

P3 Supported living Service Report

Service User Experience Evaluation
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Contents:	Page:
Introduction	1
Methodology	1
Demographics	1
Who Provides Feedback?	2
Age and gender	2
Location of residents	3
Longevity of staff and stakeholders	3
Evaluation Feedback – Individuals with Lived Experience	4
Time at accommodation	4
What support do you have from P3	4
What support is missing	5
What do you like about living here and the support given	6
Conditions of accommodation, cleanliness and maintenance	6
Do you feel safe	7
What makes you feel safe or what could make you feel safer	7
Is support personalised	8
Is the pace of support comfortable	9
Opportunities to be involved in decisions of support being received	9
Examples of activities available	10
Who else supports you	10
Evaluation Feedback – Staff	12
Which site do you work at	12
How long have you worked for P3	12
Role and responsibilities	13
How you enable well-being and independence for residents	13
What works well with the service	13

What could be improved with the current service	13
How are you supported professionally	14
Are you confident and supported by P3 when managing risk and Crisis	14
Support for own mental health and well-being	14
Evaluation Feedback – Stakeholders	15
What capacity do you work in to support residents	15
Which P3 site do you support	15
How long have you worked have you worked in this capacity	16
What is your working relationship like with P3	16
What is working well with the support P3 gives	17
What could be improved	17
Thoughts on the service that is provided	18
Quality of accommodation	19
Conclusion	20
Observations	20
Appendix	
Survey - Individuals with lived experience	21
Survey - Staff	22
Survey - Stakeholders	23
Survey – Family and friends	24

Introduction

P3 Housing are an organisation that provide supported accommodation for individuals with a wide variety of mental health needs. The SUN Network have been commissioned by Cambridgeshire County Council to review the service that P3 provides for people living in supported living accommodation at Ditchburn Place in Cambridge and Fern Court in Huntingdon. P3 provide a range of services including 24hr support and self-contained flats with a lower level of support with fewer contact hours. The aim of this service is to nurture and support individuals experiencing mental health challenges to be able to live independently, by teaching life skills such as cooking, paying bills and food shopping.

The SUN Network are an organisation whose objective is to hear the voices of individuals with lived experience of mental health and/or drug and alcohol challenges, across Cambridgeshire and Peterborough, ensure that those voices are heard and respected by service providers and are influencing and shaping service provision.

The focus of this project is to gather the perspective and experiences of service users, stakeholders and staff to ascertain where things are working well and service user needs are being met, and also where things can improve to enhance the service received.

Cambridgeshire county Council will use this feedback to shape the service moving forward.

Methodology

The SUN Network and Cambridge County Council designed four surveys. Each survey was designed to be discussed with either Individuals with lived experience, staff, stakeholders and family, friends and carers (see appendix for surveys). The surveys were designed to capture a review of the service, points of view regarding multi-service interaction and also how P3 are supporting the staff. The SUN Network acquired nineteen responses in total, with nine conducted face-to-face, which provided more detailed responses. Each individual that The SUN Network spoke with was informed that The SUN Network are an independent organisation. Furthermore, any information that was disclosed would be anonymised and presented in a thematic report. Two members of The SUN Network visited residents at Ditchburn Place and Fern Court. The team led semi-structured interviews with residents to understand the advantageous and valuable aspects of the service. Similarly, to determine areas for improvement.

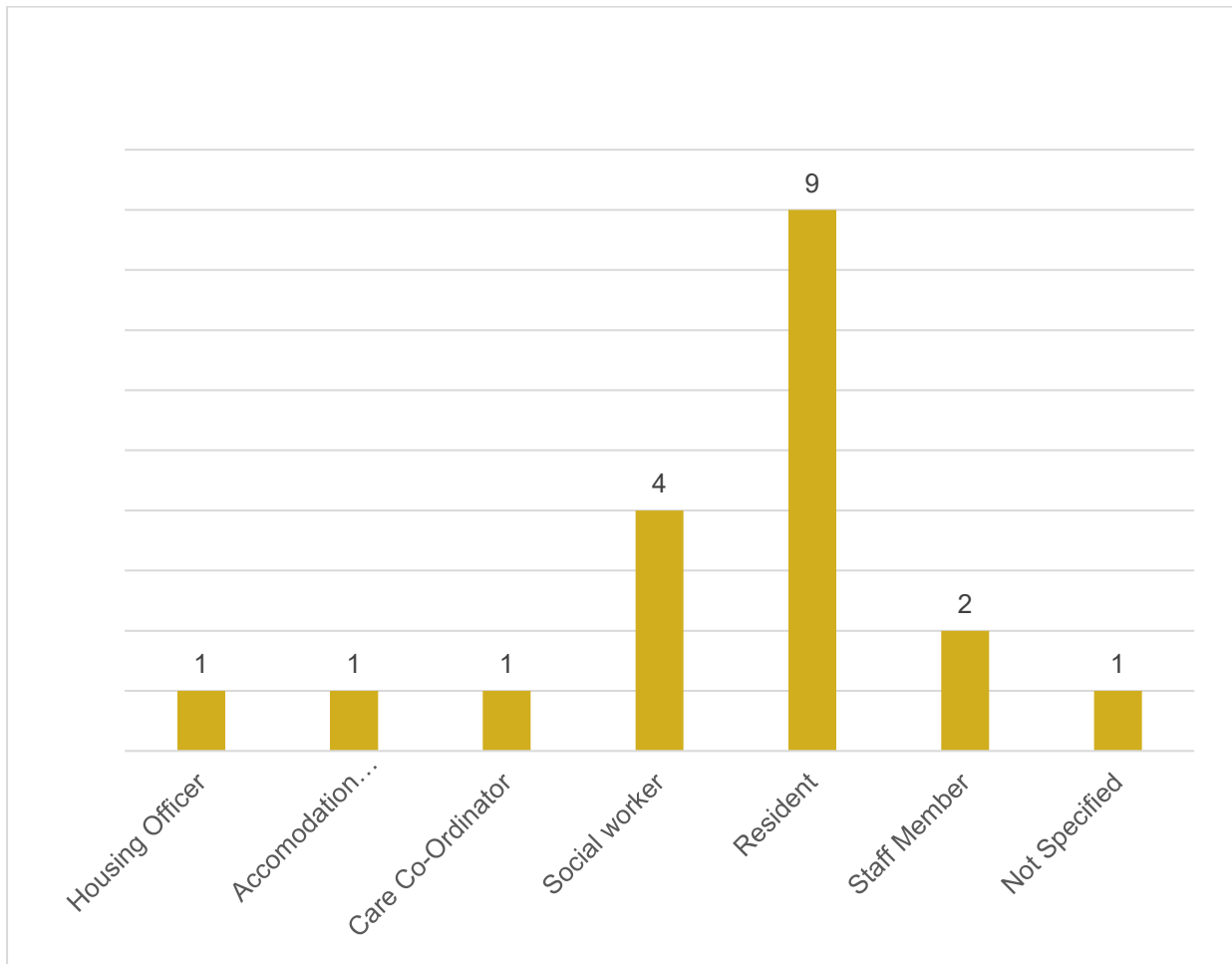
Qualitative data in the evaluative feedback have been edited and paraphrased to maintain anonymity, whilst being an honest representation of the feedback that was received.

Demographics

Who provided feedback?

All nine responses from residents were recorded through face-to-face conversation which allows for more detailed feedback and the opportunity for the individual to provide additional thoughts, should they wish to. Eight stakeholders provided feedback online. Two staff members responded via paper form. Unfortunately, we did not receive any responses from family, friends and carers.

Table 1. Who provided feedback



Age and gender

We recorded the age and gender of all residents.

