

Your views

Phoenix House Quality Audit Questionnaire – December 2024



About the survey

In December 2024, many of you took part in an important survey.

The survey was conducted by Richard Vienas, Operational Manager.
It focused on how you feel about living at Phoenix House.

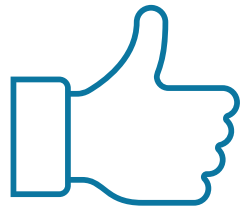
Your feedback will provide a view of the issues residents are most concerned about, informing SCHA about future strategic and operational planning.

This report contains key survey results, regarding residents' opinions about the landlord service they receive from SCHA.

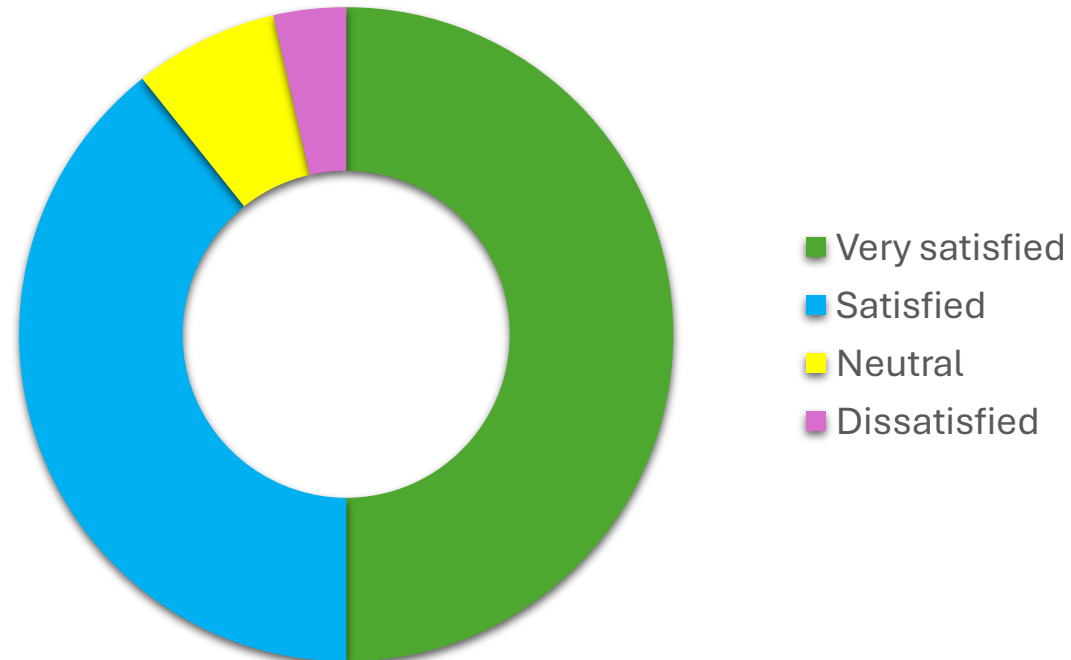
A big thank you to all those who took part!

28 flats
took part
out of 49

Overall Service



9/10 residents are satisfied with the overall quality of service provided by SCHA (**89%**)



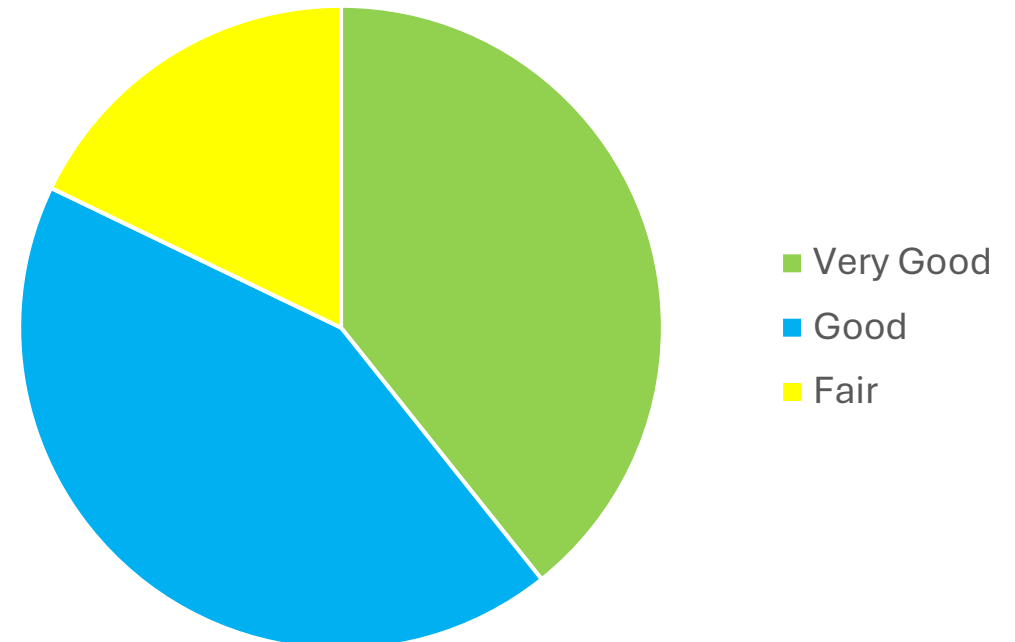
Section 1: Satisfaction with the facilities



