answers, they chose their own symbols and grading it on a line. Healthwatch North East Lincolnshire staff could support residents or if the resident requested it Healthwatch North East Lincolnshire staff could stick it on for them, examples of the symbols used are as follows:



For those that had differing communication needs their support staff assisted them.

Healthwatch North East Lincolnshire visited 13 different establishments and spoke to a total of 51 residents/service users of Supported Living Services. Currently there are 281 residents/service users who access Supported Living Services, Healthwatch North East Lincolnshire spoke with 18% of those that access Supported Living Services.

Healthwatch North East Lincolnshire visited a range of Supported Living Accommodation across the providers to ensure a cross section of residents/service users were spoken to. This also enabled Healthwatch North East Lincolnshire to speak to a range of residents/service users who are supported in a variety of ways. Staff also shared with us their views on good practice and blockages that can occur within the health and social care system.

What is Supported Living?

Supported living refers to schemes that provide personal care to people as part of the support that they need to live in their own homes. The personal care is provided under a separate contractual arrangement to those for the person's housing. The accommodation is often shared, usually as a small group, but can be single household.

Supported living enables adults with support needs to live in their own home with the help they need to be independent. It allows them to choose:

- Where they want to live
- Who with
- How they want to be supported
- What happens in their own home

Supported living is typically defined as housing where support and/or care services are provided to help people to live as independently as possible. Supported living provides people with individual tenancies. This means that they have a home of their own and will benefit from a greater level of autonomy as far as their environment is concerned.

People may live in an individual flat or have a room in a house with two or three other adults with similar support needs. Personalised care and support are designed and provided according to the needs of the individual, with a focus on maintaining, or if appropriate, increasing independence. Visiting support workers will work with individuals to help them live the way they want to and access services and social activities as required. While meals are not provided, support workers can assist with shopping and cooking as needed.

Supported living has a lot of overlap with housing with care, but is typically considered separately. ([Supported living](#) | SCIE September 2022)

In North East Lincolnshire 281 people currently access Supported Living Services.

The services that provide Supported Living Services within North East Lincolnshire are as follows:

Creative Support

“Creative Support currently provide support in six supported living services within North East Lincolnshire, supporting service users with a wide range of needs including learning disabilities, autism, physical disabilities.

In addition Creative Support provide outreach/floating support to approx. 15 service users, with a wide range of needs including mental health, learning disabilities and autism.”

(<https://livewell.nelincs.gov.uk/provider/creative-support> **September 2022**)

Lifeways

“In 1995 we opened our first location for people with complex needs. Over 25 years later and we’ve grown to become the UK’s largest supported living specialist, and are proud to help almost 5,000 people to live more fulfilling, independent lives.

Everyone deserves a home to feel proud of. But our supported living isn’t just about modern, homely surroundings. It’s about providing support that fits seamlessly around you, with uniquely rewarding relationships that will help to build your confidence and independence.

Our support plans are only created once we’ve really got to know each person and built a clear understanding of their history, their current situation and their future goals. We have in-depth conversations with the person, their family and any relevant care professionals to make sure that we have all the necessary information and have taken the time to hear each person’s views and wishes before we provide our care. Once a supported living support plan is in place, we regularly review progress, recognising and celebrating every achievement and continuing to encourage each person to set new goals to achieve even more.”

(<https://livewell.nelincs.gov.uk/provider/lifeways-community-care-ltd> **September 2022**)

Eden Futures

“Eden Futures supports people aged 18 and over who have learning disabilities, enduring mental ill health, autism and associated complex behavioural needs. We have worked for over 25 years with commissioning teams across England, engaging with them to provide innovative, community based supported living services for vulnerable people.”

(<https://www.edenfutures.org> **September 2022**)

Mencap

“People take choosing where to live and who to live with for granted – we don’t, we understand that having these choices makes you feel in control of your life.

We support people with a learning disability to live how and where they choose in our supported living services

We work together with our sister charity, Golden Lane Housing, as well as social and private landlords to find a home that meets your needs. Some of our supported living services are purpose-built or have been adapted and use technology that helps people to live as independently as possible.

For many people who want to live independently, getting the right care and support is just as important as finding the right home.

We have been supporting people for years, so we know what quality support looks like.

We can provide personal support to help you with things like getting dressed. We can also help you around the home, such as cooking a meal. And if you would like support to go out in the community or to do your favourite thing, we can help you to with that too.

Support is available from a couple of hours a week to 24 hours a day, seven days a week.”
[\(Supported living services | Mencap September 2022\)](#)

Priory Group

Priory Supported Living Lincolnshire provides supported living services for adults and young people with learning disabilities, mental health needs and those who present with behaviours that may challenge. Our specialist support enables people to live happy and fulfilling lives in their own homes within their community.