Table 2. Gender

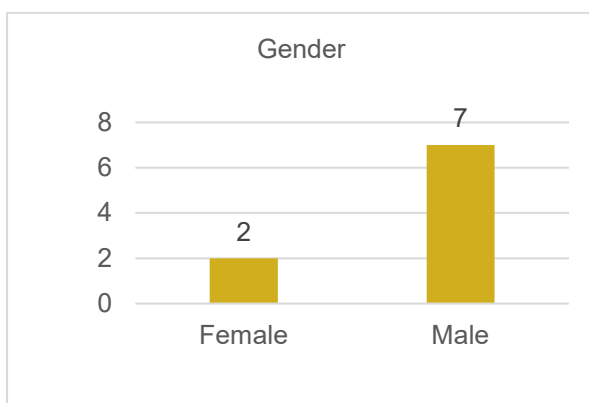
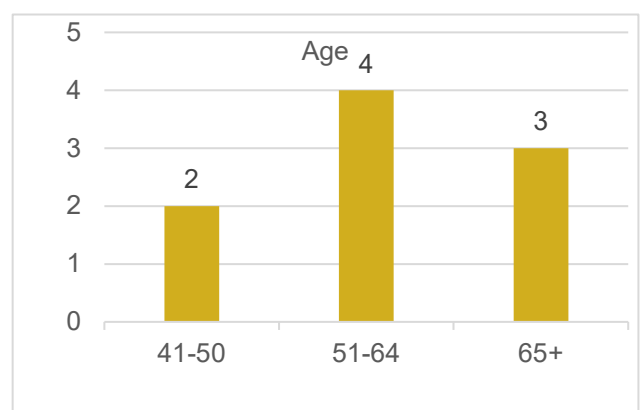


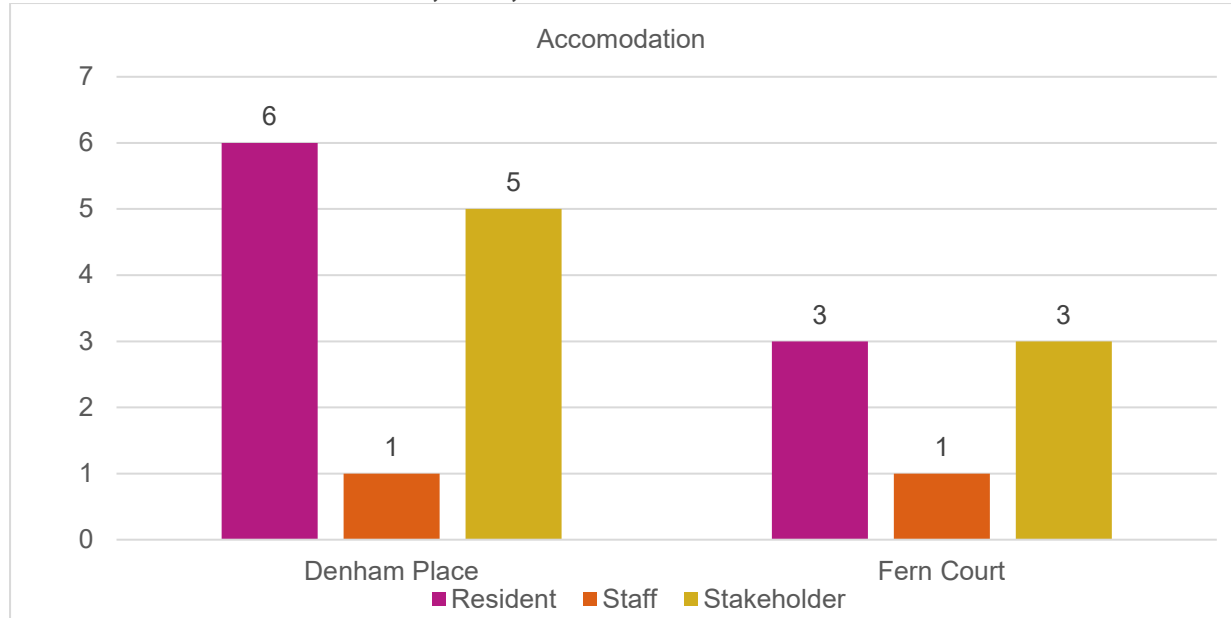
Table 3. Age



Location of residents, staff and stakeholders

There were two locations, and the table below specifies who we spoke to at each location.

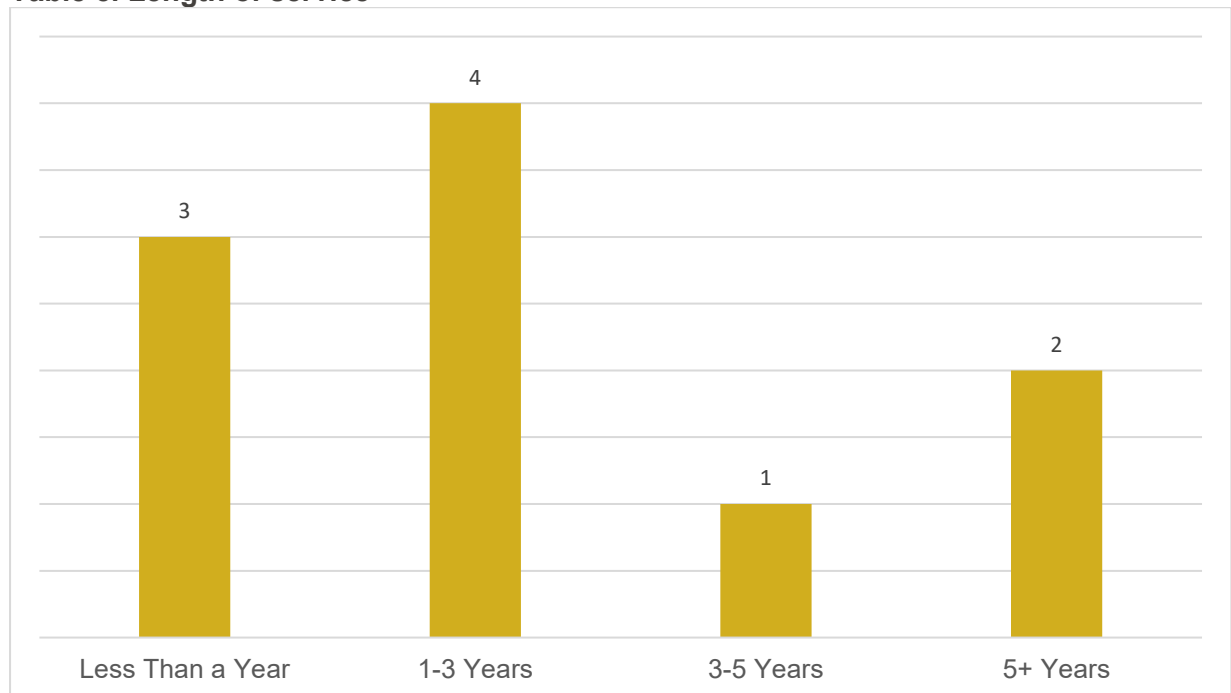
Table 4. Location of residents, staff, and stakeholder involvement



Length of service of staff and stakeholders

We asked how long the staff and stakeholders had been working within or alongside the accommodations.