Almost all residents are very satisfied or satisfied with the overall condition of their accommodation (**93%**)



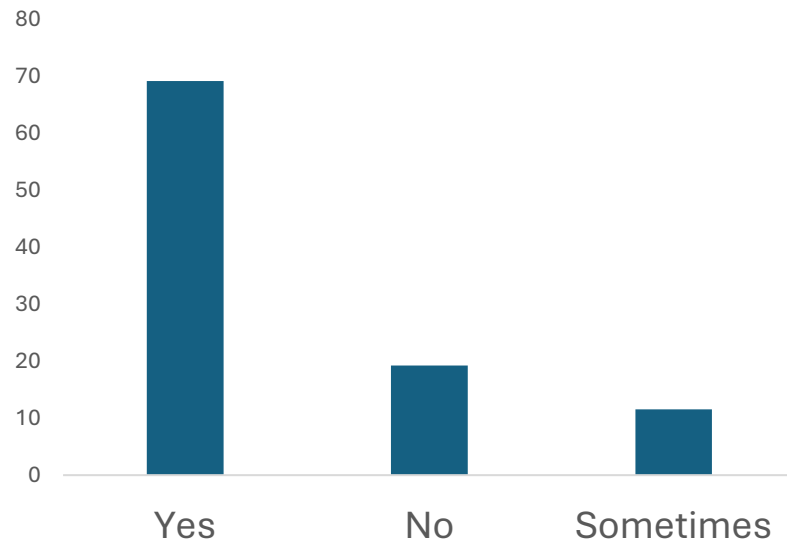
82% of residents rated the cleanliness of the common areas as very good or good



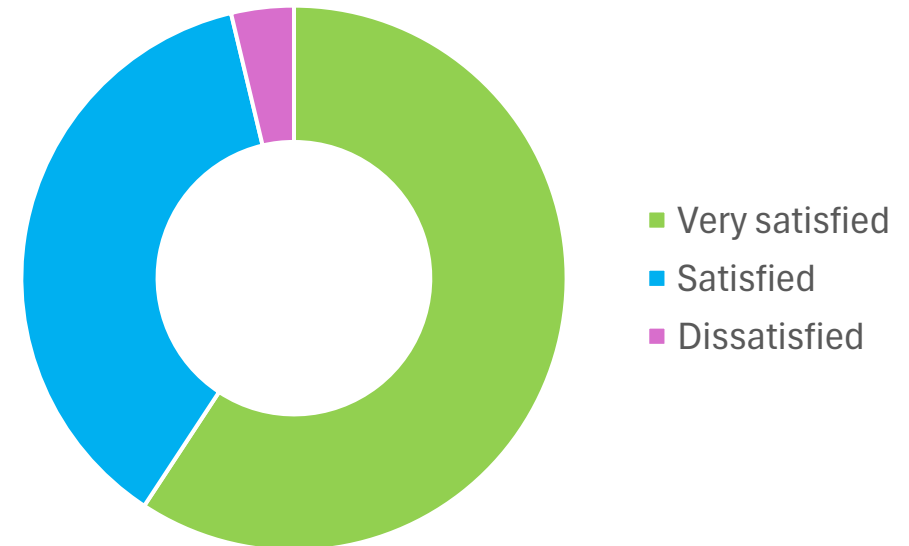
Section 1: Satisfaction with the facilities