Our focus at Priory Supported Living Lincolnshire is on supporting people to develop independence and achieve their goals. We work in a person-centred way, carefully matching our support and care to the unique needs, preferences and aspirations of each individual. The service offers specialist support to empower and encourage individuals to develop their self-esteem and the skills they need, working towards a level of independence which is in line with their skills, confidence and aspirations. <https://www.prioryadultcare.co.uk/find-a-location/priory-supported-living-lincolnshire> **September 2022)**

Nurtrio

Supporting people to achieve maximum independence living in their own homes and to enjoy the best lives possible.

Nurtrio’s Supported Living Services are funded by the CCG/Focus Independent Adult Social Work and people can access the service following an assessment by Focus Independent Adult Social Work and stating that they wish to access Nurtrio’s Supported Living Services. <https://livewell.nelincs.gov.uk/provider/creative-support> **September 2022)**

Supported Living Establishments Visited

Provider	Venue
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Creative Support	Station Road
	Willow House
Lifeways	Cordage View
	Ropewalk Gardens
Eden Futures	Brereton Avenue
	Grant Street
	Church Avenue
	Campden Crescent
Mencap	Gibraltar Lane
Priory group	Bluestone lane
	Bluestone Lane
	Clyfton Crescent
Nurtrio	Eleanor Centre

Questions Asked

A total of 51 residents/service users responded to the following questions. However, not all residents/service users answered every question and therefore the total amount of responses for each question may not equate to 51.

1. What activities do you participate in?

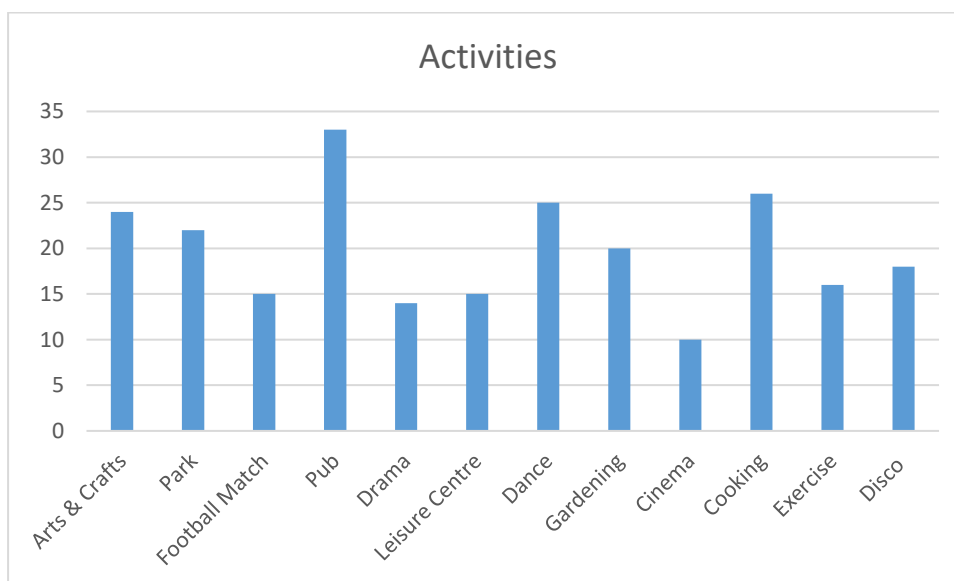
Residents/service users were given examples of activities on large sheets of paper that were easy read symbols and were either given a tick or a cross to glue onto the sheet or asked to write on the sheets. They were also given the options of getting Healthwatch North East Lincolnshire staff or their own support staff to write down their answer for them. Residents/service users were given the choice on how they wanted to respond.

The examples given were in the following format:

Arts & Crafts, Park, Football Match, Pub, Drama, Leisure Centre, Dance, Gardening, Cinema, Cooking, Exercise and Disco.



Below is a graph of the responses that Healthwatch North East Lincolnshire received from all residents/service users.



A total of 24 residents/services participate in arts & crafts, most of this is carried out in their own home. They did not comment on whether they use community venues. The comments the Healthwatch North East Lincolnshire Team received regarding arts & crafts were:

“Don’t like it”
 “Knitting”
 “Christmas cards”

“Painting”

The majority of residents/service users visited the pub on a regular basis, this amounted to 33 residents/service users and they gave the following comments:

“The foundry or pear tree for tea on a Friday”
“Cheaper at the shop”
“For dinner”
“For lunch”
“For a meal”
“I like Guinness”

The majority of residents/service users go to the pub for a meal, this is either with the support of staff or a family member.