Table 5. Length of service



Evaluation feedback – Individuals with lived experience (residents)

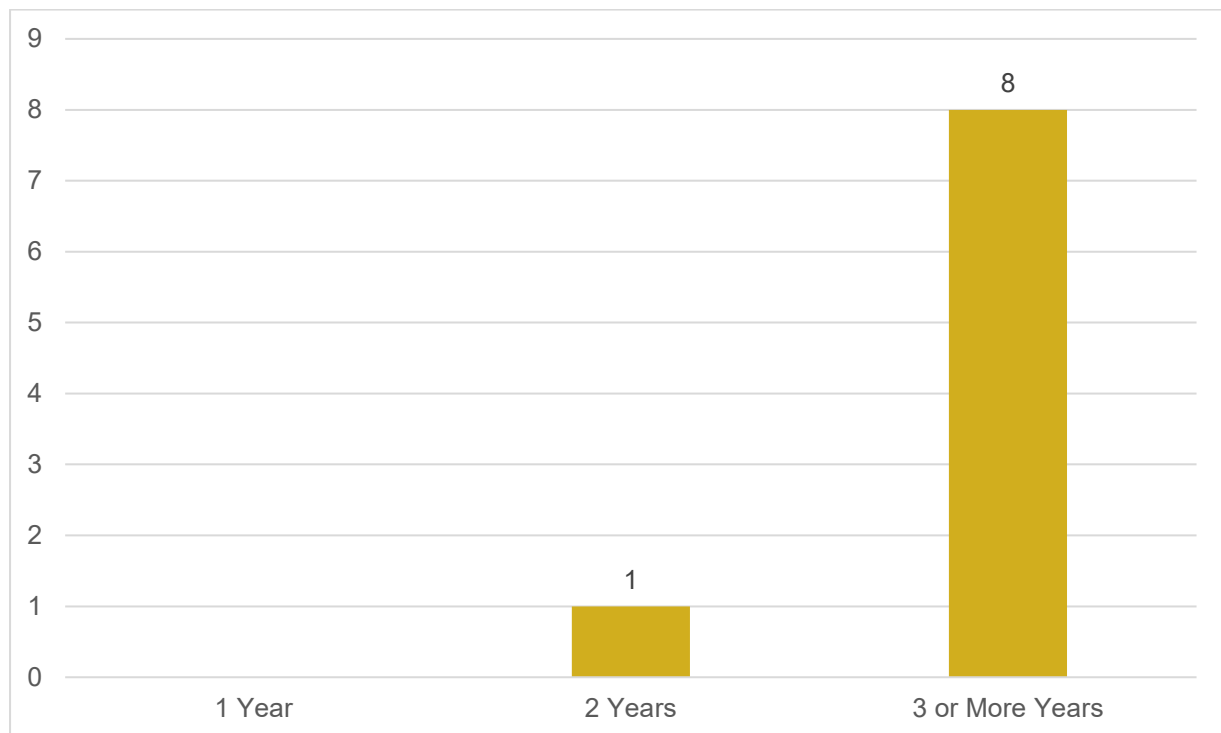
Length of time at accommodation

Each resident was asked how long they have lived here and how long they had been told they were allowed to reside at their current accommodation.

Key themes:

- Five residents have lifelong tenancy agreements
- Two residents were unsure how long they can stay in the accommodation
- Two residents have been in their accommodation five+ years due to ill health
- We asked residents how long they have lived in their accommodation. This is shown in table 6 below

Table 6. Length of time at accommodation



Support received from P3?

Residents were asked what help they receive from P3 staff here at their accommodation?

Key themes:

- Staff help with daily tasks such as finances and hospital appointments
- Help with contacting maintenance
- There isn't a staff member present every day to help with issues

Some of these answers have been grouped together, whilst still representing the individual feedback of the Residents.

Qualitative feedback:

'I was led to believe there would be up to five hours of activities but that's not happened'

'There hasn't been much support here, I raised it with the care co-ordinator but not much came of it'

'Hasn't been a daily presence (of staff)'

'They help me with setting up my bank account'

'Nothing directly, they used to help with shopping and daily help filling out forms'

'Daily skills, here for me to talk to, and share how I feel. They help with finances and paying bills'

'I see Esther once a week and I'm happy with that. She helps with benefits, shopping and budgeting'

'We used to have a lot more people here supporting us, but it's just one at the moment. I don't always need the support though'

'I get a lot of help specially with hospital appointments'

'Esther has been very helpful. We don't get one to one support. I want there to be more of a staff presence around'

'All sorts of things, check up on me and activities'

What support is missing?

Residents were asked what support they feel is missing from P3 staff and how can things improve.

Key themes:

- Higher staff presence is needed
- There is no one to one time between staff and residents

Qualitative feedback:

'We used to know all the staff and were all equal. That doesn't happen anymore'

'I miss having the staff here'

'Short of staff. When I need help with my finances there isn't always the staff to help'

'No nothing can be better. It's better than Ditchburn, I feel safe here'

'P3 seem to offer more staff hours'

'Used to be more one to one'

'They don't really help with Mental Health, but they can only do what they can do'

'We need more staff'

'More staff are needed here'

'I've had to find support in the community as I don't really get it here'

'Chance to get know other residents, community activities and trips out etc'

'I feel a bit isolated. A balance between managing independence and regular check-ins'

What do you like about living here and the support given?

Residents were asked what they like about living here and the support they receive from P3 staff.

Key themes:

- Residents feel safe
- Staff are there if you need them
- The garden and outside space
- That they have their own flat

Qualitative feedback:

'The gardens are lovely'

'I like to have my own space but know people are around if I want to spend time with them'

'Safety net'

'I like to know that the staff are there for you'

'Staff are kind'

'Feels like a safe place. I feel comfortable'

'I enjoy living independently and having the outside space'

'I don't like living here, it's been too long'

'I like having my own flat that I've been able to furnish'

'Location, Access to the shops and amenities'

'I like that I'm not on my own'

Conditions of accommodation, cleanliness, and maintenance

Residents were asked how they feel about the conditions of their accommodation e.g. access to appliances, cleanliness and maintenance? And how they can improve.

Key themes:

- The communal areas are kept clean
- The maintenance can vary on how quick a problem is resolved
- Having washing machines in communal areas is helpful

Qualitative feedback:

'I can do my own laundry, its clean and things are fixed quickly'

'We can contact maintenance to report repairs they fix things as soon as possible'

'The communal areas are always clean and tidy. The garden is always kept nice'

'There was a leak that went on for a long time and affected the flat below'

'On the whole, the facilities are good'

'Maintenance can be unreliable on the small jobs but good when big things go wrong'

'Happy with the conditions of my accommodation. Fresh, clean and new'

'We are lucky to have the washing machines'

'Things are fixed quickly; maintenance are really good'

'A load of rubbish, they take ages to come out, problems take a long time solve'

'Lots of problems in my flat and it affects my mental health'

'Maintenance are very poor and take a long time to get back to you'

'The washing machines are really convenient'