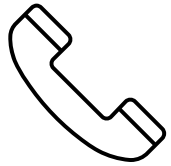
8/10 residents said that communal facilities (e.g. lounges, gardens) meet their needs (**81%**)



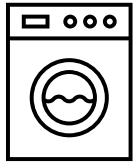
96% of residents are satisfied with the maintenance services provided



Section 2: Quality of Housing & Support Services



Three-fifths of residents receive a daily wellbeing call (**63%**)



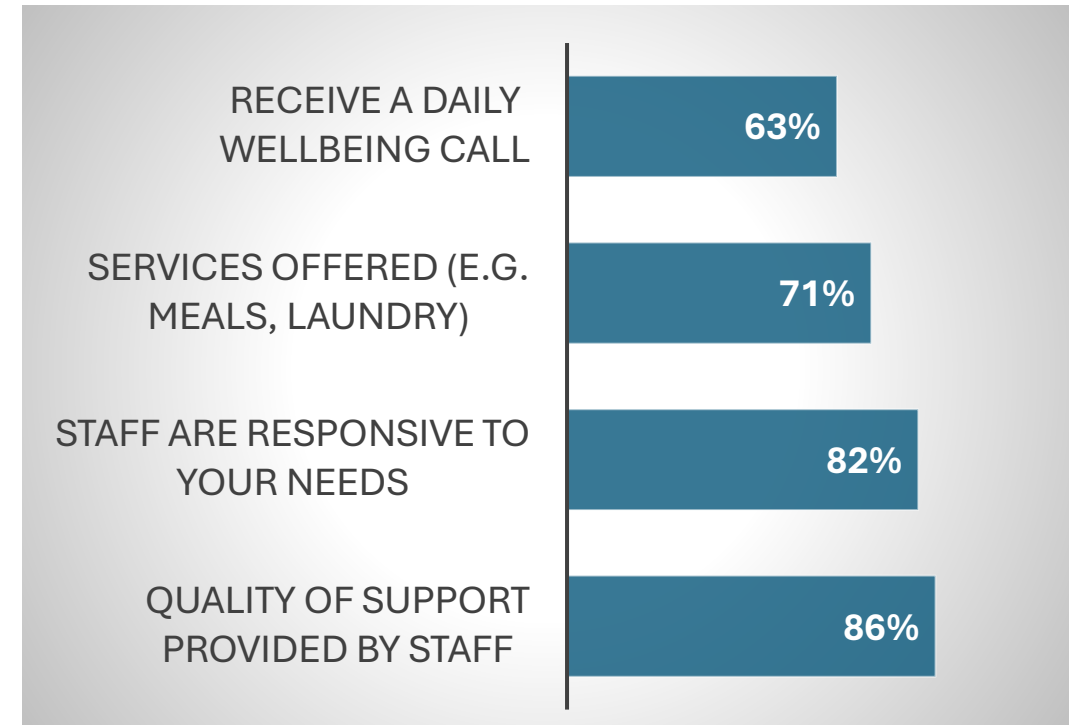
Almost three quarters of residents are satisfied with the services offered (e.g. meals, laundry) (**71%**)



8/10 residents feel that the staff are always or often responsive to their needs (**82%**)



Most residents rate the quality of support or assistance by the staff as excellent or good (**86%**)



Section 3: Social Activities and Community Engagement



- 8/10 residents frequently or sometimes participate in social activities organised by the service (**81%**)
- Most residents said the social activities offered meet their interests and needs either all the time or sometimes (**88%**)
- Over two thirds of residents rated the sense of community among residents as very strong or strong (**67%**)
- The majority of residents feel included and welcomed in the community (**86%**)