A total of 14 residents/service users take part in drama activities. This was predominantly through visiting the theatre and some have seen live shows at the auditorium. Some residents/service users like acting but they did not say whether this is outside of their homes.

A total of 15 residents/service user use the local leisure centre, this is mainly for swimming. 25 take part in dancing, this is either at the disco or at home. The following comments were given by the residents/service users:

“When I listen to music in the house”
“I dance in bedroom like a boomerang”
“Karaoke”
“I like discos”
“Pantomime at Christmas”

20 residents/service users take part in gardening activities, this again in within their own homes. They do not appear to take part in gardening activities within community settings. They said:

“At home”
“Weeding and watering plants”
“Plant things”

A total of 10 residents/service users have accessed the local cinema and said the following:

“Do not have the money to go and can’t get a cinema card”

“Went to see Elvis”
“Slept through it”
“Went to see top gun”

Cost is a barrier for some. Their individual budgets have to cover the cost of activities and is down to the individual. One resident/service users stated that because he has capacity he doesn't get some of things the other residents/service users get, like a cinema card.

26 residents/service users cook and they said:

“Like to cook chicken dippers”
“Curry”
“Pasta”
“Shepherd's Pie”
“Like cooking shows”

For those residents/service users who live in self-contained flats decide their own meal choices. One resident/services user was awaiting a take away when the focus group was taking part. For those that live in shared housing the decision of meals and when and what they eat is down to them, depending on their individual needs they either prepare meals themselves or have support from their individual support staff teams.

16 residents/service users said they participated in some form of exercise, however Healthwatch North East Lincolnshire believe this could be more than the 16 as some residents/service users were not aware that walking could be classified as exercise and they interpreted it as more formal exercise. Healthwatch North East Lincolnshire received the following comments:

“Football”
“Running”
“Bike riding”
“Gym”
“Swimming”
“Walking”
“I used to run”
“Horse riding”
“Hydrotherapy”
“I walk to the shops”

Finally they were asked if they attended local discos that are specifically for those with additional needs that are provided across North East Lincolnshire. A total of 18 residents/service users said they attended discos, however a couple of residents/service users said they had been banned from the disco at the Lindum Club. One was for smashing a window and the other said he had been banned for kicking someone. The following comments were received:

“No banned from Lindum club for smashing a window”

“Love them would like to go to a night club with staff”

“Cromwell road”

“Sometimes at foresight”

“I got banned for kicking someone”

Residents/service users during conversations about the activities they participated in also identified other activities that they participated in; these activities included playing cards, playing dominoes, movie nights, going to the beach, playing boccia, watching pantomimes, watching TV, studying military aircraft, going to church and listening to music.

2. What would you like to do more of?

This question was asked to ascertain if the residents/service users felt they participated fully in things they enjoyed doing and whether the options were outside of the scope of activities suggested to them in question 1.

“Learn to fight better”

“More money and freedom to go to a nightclub with staff”

“I want to go to the cinema more.”

“Go to Mablethorpe”

“Learning money skills”

“Bake off”

“More cooking”

“Barbecues”

“Coffee and cake mornings”

“Watching rugby”

“Heavy metal bands”

“Go to the amusements”

“Go fishing”

“More fitness”

“Visit the beach more”

“Listen to music”

A resident in Immingham said:
“Visit town in Grimsby more”

3. Which activities would you like to do that you currently don't participate in?

It was explained to residents/service users that they could think of anything. However, in order to manage expectations it was also explained that this was in regards to their wishes and service providers may not be able to provide these activities or assist residents/service users to access those activities they suggested for various reasons such as health and safety, individual circumstances or financial reasons. Healthwatch North East Lincolnshire were also aware that the cost of activities is down to the individual and their individual funding streams.

The answers were varied and included:

“Meet Robbie Williams”
“Go to Disneyland Paris”
“Visit Australia”
“Visit Italy”
“Go to Brigg Garden Centre”
“Camping and learning survival skills”
“Craft nights”
“Men's nights/Ladies night”
“First aid course”

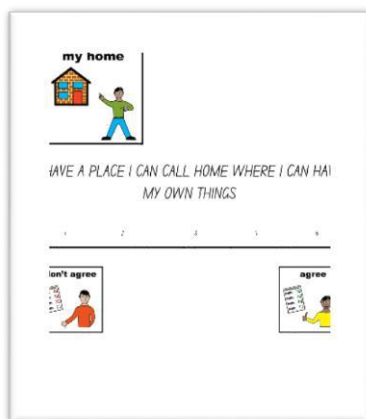
One resident suggested that they start **“Book club”** as a resident who is unable to participate in most activities due to physical disability loves to listen to audio books, and they thought that by having a book club, it would be something that all residents could participate in.