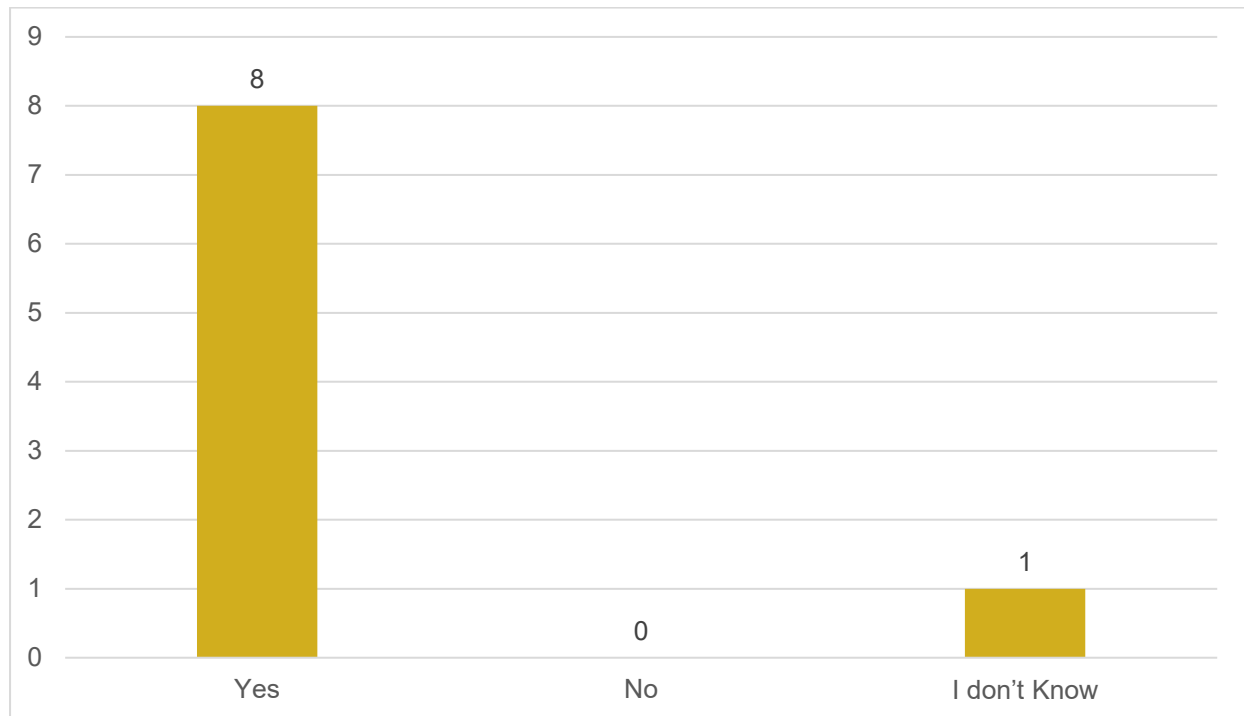
'Conditions are good, and maintenance are quick'

'It's clean here'

Do you feel safe?

Residents were asked if they feel safe and secure here. Answer options were: Yes, No or I don't know? Table 7 below shows how many residents felt safe.

Table 7. Do you feel safe in your accommodation?



What makes you feel safe or could make you feel safer?

Residents were asked if you answered Yes, what make you feel safe? If you answered No or don't know, what would make you feel safer?

Key themes:

- Residents generally feel safe
- More staff presence is needed to feel safe
- Residents still feel vulnerable after a major incident taking place at the residence

Qualitative feedback:

'New fencing has been put in that has helped me feel more secure. Before, school children knocked on the windows'

'I feel very safe'

'There was a murder here that I witnessed three years ago. I felt unsafe then'

'There are times when there aren't staff around and sometimes that makes me feel unsafe'

'Staying in'

'Having regular reliable staff would make me feel safer'

'Being in the community I can always knock on someone's door if I need help'

'I feel vulnerable sometimes as there are more men than women'

'After the murder I felt vulnerable, but we were given support from staff and things put in place to support us'

'I don't always feel secure here after the murder'

'We need more staff'

'I feel vulnerable'

Is support personalised?

Residents were asked if they felt their P3 support worker makes their care and support personal to them.

Key themes:

- No support worker to deliver support
- Activities co-ordinator (Esther) is supportive
- Residents generally do not feel fully supported

At the time The SUN Network visited Denham place there was not a support worker employed on this site but interviews for this role were taking place.

Qualitative feedback:

'Hasn't been much support checking on meds, cleanliness, ensuring I was eating was discussed at interview but hasn't been delivered'

'I think the days are gone of having ample staff. In the current climate I'm not sure what can change. Esther is covering everything'

'There is no support worker here'

'I don't need support I manage well on my own'

'Esther is great she keeps us going. She encourages me to get involved'

'Support worker is free and available to talk and help sort things out'

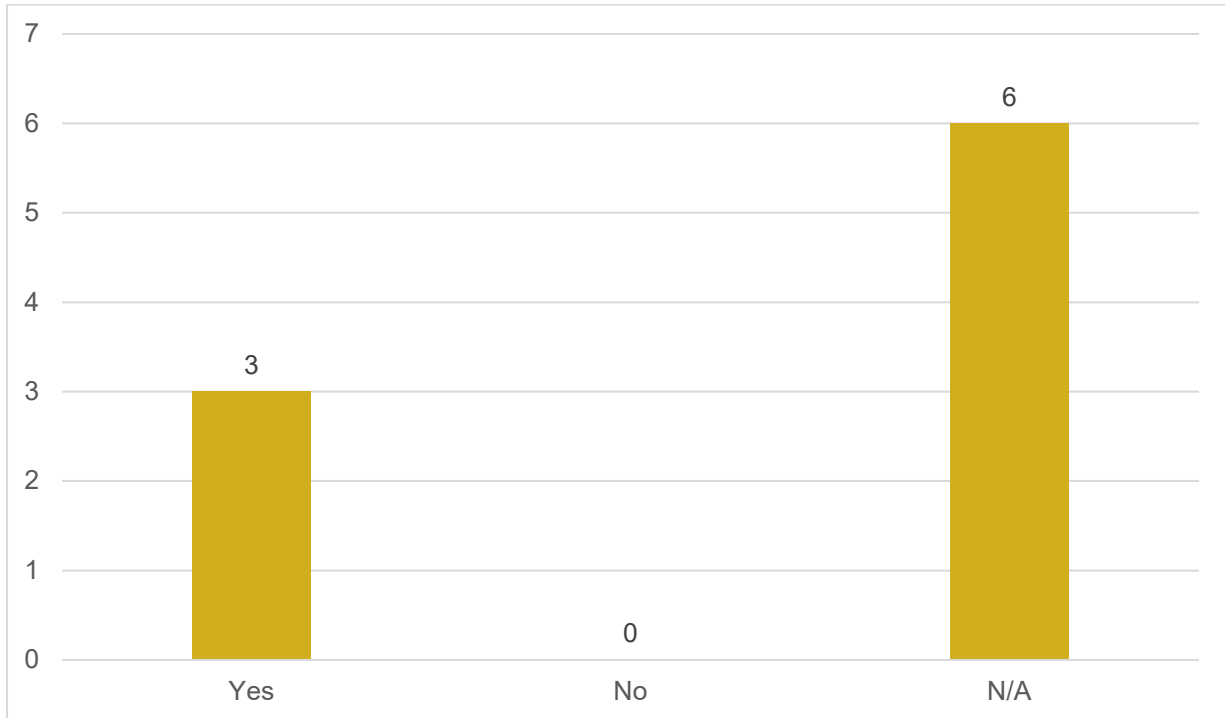
'More staff will help me. We only have Esther at the minute and one person isn't enough'

'Very well, they will do anything you ask'

Is the pace of support comfortable?

Residents were asked if they felt that the support they receive is at a pace they are comfortable with. Answers options were: Yes or No. N/A- has been added to the chart as at time of The SUN Networks informal interviews there was not a support worker at Denham Place.

Table 8. Is the support received happening at your pace?



Opportunities to be involved in decisions of support being received

Residents were asked: Have you had opportunities to be involved in the decisions about where you live and the support you receive? What opportunities were you given?

Key themes:

- Tenant meetings wanted more regularly
- Residents wanted opportunities to be involved in P3 interview panels

Qualitative feedback:

'Would attend resident meetings'

'Being involved with interviews'

'Had tenant meeting'

'I've sat on an interview panel for P3'

'Fern Court is ok, but no tenant meetings at the moment'

'New support worker is settling in so I'm hoping for improvements'

'Previous support staff have done activities'

'We don't have tenant meetings'

'We sometimes have tenant meetings once or twice a year. I can share how I feel'

'I don't feel involved I've not had a tenant meeting for four years. I want them'

'We haven't had a tenant meeting in ages, but I don't think they are necessary'

'We don't very often have tenant meetings. I will sometimes go to them.'

