

**Brighton & Hove City Council**

**Summary of Appreciative Inquiry workshop  
held on 24<sup>th</sup> October**

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### Background

On 24 October 2013, around 120 service users from housing related support services across Brighton & Hove City Council attended a workshop session facilitated by CIH Consultancy with support from a number of City Council officers. This work forms part of an overall package of support being provided to the council by CIH consultancy in respect of the sheltered housing review. The aim of the workshop was to look at **the sheltered service that would best meet the future needs of the older people in Brighton & Hove.**

### Summary of findings from the Appreciative Inquiry workshop

The workshop was delivered against the Appreciative Inquiry's 4 themes and provided the opportunity for participants to explore what works well in the current service, ideas for an improved service offer and the shape that this might take. The key points arising from each element are summarised below.

#### What works well?

- Consistent staff cover based in each scheme or in a consistent group of smaller schemes
- Safe living environment with support & social contact when/ if needed
- Wet room installations
- Social activities (although limited in scope & inconsistent)
- Signposting to expert advice & support

#### Improving the service offer

- Greater consistency across the city in terms of
  - service delivery - e.g .what to expect in terms of support
  - social activities
  - specialist advice and support surgeries
  - communication
  - accommodation standards & facilities
- Clearer information for residents including on activities, repairs & staff cover arrangements
- Clarity & communication of the purpose and scope of sheltered housing (not residential care)
- More support for residents with complex needs & challenging behaviour
- Better use of grounds for leisure, exercise and community gardens & allotments



### Future delivery proposals

- Designate some sheltered schemes for people with complex needs and/or challenging behaviour with additional, intensive, specialist support
- Move the sheltered housing allocations service to the team so that the support needs of applicants are fully assessed, timely additional support and/or care packages are put in place and needs of other residents are considered when allocations are made
- Identify more opportunities for sheltered housing staff to liaise with other statutory and voluntary agencies to discuss issues and identify opportunities for improved multi agency working
- Develop and foster better connections with the wider community with sheltered schemes providing a hub for activities/ support to older people in the locality
- Develop and deliver, in partnership with residents and relevant agencies, a wide range of activities including social, educational, volunteering and personal development opportunities – “not just coffee mornings” – across the city
- Develop in partnership with local GPs, health & social care agencies & voluntary sector groups, and deliver a range of regular surgeries at sheltered housing schemes to include flu jabs, health checks, exercise classes, diet & nutrition, dementia support, money & welfare advice etc to be made available to older people in the wider community
- Develop a city wide charter for the provision of consistently high standards of accommodation and facilities – “up to date & aspirational”
- Ensure the delivery of consistent and continuous support that can be accessed quickly in times of need
- Reduce paperwork so that increased time is released for direct support & the development of a wide range of activities
- Separate building management/ health & safety role and resident support role
- Create happy, vibrant communities where people can live and age well!

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