“Play pool”
“Go to a rugby game”
“Go to the zoo or a safari”
“Games nights”
“Play football”
“Go biking”
“Flower arranging”
“Go to college”
“Knitting”

One service user had told Healthwatch that they want to visit Buckingham Palace and “Meet the Queen”. It is important to note that this consultation took place before the passing of Her Majesty, Queen Elizabeth II.

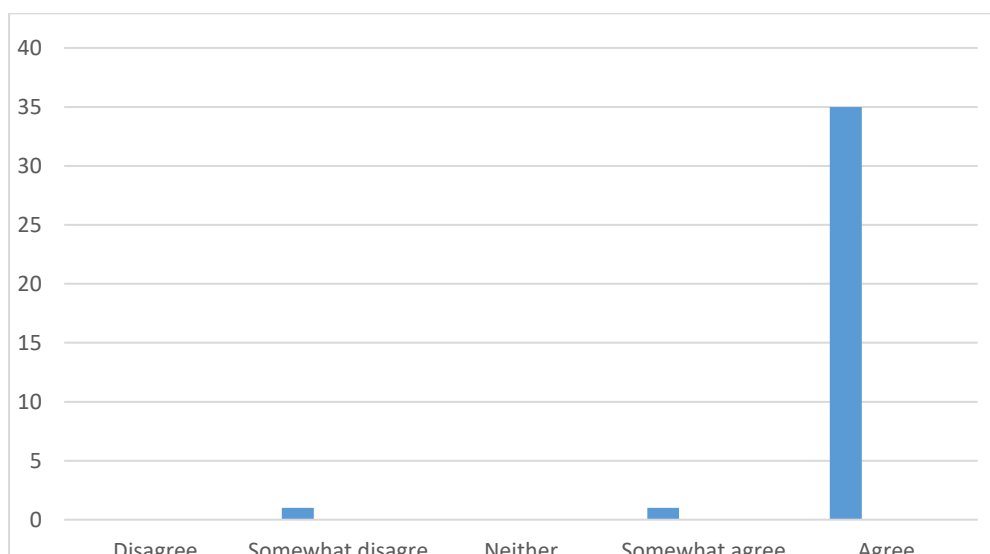
4. I have a place I can call home where I can have my own things?

For this question residents/service users were asked to grade between 1 which indicates that don't agree with the statement to 5 which indicates that they do agree with the statement. The residents and service users gave their answer using an icon of their choice on a sheet, of which there is an example below.



The following responses were received from all establishments, not all residents/service users gave an answer for this question.

Disagree	0
Somewhat disagree	1
Neither	0
Somewhat agree	1
Agree	35



The following comments are from residents/service users stating how this is achieved across the different Supported Living Services

- “I have my trophys”**
- “I have photos in my room”**
- “I have marvel bedding and posters”**
- “My room is pink my favourite colour”**
- “I have my own television and Mable my teddy”**
- “I chose my own wallpaper”**
- “I have a kettle and I get to have coffee and tea whenever I want”**
- “My bedroom is yellow”**
- “Everything is where I like it”**
- “My room is so cosy”**
- “I have my spitfire models”**
- “My room is Manchester united”**

Healthwatch were given the opportunity to view a resident’s living space in the majority of settings attended, with permission of the residents/service users. Residents/service users wanted to show Healthwatch North East Lincolnshire where they lived and their things. Generally, the rooms and flats were finished and decorated to a modern standard and each space was individualised with decorations, ornaments and belongings for the person whose space it was. Staff also explained in one residence that the service users’ bedrooms are decorated very individually to their own taste.

5. I feel safe in my own home

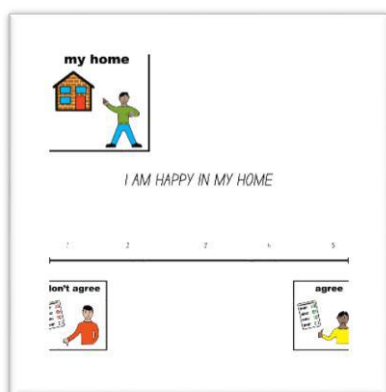
This question was graded between 1-5 so residents/service users had the opportunity to place their icon were they felt it best represented their opinion.