Activities

Residents were asked to give examples of activities e.g. BBQs, or social gatherings they have been involved in with P3 or their local community?

Key themes:

- Activities are put on for the residents, but this varies by site

Qualitative feedback:

'Feel a bit isolated – haven't met many residents'

'Would like more activities'

'Every Wednesday Esther puts on activities. I sometimes join in'

'I sometimes go to the coffee mornings'

'When more staff are here, I would like more outings'

'Yes, I want to do the exercise group on a Wednesday'

'More events, social time and activities would be nice'

'I go to Chess club when I can'

'I would like for them to have a gardening club'

'Used to do lots of activities gardening, cooking, BBQs, art, painting and drawing. I enjoyed those'

'I sometimes attend the activities, but I like being independent'

'They have BBQs'

'We are having a BBQ in the gardens here'

'We have activities once a week here'

'I liked the meals at the church on a Friday but that has stopped'

'I join in with the exercise classes and the BBQs'

Who else gives support?

Residents were asked who else supports them e.g. family, friends, other professionals, community groups or other mental health services?

Key themes:

- Support in the community is there if residents wish to part take
- Family and friends are there to support when needed or wanted

Qualitative feedback:

'I don't have support from family and friends'

'I don't want to go to community groups'

'A care co-ordinator comes around every two weeks'

'I have a brother that I speak to a few times a month. He gives me good advice'

'I don't have a care co-ordinator or a social worker, but I don't think I need it'

'I'm active with my local church and my sister gives me support'

'I feel very supported by the community café, church and libraries'

'I have a social worker'

'Don't do anything in local community, I don't really want to as I'm not from the area'

'Would like more links to the outside world'

'CPN (Community Psychiatric Nurse) comes two times a month. Really important to me as she's the same person I've had for 8 years. I see a psychiatrist every 3 months'

'I have friends locally and visit a day centre in the community'

'I spend time with my neighbours'

'I don't have family locally, but I speak to them on the phone. I don't have a CPN'

'Waiting to be assessed again for my Mental Health. Went to the GP but things move so slowly. My psychosis medication needs reviewing but I'm still waiting. No other support given, No CPN or care co-ordinator'

'I don't see my social worker or care co-ordinator'

'I have help from friends'

'My sister supports me. I don't want to participate in things in the community'

'I go to my GP if I need anything'

'I have a care co-ordinator, social worker and previously had a peer support worker'

'Not really encouraged/supported to engage with the community clubs and activities. Would like P3 to support/signpost for these things'

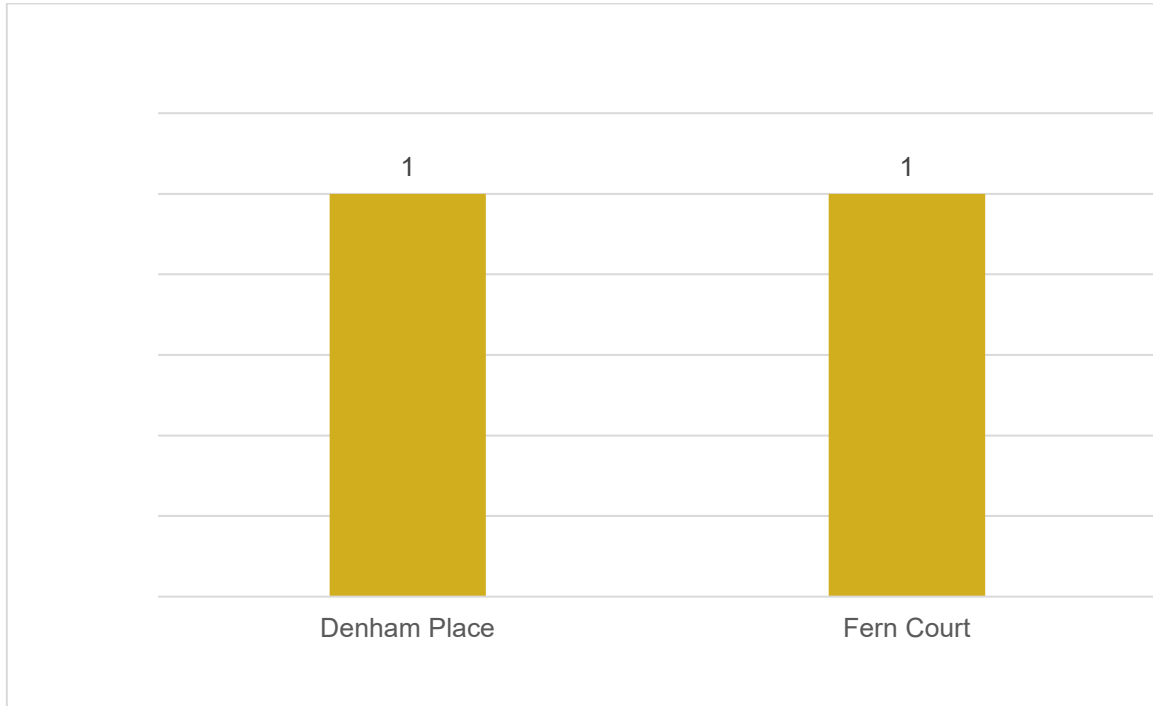
'Ready for a volunteering position but moving here feels like a step back'

Evaluation Feedback – Staff

Location

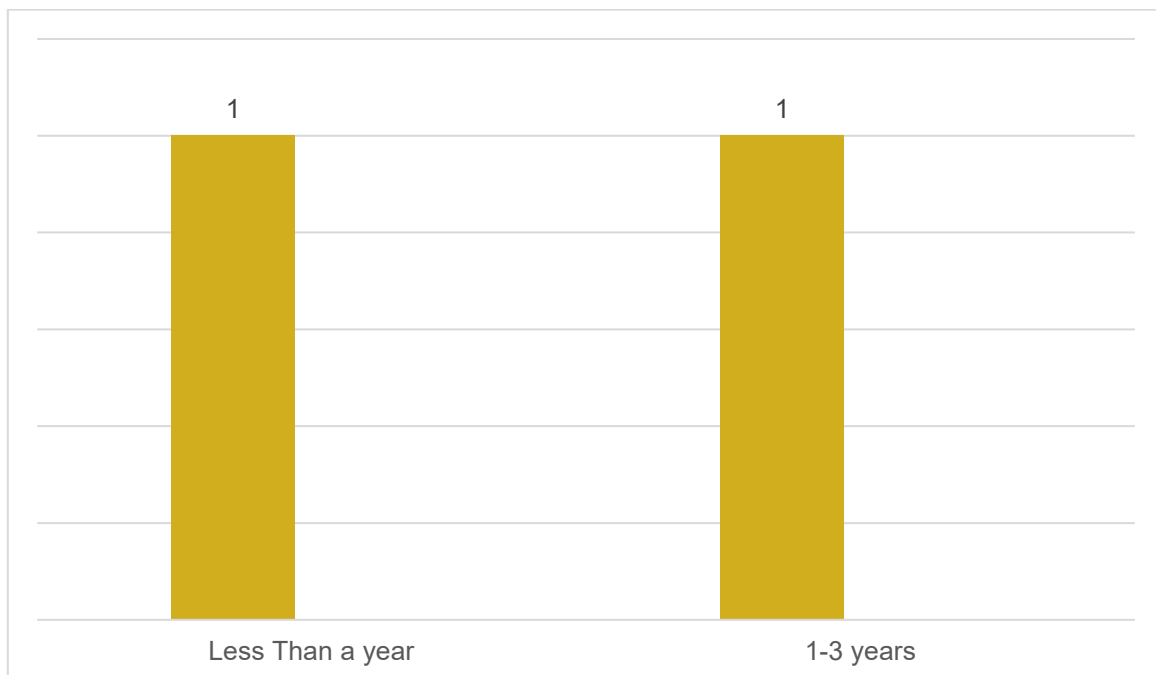
Staff members were asked which P3 site they work at.

