

Medical Aids & Adaptations Focus Group Minutes

Held at Southgate House on 30 July 2009

Background

Sarah gave an overview on how customers can access this service the timescales and budget provision. She informed there is currently no waiting list for minor or standard adaptations (excluding Over Bath Showers), however there is currently a waiting list for Major adaptations, mainly level access showers.

This year's overall budget is lower than that of 2008/09. Due to increasing demand, and budget issues a backlog of orders occurred and were subsequently carried over onto the 2009/10 waiting list. GCH are currently liaising with the Occupational Therapists and Neighbourhood Services Team in order to prioritise all cases on the waiting list.

A tender has gone out and GCH is currently assessing the contractor applications and this should be finalised soon

Discussion feedback

The group were asked for feedback on their experiences of the service provided by Gloucester City Homes. Areas for improvement identified were noted and our response is recorded in the corresponding Reaction Report. The content of the discussion follows.

a) Good responses from receiving a medical adaptation

- I was kept informed throughout the whole process
- The staff from Lovell's visited me every day
- The adaptation has help me stay in my property and has improved my quality of life
- I had good communication and contact from my Occupational Therapist
- The contractor who did the work in my home was great they were clean and tidy and considerate.
- I have had over three adaptations over the past two years and they all have suited my needs for my hearing and mobility disabilities
- The contractor was very tidy when he did the work
- When I had my shower fitted the timescale was excellent, it was done within three months of my application, the contractor contacted me everyday so I knew if they needed me at home so they could work, and they visited me after the work was complete to make sure I was happy with the work

b) Not so good responses from receiving a medical adaptation

- I informed my OT on the post inspection that I would like grab rails fitted after my shower was finished and I am still waiting, Sarah suggested that this and all other matter like this, she would take each persons name and address to pursue.
- When my OT left the organisation I did was not informed of this
- I'm very happy with the service I received and have not got anything bad to say
- I had a minor problem with the shower and it was not fixed on the 1st visit the engineer forgot to tighten the shower control unit and it came away from the wall fixing
- I'm very happy with the service I received and have not got anything bad to say

c) Suggestions for improvements

- I think it would be good to have a joint visit from the contractor and OT when the work is complete to sort out any issues that may have occurred.
- It would good if we were informed more about the waiting time and how the priority ratings are being managed.
- Everything works well
- Everything works well
- The shower chairs that are provided does not have enough range sizes, there only seem to be a small or large choice there should be a chair size in-between to cater for people who are not just large or small.
- Everything is wonderful as it is.

GCH and the future for adaptations

Sarah informed that GCH is reviewing our current policies and would like to involve tenants at some stage of the review process, as well as involving the Occupational Therapists. GCH will be sending out more frequently a survey when people have received an adaptation to ensure the satisfaction levels are kept up to date. As the budget have been reduced we are now looking more closely at priority need through the OT assessment to ensure the people in greatest need benefit first.

Disability needs for customers

Terry asked all attendees if they felt GCH meets and provides enough services to meet their needs as a disabled person. The was a unanimous response informing that GCH works well for disabled customers some comments were:

- GCH if far better than my previous landlord I can have more things done with GCH to help my disability
- GCH even helps to get the alley next to my house cleared and the workers are very friendly I always give them a cup of tea for their good work
- It's nice to know we can have home visits if we cant get into the office
- I've had a buzzer alert fitted to my pillow in case of a fire and staff always help me even though I'm deaf.

Terry closed the meeting and thanked everyone for attending

Terry Elcock
Resident Involvement Officer

Tel: 01452 396071.

Email: terry.elcock@gloscityhomes.co.uk

30/07/2009