Service users in a couple of settings explained that recently that there had been a few incidents that had made them feel unsafe e.g. a fire in a kitchen and outside of the property. These were handled in accordance with Health & Safety policies and procedures by the service providers. Despite this, this still made service users feel unsafe and further work needs to be carried out with service users to ensure they can deal with these situations in the future, if they were to occur again and ensure service users have resilience for unexpected events.

Service users generally feel safe where they live. However it is often other residents/service users that make them feel unsafe. This is due to differing personalities of service users.

6. Are you happy where you live?



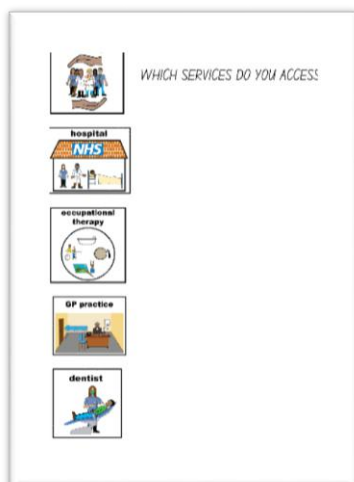
Residents/service users overall are happy with where they live. They again were given the opportunity to grade their answer allowing them to also comment on why things made them unhappy.

“I like to be happy”
 “Other residents upset me”
 “Friendly in Cleethorpes”
 “I like living where I do but the maintenance is rubbish”
 “My washer is broken”
 “My oven is broken”
 “Sometimes unhappy because of other people”

Residents/service users only identified maintenance and sometimes other residents/service users that made them unhappy at times.

7. Which health services do you access?

The following question was not answered by all residents/service users, therefore the total may not equate to 51 for each answer and there was some services that the respondents did not access. Residents/service users indicated on sheets with a green tick for yes or a red cross for no and also made comments which expanded on their answers, using two sheets, of which there are examples below.



Mental health services	22
Physiotherapist	11
Optician	38
Hospital	37
Occupational Therapist	10
GP Practice	40
Dentist	32

A total of 22 residents/service users have accessed Mental Health Services, the comments received about Mental Health Service were **“mental health services really helped me, I still have my care co-ordinator”**, **“I didn’t like it, it was dark (mental health services)”** and **“I have used NAViGO”**.

A total of 11 residents/service users use Physiotherapist and one resident/service users said **“The physio does home visits”**.

A total of 38 residents/service users said they use opticians and these are all within the community, with a range of local opticians being used across North East Lincolnshire. A resident/service user said **“I choose my own glasses”**.

A total of 37 residents/service user said they had used the hospital for either routine outpatients’ appointments or the Emergency department. Residents/service users said the following about the hospital **“I go to the hospital they are nice but it is scary”**, **“Long waits at hospital”**, **“Hospital don’t listen”** and **“They give you medication you don’t need at the hospital”**.

A total of 10 residents/service users have accessed Occupational Therapists, this has enabled them to maintain independence. However, one resident/service user said **“I need help in the shower with a seat and a shelf”**. Support staff explained that the resident/service user has been assessed as needing this equipment but they are still waiting for it.

A total of 40 residents/service users said they used GP Practice and for some residents/service users they need support either from supported living staff or their family. This being the most used health service across all residents/service users of Supported Living Services. One comment received was **“I don’t like needles”**.

A total of 32 residents/service users have a Dentist, some residents/service users access local Dental Practices and some access the Community Dental Service. One resident/service user said **“I haven’t been to the dentist since before covid”** and another one said **“No I don’t have a dentist”**.

The residents/service users said that they also accessed the following support services:

“Queen Street”
“Community Dental Services”
“Social workers”
“Advocates”
“Financial appointees”

Support staff across Supported Living Services stated that accessing health & social care services for residents/service users could be difficult at times. They told Healthwatch North East Lincolnshire the following about their experiences.

One Manager explained the only issues they experience are with paramedics and the hospital. This is due to having 2 members of staff at night, one waking one sleeping. This is appropriate for the resident's needs assessments in case of fire. If a resident was to have an emergency during the night (they have had three so far this year) and they have to call an ambulance to the residence, they always experience issues with the paramedics who often refuse to take the resident due to staff members not going with them, even though this is not necessary. The manager said that during the night there must be two staff at all times in the premises, and residents are able to attend hospital independently in an ambulance. She said this is often due to paramedics and hospital staff misinterpreting supported living as a care home. EG: Residents are often discharged to the supported living residence early with changes in care need, because hospital staff treat it as a care home, whereas the manager says this is not the case. The staff are often reported to safeguarding when they refuse to attend hospital in the ambulance with the paramedics and the resident. She explained this is an ongoing issue.