Table 9. Which P3 location do you work at?



Staff were asked how long they had worked for P3.

Table 10. Length of service



Role and responsibilities

Staff members were asked to state their role and responsibilities.

Key themes:

- The job roles vary day to day with what is needed from residents

Qualitative feedback:

‘Senior support worker, Support with DLA (Disability Living Allowance), letters and appointment, Notes kept up to date, Point of contact for outside agency’s’

‘Group activities Co-ordinator’

How do you enable well-being and independence for residents?

Staff members were asked what they do to enable the well-being and independence of the residents?

Key themes:

- Staff have a good understanding of how to promote and maintain well-being

Qualitative feedback:

‘Support them with various activities, mobile fitness, doing various exercise, cooking, coffee and tea mornings to socialise’

‘Help promote independence’

‘Be available to listen and tackle through any problems’

‘Encourage them to try new things, reassure them they can move and live independently’

What works well with the service?

Staff members were asked – what they like about the working here? What is working well?

Key themes:

- Activities to promote residents’ well-being

Qualitative feedback:

‘I love to engage people with a whole lot of activities that residents are happy to do, to make them happy. This promotes their health and wellbeing, because health is everything’

‘Only worked here 4 days’

What could be improved with the current service?

Staff members were asked what they thought would improve the service P3 provides for residents?

Key themes:

- Staffing
- Involving residents in activities

Qualitative feedback:

'Permanent staff '

'Setting more plans as we are doing at the moment'

'Engaging residents more on new activities'

How are you supported professionally?

Staff members were asked how they are supported professionally by P3 to provide the best support to the people they are caring for?

Key themes:

- One-to-one training is given to staff to support their needs

Qualitative feedback:

'P3 support me by training staff one to one monthly to see how I'm getting on and provide me with support needed'

'Training one to one with manager'

Are you confident and supported by P3 to manage risk and Crisis?

Staff members were asked if they feel confident and supported in managing risk, safety, safeguarding and crisis within the service?

Key themes:

- Staff members feel confident in their job roles managing risk, safety, safeguarding and crisis

Support for own Mental Health and Well-being

Staff members were asked How their mental health and well-being was supported by P3?

Key themes:

- Support is given by manger in monthly meetings'

Qualitative feedback:

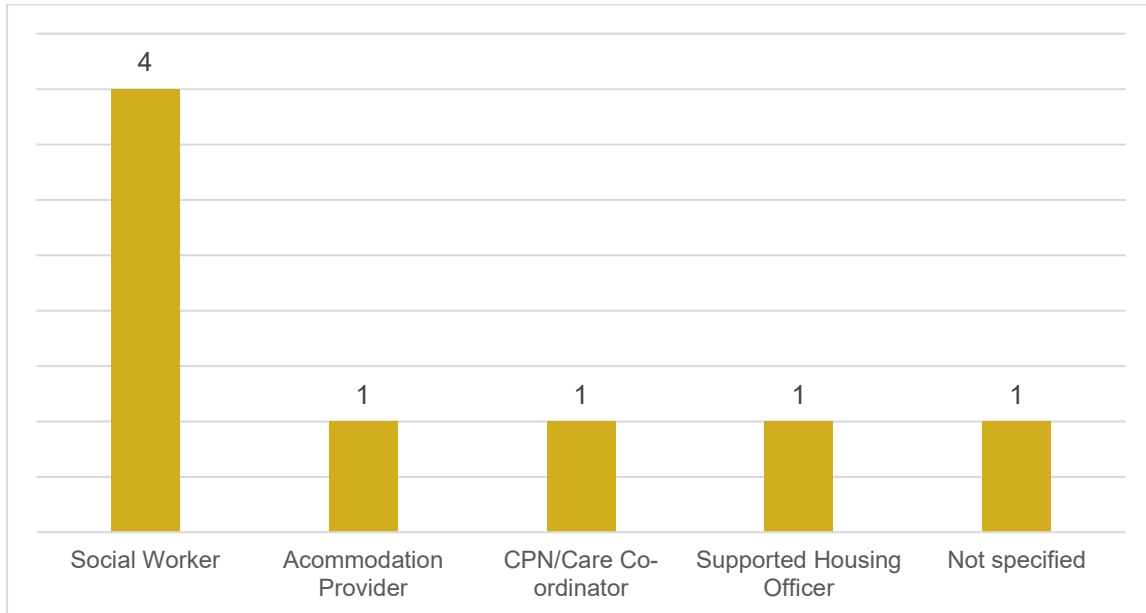
'Very well, Monthly meetings with the service manager to give me support needed to carry out my job efficiently'

'Regular meetings with manager'

Evaluation Feedback – Stakeholders

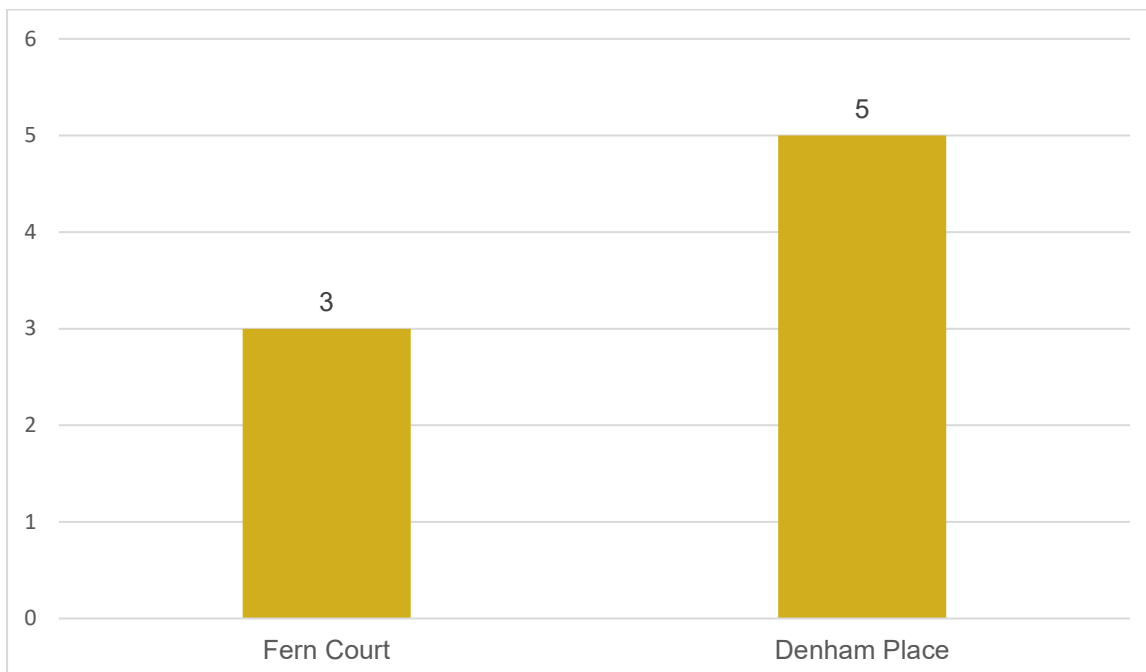
What Capacity do you work in to support residents?

