

Resident Questionnaire: Housing Related Support

Dear Resident,

I hope this letter finds you well. I'm writing to you about the housing related support service that is provided in sheltered housing by Cera Care in some schemes, and by Somerset Care in others.

Housing related support is what we call 'low level' support which helps people carry on living independently and manage their living arrangements. This is different to personal care or domestic services that some people also receive (some residents may even have these types of care from Cera Care or Somerset Care too).

Until now, the service hasn't been based on whether people need the service. Instead, it has been offered as a choice, and only available to those people living in sheltered housing. Since the service has been in place, newer ways to support independent living have been successfully developed.

With Cera Care and Somerset Care's contracts coming to an end in March 2021, we think it's time to bring the way we do things up to date. We want to make the right support available to those who need it, wherever they live in Wiltshire. Any changes will not affect any packages of personal or other eligible care.

It would really help us plan for the future to know a little bit about how you currently use the housing related support service, as well as any other care and support needs you might have and your thoughts on living independently in the future. We would appreciate it if you would take a few moments to answer the questions below and return to us using the prepaid envelop by Friday 4 December 2020

We hope you agree that this is a positive move. Thank you for your time.

Yours sincerely,



Vincent Edwards

Head of Adults Commissioning

Housing Related Support (HRS) – Resident Questionnaire

Please remember these questions relate to the housing related support (HRS) services from Cera Care or Somerset Care, and not any other kind of support or registered care from those or other companies.

If you need support to help you complete this questionnaire or wish to submit your responses by phone then please contact Wiltshire Centre for Independent Living on 0300 1233 442 and quote reference number: HRS2020 someone will be able to help you to provide your answers.

About the HRS Service

Q1: Are you the resident or are you completing this form on behalf of someone

- I am the resident
- I am completing this on behalf of someone else

Q2: Where do you live? (name of sheltered housing scheme)

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Q3: Who is your current HRS provider?

- Cera Care
- Somerset Care
- Don't know

Q4: What support do you value most from the HRS service?

- Managing money and bills
- Emotional wellbeing
- Not feeling lonely
- Activities
- Other (please tell us)

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Q5: How often do you use the HRS service? (please choose the closest option which describes your situation)

- More than once a week
- Once a week
- Once a month
- I don't use it very often
- I do not currently use the service (please go to question 7)

Q6 – If you do use the service, how long do you see the housing related support worker for?

- only a few minutes
- up to half an hour
- up to one hour
- over one hour

Q7: Please can you tell us about any other support you receive?

- A care worker helps me with personal care / housework / shopping
- Local support group (For example, Age UK)
- Support from family / carer / friend
- Health Care (for example District Nurses)
- Other.....
- I do not currently receive any other support

About You

Q8 – the statements below relate to the kind of things that HRS supports people with. Please tell us whether you agree with the following statements (please put a tick in the box that's closest to how you feel)

	'I agree' Or 'I don't need any help'	'I need a little bit of help now and again'	'I disagree' or 'I need regular help'	'Not relevant' or 'would rather not say'
I can manage my tenancy and living arrangements				
I can manage my money				
I am safe in my home				
I have interests that keep me occupied				
I maintain regular social contact with others				
I can manage my emotional wellbeing				
I am not concerned about how much alcohol I drink				

Q9: Thinking about the future, what services, if any, would you want to have available to enable you, to continue to live as independently as you can, within your own home?

An emergency alarm call system

Advice and information

Access to local support groups

Activities

Other (please tell us)

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I don't need any service

Please can you tell us your top 2 preferred options:

First

Second

Please note that the council cannot guarantee your top preferred option as residents' views vary.

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Thank you for your time. It's a great help!