Another Manager also explained that paramedics insist that someone escorts residents/service users to hospital, even though this is not a requirement when someone is in supported living, supported living is classified as the same as residential care/ care homes.

It was also identified by providers that there is no health support for staff that work within supported living, they cannot even put on dressings, and this means that staff often have to call NHS 111 who advise to take the person to Emergency Department. This then takes staff out of the supported living environment and need cover, the residents are then often using up their designated hours for this support to occur.

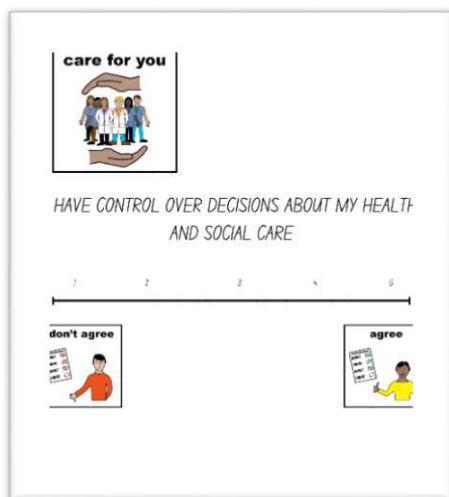
It was suggested to HWNEL that a similar scheme to the Rapid Response for residential care to be put in place to allow staff and residents to have some support and advice when needed. If a resident of supported living has to go to hospital the MY Life document is taken with them, however hospital staff do not appear to read it and also they assume staff are staying with resident. There is no electronic document and if there was would staff at the hospital have access to it.

Health checks are not used to the best of their ability. Nothing much changes for the resident and along with medication reviews the resident is not treated in a holistic way. No one got one during Covid-19 and have not received them recently.

A member of staff also suggested that supported living needs a central contact number that they can go to for advice to allow residents not to end up at ED at the hospital. Staff just need advice sometimes on medical issues.

8. I have control over decisions about my health and social care

Again this question was graded from 1-5, 1 indicating that they don't agree and 5 indicating that they agree with the statement.



On the whole residents/service users feel they have control over decisions about their health care. The residents/service users did identify that sometimes they need support to either understand the information or are supported with appointments. The residents/service users gave the following comments:

"I wouldn't say if I was worried"

"I don't like needles so I can't go to the Doctors by myself"

"Medication review"

"I watch what I eat"

"My sister helps me"

"My cousin helps me"

"Staff help me"

"Staff are very good"

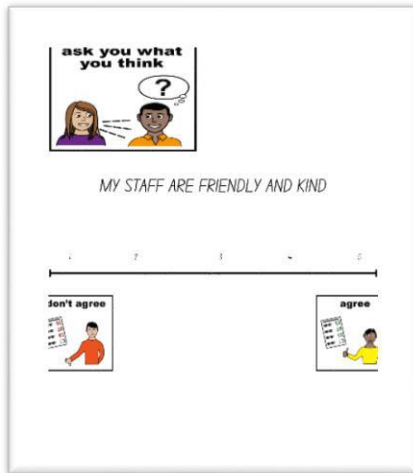
"My mum and stepdad help me"

"Dad helps me"

If the residents/service users need support from staff to access health or social care services this can come out of their allocated hours/budget.

9. Are your staff friendly and kind?

This question asked if the residents/service users found their staff friendly and kind. This also encouraged them to discuss the ways in which staff provide help and support for them. The question was graded using the a sheet, of which there is an example below.



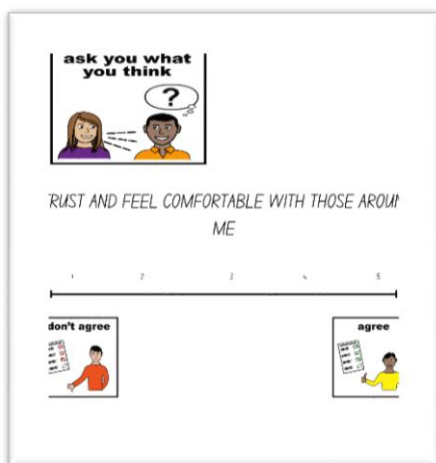
The residents/service users gave the following responses:

- "All staff are friendly and kind"**
- "Me and Brenda made a shepherd's pie"**
- "Liz washes my hair"**
- "Help me through my feelings"**
- "They wake me up and ask if I am alright"**
- "Help me clean"**
- "Medicine and money"**
- "They are nice"**
- "Help me cook"**
- "Went to see Magic Mike"**
- "Craig is a favourite"**
- "Keyworker helps me with my problems"**
- "Jeff is nice"**
- "Different relationships with staff"**
- "Support me to go out"**
- "Help me with shopping"**
- "Lisa are favourites"**
- "Went shopping for CD's and chicken"**
- "Especially Kyran"**
- "Give medicine"**
- "Help Cleaning"**
- "Look after while you are poorly"**
- "Teach me stuff"**
- "Ask for help"**
- "Hayley is a good person"**
- "Good cops often"**

Residents/service users discussed things that they were proud of achieving the resident/service user who had made a shepherd's pie had been supported to cook something they had never made before.