Table 11. Job role



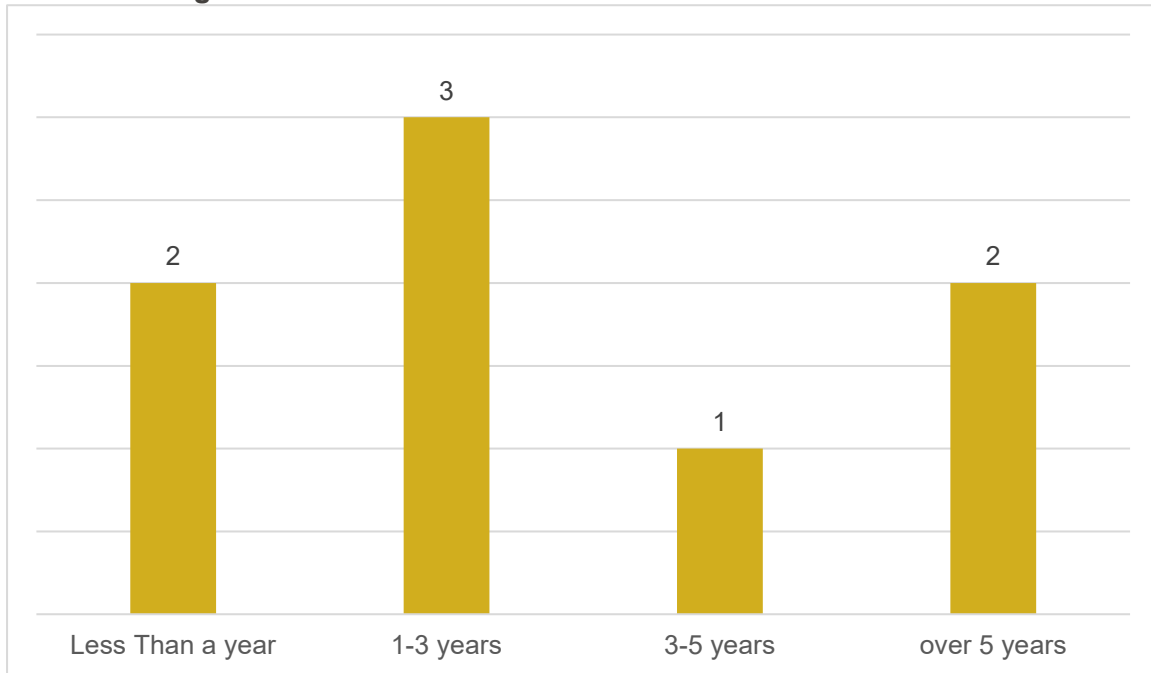
Respondents were asked which P3 site they offer support at. Table 12 below shows the results.

Table 12. P3 site support offered at.



Respondents were asked how long they had worked in their current role.

Table 13. Length of service in current role.



What is your working relationship like with P3

Stakeholders were asked what their working relationship is like with the new provider P3 who have been operating the service since July 2023.

Key themes:

- A good relationship has been formed between Stakeholder and P3

Qualitative feedback:

'We have a good working relationship'

'Very well'

'Good'

'I was working with the teams when they transferred to becoming P3. The changes meant that all the email addresses changed, and telephone numbers and it has meant that this network of communication has needed to be built back up with each individual worker'

'Overall, relationship is good, no concerns. It can be inconsistent, some staff responding promptly and others not so'

'I have a good working relationship with staff at Fern Court'

'Since the introduction of fixed block funding, I have not observed any significant improvement in service delivery. For example, with the individuals I have worked with they have not noticed any change. Some keyworkers have been critical and negative about the changes in front of individuals experiencing mental health during review. This was challenged as the service user was not getting the support they need This has had a direct negative impact on individuals. They don't feel staff are always available when they need them. Some have questioned the level of commissioned hours of 3 hours per week and how this is allocated as well as the weekly fixed block funding which was introduced'

What is working well with the support P3 gives?

Stakeholders were asked what they think is working well with the current provider.

Key themes:

- Communication is good between staff and stakeholders
- Staff have limited time to allocate to individual residents
- Staff knowledge of residents is good

Qualitative feedback:

'Increased hours are a good addition to their service. Residents are supported as required. We work well in collaboration with P3. They will inform us of any tenancy breach or concern, and we usually address jointly'

'We work well however the presence of a full-time support worker at Denham Place will help'

'Communication is good and can raise concerns about the client'

'During my conversations with both Philippa and Caroline they come across as knowledgeable and with a good understanding of mental health presentation and needs'

'The support can be tailored and well delivered. However, there is a lot of pressure on the individual workers and how much time they have to be flexible and responsive to individual needs'

'If someone is off sick it is not obvious who is covering them in terms of contact or support'

'When you get a good rapport built with a worker it is easier to work with them, however, they have limited time to attend meetings and additional things we do to support people which we don't want taking time away from the hours spent working directly with the individual'

'It is a good stepping stone to independent living as a low-level support scheme'

'There is a good level of communication and issues are flagged'

'Staff contribute to reviews and MDT's (Multi-Disciplinary Teams) when requested'

'They have introduced an activity coordinator however a lot of work needs to be done to encourage individuals to participate'

'Communication of the workers at Denham Place has not been communicated with us clearly. This has had an impact on who to discuss concerns about current situation'

What could be Improved?

Stakeholders were asked what they thought could improve with the current provider,

Key themes:

- More staff are needed for residents to reach their full potential before being able to move on
- Communication on implementing of care support plans from staff
- Contact details of staff members at each site to be shared with stakeholders

Qualitative feedback:

'Fern Court is understaffed, with only one member of staff working during the week and offering mainly phone calls, therefore, to be able to improve they need to have more staff, and more activities to engage service users so they have a better understanding of their needs, and can work with them to move on in two years'

'Parking facility at Denham Place. Difficult to get into property as does not have permit'

'They need to have a full-time staff member at the project. Tenants would benefit if they built trust and allow staff to assist. Some tenants can do with reminding about maintenance appointments, doctors' appointments and shopping'

'Improvement in communication overall with both stakeholders and individuals in receipt of services directly'

'To work in partnership with individuals to meet the needs as stated on their care plan'

'To communicate where individuals are not using resources or not engaging with support so we can try and look at any barriers'

'Provide more opportunities for social inclusion'

'To reconsider the block weekly charge which has recently come in. I know this was an unforeseen financial strain on some individuals who pay client contributions. It was very sudden and unexpected'

'A full-time staff member to support residents at Denham Place. This should be rota'd to have other staff covering when the full-time staff member is unavailable'

'I would like to have a structure and contact details of who works at Denham Place. This contact will help to arrange reviews, monitor progress or follow up reviews and manage risk'

'Not sure if current care and support plan is being implemented. For example, no progress made since last review. Or how the individual is being supported to meet their outcomes'

'Perhaps a list names of allocated workers, and their contact details should be laminated in the residents' flats'

'Wouldn't it be nice if all supported living had the activities co-ordination to do and manage activities for all residents. Recently I have heard of a physical health mobile van coming to Denham and it would be good to hear more of that kind of work'

Thoughts on the service that is provided

Stakeholders were asked what their thoughts were on the service residents receive. Does it meet the new specifications, and does it meet the needs of residents?