10. I trust and feel comfortable with those around me

This question was graded allowing residents/service users to position their icon to indicate whether they agree or disagree with the statement.

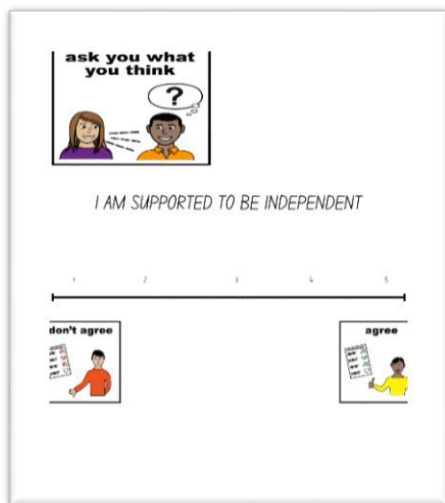


The majority of residents/service users said they felt comfortable with those around them, some residents/service users graded it a 3 as they said mostly.

“I feel safe with Staff”
“Yes I do most people”
“I trust staff”
“I trust mum she comes to see me a lot”

11. I am supported to be independent

The residents/service users used a grading scale to indicate their answer to this question, on a scale of 1 (don't agree) to 5 (agree). It also gave them the opportunity to say how they felt supported to be independent and things they have learnt or can now do.



Residents/service users are supported to carry out a range of activities, residents/service users gave the following responses:

One resident said **“I am supported to go to college”**. The resident/service user said that they love animals and have been supported to attend an animal course, as part of this they have been supported to **“clean out the rats at college”**.

Other tasks residents/service users also carry out are **“Making my bed”**, **“Cooking things”**, **“I strip my own bed”** and **“Have a shower”**. One resident/service user said staff **“Support me as I am nervous about using my oven”**. This has enabled the resident/service user to cook for themselves with support.

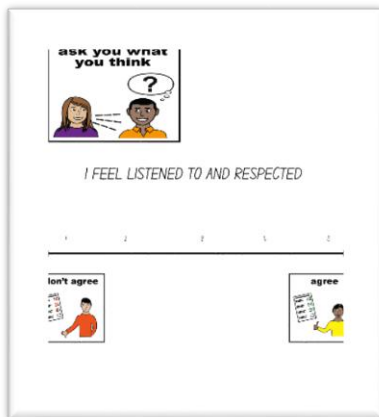
Residents/service users also stated that staff support them to be independent but also family still help them, **“Staff help me”**, **“Dad helps me”** and **“Sisters help me”**

One resident/service users also said that support them to **“Go to Mablethorpe”**.

Residents/service users can recognise the soft outcomes they have achieved and some residents/service users are keen to learn new things

12. I feel listened to and respected

This question allowed the opportunity for residents/service users to tell Healthwatch North East Lincolnshire if they feel listened to and respected by staff and other health and social care professionals. Discussions proceeded the question to allow residents/service users to state who listens to them and how they feel listened to. The following sheet was used to capture their answers.



The majority of residents/service users do feel listened to and respected from a range of family and professionals they work with. There were some individuals who feel that specific professionals do not listen to them or respect their wishes.

“I lost my grandparents but I can talk about it”
“Mum listens”
“Staff do”
“Slimming World staff”
“Family do”
“Not all residents”
“Care Coordinator”
“Matthew looks at me and I think the world of him”
“Social Worker”
“Support Worker”
“My mum is kind all the time”
“Alex listens to me”
“Support Staff”
“Here I do but not at home”

Don't feel listened to by:

“Landlord”
“Social worker”
“My mum doesn't respect me”

13. Is there anything else you would like to tell us?

Healthwatch North east Lincolnshire left this as an open ended question to allow residents/service users the opportunity to raise any issues or tell Healthwatch North East Lincolnshire that did not fit into previous questions. Healthwatch North East Lincolnshire received the following comments which we have categorised under the main themes.

Skills

Residents/service users shared with Healthwatch North East Lincolnshire either the skills that they have learnt or skills/training they would like to learn.

Residents/service users gave the following responses, with regards skills they have learnt; **“I would like to play pool again”, “I am crocheting a blanket and I’m really good now”** and **“I like horse riding, I go riding every week April but she has a poorly foot”**.

Residents/service users said they would like to **“Learn more cooking skills”, “Learn more money skills”, “Would like to get a job at the Blue Cross”** and **“Zebedee – Dance/drama Group”**.

Staff within the Supported Living Services have also raised the issue stating **“education for those who no longer go to linkage have very little opportunities. Grimsby College do not provide anything for residents in supported living. Employability services are also difficult to access and residents in the past have been refused access to the work environment as they are deemed a risk. Those that have mental health issues feel excluded from employability opportunities.**

Supported Living Services

Residents/service users wanted to tell Healthwatch North East Lincolnshire about the staff they work with directly. One resident/service user stated **“They are the best and they help me get independent, help with reviews with social worker, help family with home visits”**. Some residents/service users stated that they may not access Mental Health Services directly but they do talk to their support staff **“You can have 1:1 talks with staff”** and **“Nobody except support workers know how I feel”**

The residents/service users have good relationships with their support staff and said **“Support Staff are good”, “Support staff keep it fun with activities”, “Team leader is amazing”, “I want to keep Katie”, “Get on well with cats and staff”, “Nathan get me up and about”, “Staff keep you moving”** and **“Since Jordan has come things have really changed for the better”**.

Residents/service users also wanted to talk about the difference living in supported living has made to them. **“I came from Care Home and this is much better”, “Having your own flat is better”** and **“5 ½ years I have lived here”**.

However, residents/service users did state that they feel **“Landlord doesn’t listen, the gates have been broken for 6 months”** and **“Landlord doesn’t understand who we are”**. This was also raised in response to question 12.

Other things the residents/service users told Healthwatch North East Lincolnshire were “I like break dancing”, “My dad is kind”, “My dad looks after me”, “We have a pub in our house” and “Be careful of Covid”.

One resident/service user who has support feels he is penalised for having capacity. “If you have capacity funding isn’t there”. Staff pointed out that the resident/service users is very vulnerable but cannot access what the other residents/service users do and the resident/service user feels left and unsupported.

Providers

“It was a pleasure to have your company and the service users really enjoyed completing this” – Creative Support

All Providers supported residents/service users to participate in the consultation and enabled Healthwatch North East Lincolnshire to speak to residents/service users.

Conclusion

In some cases residents are able to volunteer, however there appears to be limited choices. This needs to be addressed as a wider issue across the board for those who reside in supported living or who access supported living services.

Allocated hours may be used when someone needs to visit A&E under advisement of a GP. If staff are upskilled to deal with minor injuries these unnecessary visits would not need to happen and staff support would not come out the residents allocated hours.

Service users need to be aware of the opportunities that are available to them and more life skills as when educational opportunities cease, such as Cambridge Park or Linkage, there is no opportunities to continue in formal education, if that is what the resident requests.

For residents to be able to access Community Dental Services staff within Supported Living Services staff have been told that a GP needs to make a referral, this may not be an effective way or use of GPs time and resources and perhaps this referral process needs to be reviewed to enable other health professionals to be able to make referrals and a pathway put in place for easy access if emergency dental treatment is required.

Healthwatch North East Lincolnshire are aware of that across the board, due to the Pandemic, staffing issues have occurred across Supported Living Services. Supported Living Services, like many services, have been short of staff due to illnesses etc. residents/service users have stated that they understand this but also think that you can just go out and get more staff. This needs to be explained to them as activities etc may not have happened due to staffing levels and this has sometimes made resident/service users anxious or disappointed.

Residents/service users enjoy living in Supported Living Services and feel supported by staff. The residents/service users spoke highly of the staff and the support that they receive.

Recommendations

- Staff to have training to enable them to provide basic first aid for residents/service users
- Employment/volunteering opportunities to be more readily available for resident/service users
- Educational opportunities to be made available, either in the form of vocational courses that can be completed within their Supported Living Service or access to Grimsby College. This may include healthy lifestyles.
- Training with Paramedics/First Responders to ensure they understand the difference between residential care and supported living
- Fire awareness and prevention training for residents/service users, especially for those that live in self-contained accommodation.
- My Life Plan to be kept up to date and shared amongst new members of staff

Acknowledgements

We would like to thank all residents/service users for sharing with us their views on Supported Living Services and for the support of staff to enable them to participate.

We would also like to thank providers for their support in enabling this piece of work to happen.