Key themes:

- More one-to-one hours need to be allocated to individual residents
- Hours that have been allocated need to be more flexible

Qualitative feedback:

'More hours to support tenant can help'

'No. It does not meet the needs. It was requested and accepted that the service user would have 16 hours of one-to-one support but once the service user moved in, I was informed that the service only offer 7 hours of one to one support, and this is a mixture of face to face and telephone support. This was not what was requested, and in this case,

it would not work as the service user needs face to face support to build relationships and ensure accommodation doesn't break down. However, when I presented this, Philippa and Caroline ensured that they would add the extra time and would then feedback if there was concerns or if an external care company would be needed. Philippa and Abel shared concerns appropriately and asked for support'

'There are elements of supportive routines, for example, always seeing your P3 worker on a Tuesday at 2pm. However, this doesn't work for everyone. When life and mental health can be barriers to keeping regular appointments. when the support can't be flexible the support time is then missed and so needs left unmet'

'I have seen good service provision to the residents I have had involvement with'

'I believe the service requires improvement. Thus, in terms of structure, clear communication with stakeholders of how the care and support plan is being implemented to improve individual's wellbeing'

'Individual who recently moved didn't feel they got or are getting the support suitable for their needs in terms of completing housing benefits. Said he ended up doing this himself and was worried if he had completed the housing benefit application correctly'

Quality of Accommodation

Stakeholders were asked if they had visited any accommodations, did they find them to be in a good state of repair and of high quality?

Key themes:

- Maintenance system could be more effective, and residents better supported to request repairs

Qualitative feedback:

'No concerns'

'There is a communal room at Denham Place, but this is fairly small, which makes it problematic for people to network and socialise as a community of residents'

'I think staff could be more proactive at supporting some of the residents to report repairs/maintenance issues, as some people are not confident to do this themselves, which can result in maintenance issues, for longer periods of time'

'Individual requires prompts to maintain a habitable home environment, take rubbish out and encouraged to change into clean clothes or attend to personal care'

'No concerns'

'I visited Denham place, the office area was in need of renovation, appeared to be a work in progress'

'The communal areas of the garden were limited and wildlife friendly, a rota on the wall indicated that these should be routinely maintained'

'They are not high quality but are good sized flats, with a lot of potential'

'Fern Court has now added a metal fence around the back so people can no longer access the garden'

'Tenant sometimes misses repairs appointment. Repairs book and references can be written down for easy chasing if engineers do not attend'

Conclusion

The SUN Network would like to thank residents, carers, staff, and stakeholders for all their valuable feedback. The feedback received from all parties has proved very insightful and constructive.

When gaining feedback at Denham Place and Fern Court what was echoed throughout residents and stakeholders is the lack of staff presence. With only one support worker and no activities co-ordinator available at Fern Court, residents are not getting enough one to one time to enable them to live well independently. Denham Place did not have a support worker when we visited but the activities co-ordinator was covering this roll as best she could alongside her actual job role. Residents really praised the staff members and can see that they are trying to meet their needs as best they can. We were told a barrier to P3 recruiting staff members is the 8am-8pm shifts.

More engagement in activities for residents is needed and wanted. There is a very noticeable difference between the two sites, Denham Place has weekly activities that residents can attend to socialise and gain knowledge on living independently. Fern Court due to staffing does not have these opportunities for residents due to staffing issues. As this was previously available to them, it is missed.

Communication between staff and stakeholders can vary, and this can affect how residents' needs are being met. Care plans are being put in place, but it is not always clear if these are being implemented by staff.

Staff feel supported by P3 with monthly one to one meetings for support and necessary training. They have a really good understanding of what they need to do to help residents with daily tasks and promote independence. But as stated by stakeholders and residents more permanent staff are needed to not overload existing staff and achieve the deliverables, including purchased support hours.

The service certainly works and provides security and stability for vulnerable people with the help of the staff at the sites and the stakeholders that are involved. However, we have comprised some observations below that should they be considered, would help to work towards to the perceived and reported inequity throughout the accommodations.

Observations

- **Fern Court:** The safety of residents has greatly improved, and this has enabled them to feel comfortable in their own homes. One to one support is hugely missed and phone calls once a week is not providing enough engagement for residents to feel like they could move on and successfully live independently outside of supported living. More staff are needed to promote well-being, involve residents in activities and to equip them with the tools to live independently.
- **Denham Place:** While it seems that socially, resident's needs are being met with weekly activities such as chess and BBQS. There is no support worker here so residents can go days without having anyone to support them. The activities co-ordinator is trying to pick this up as best she can but can only do so much on the three days that she works. There was a very serious incident that took place here a few years ago and as much as the residents felt supported at the time, the lack of staff presence now is making people feel vulnerable

Appendix 1

Survey – Residence with Lived Experience

Where do you live?

Fern Court/ Denham Place

What Gender do you identify as?

Male/Female/Other

What age are you?

18-30 / 31-40 / 41-50 / 51-64 /65+

How long are you able to live here?

1 Year/ 2 years/3 or more years

What help do you receive from P3 staff, here in your accommodation?

What support do you feel is missing, from P3 staff? How can things be improved?

What do you like about living here, and the support you can get from p3 staff?

How do you feel about the conditions of your accommodation? E.g. Access to the appliances, cleanliness, and maintenance? How can they improve?

Do you feel safe and secure living here?

Yes/No

If yes, what helps to make you feel safe? Or if you answered No, what could make you feel safer?

How do you feel your P3 support worker makes your care and support personal to you?

Do you feel the support you receive is at a pace you are comfortable with?

Yes/No

Have you had opportunities to be involved in decisions about where you live and the support you receive? What opportunities were you given?

Appendix 2

Survey- Staff

Which P3 site do you work at?

Fern Court -

Denham Place

Both

How long have you worked in your current role with P3?

Less than a year

1-3 years

3-5 years

Longer than 5 years

Can you state your role and list of responsibilities?

What do you do to enable the well-being and independence of residence?

What do you like about working here? What is working well?

What would improve the service P3 provides for the residents?

How are you supported professionally by P3 to provide the best support you can to the people you are caring for? (i.e. training, incentives, shifts, IT, work area etc)

Do you feel confident and supported managing risk, safety, safeguarding and crisis with this service?

How is your mental health and well-being supported by P3?

Would you be happy for The SUN Network to contact you to elaborate on any of your answers? Your identity would be maintained solely between The SUN Network and yourself and your responses will be shared anonymously.

Appendix 3

Survey- Stakeholders:

In what capacity do you support residents in mental health supported accommodation? i.e. CPN, social worker, mental health, addiction etc

Which accommodations do you work alongside to support the residents?

Denham Place

Fern Court

Both

How long have you worked in your role?

Less than a year

1-3 years

3-5 years

Longer than 5 years

What is your working relationship like with the new provider (P3), who have been delivering the service since July 2023?

What do you think is working well with the current provider (P3) of mental health supported accommodation. How well do they provide their service and how well do they work in collaboration with yourself?

What are your thoughts on the service residents receive? Does it meet your expectations? Does it meet the needs of residents?

If you have visited any of the accommodations, did you find them to be in a good state of repair and of high quality?

Would you be happy for The SUN Network to contact you to elaborate on any of your answers? Your identity would be maintained solely between The SUN Network and yourself and your responses will be shared anonymously.

Yes, I am happy to be contacted

No, I would prefer not to be contacted

Appendix 4

Survey- Family and Friends and Carers:

Where does your friend or relative live?

Denham Place - Cambridge

Fern Court – Huntingdon

How long are they able to stay here?

1 year

2 years

3 years+

How do you find the staff that care for your friend or relative? What are your thoughts of their skills and approach?

Do you feel your friend or relative is safe in their accommodation? Please explain your answer.

What do you like about the accommodation your friend or relative is currently living in? What can be improved?

Are you aware of how to give feedback about the service?

What do you think of the overall quality of care? 1, being very poor and 5, being excellent