Section 4: Safety and Security

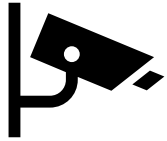
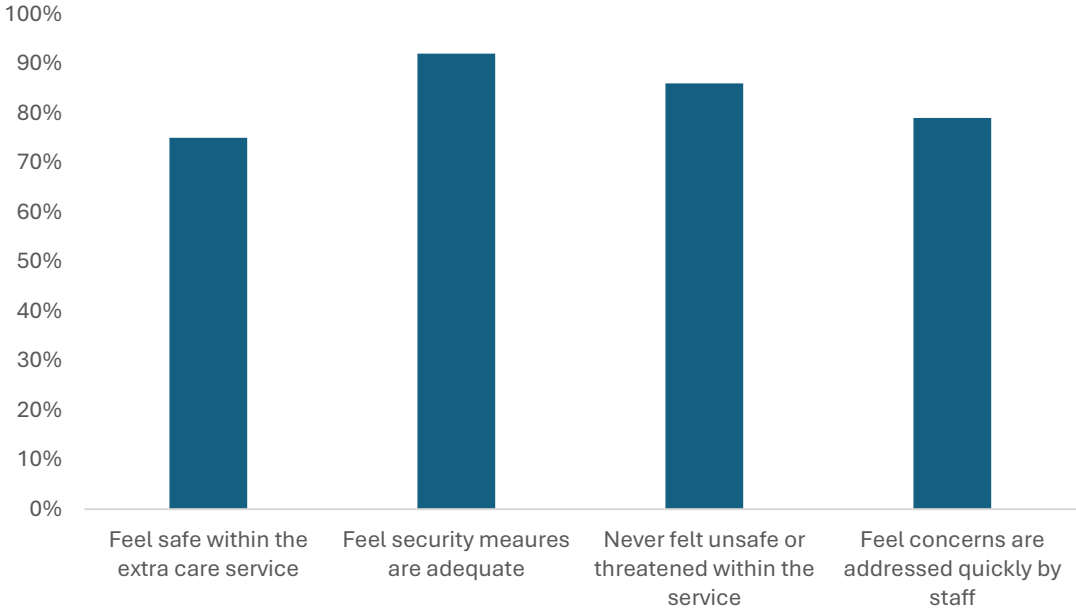
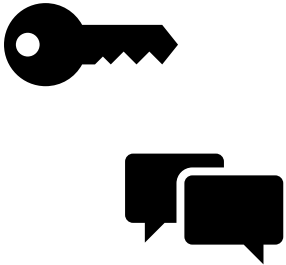


Three quarters of residents feel safe within the extra care service (**75%**)

Most residents have never felt unsafe or threatened within the service (**86%**)

9/10 residents feel the security measures in place are adequate (**92%**)

The majority of residents feel that concerns are addressed quickly by staff (**79%**)



Section 5: Fire Safety

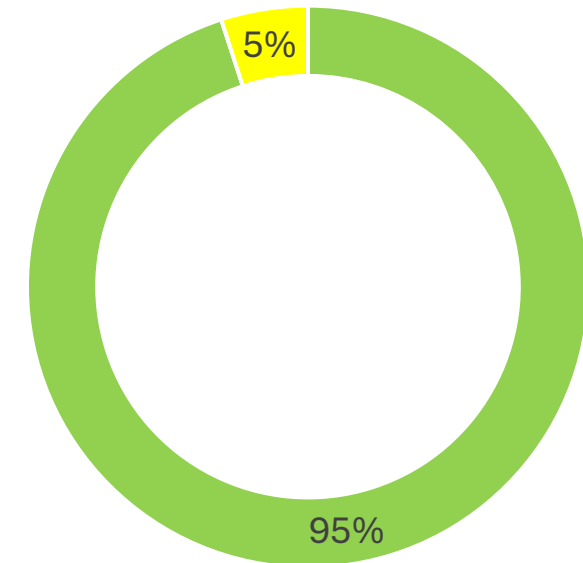


The majority of residents feel safe and happy with the fire safety arrangements in place (**93%**)

Most residents said they know what to do in the event of a fire (**96%**)

Almost all residents said they have received adequate information on fire safety procedures (**96%**)

Note: We are pleased that overall, 95% of our residents feel safe and know what to do in the event of a fire. We have already spoken to the 5% of residents who said they either felt unsafe or did not know what to do. We are confident that all residents have now received adequate information on our procedures.



- Safe and know what to do
- Unsafe and somewhat aware

Residents' additional comments



Some residents provided additional comments, including those noted below:

I am very pleased with everything

Meals could be better

Can't improve on service received

Sometimes plates, trays and boxes left on landings outside flats overnight – trip/fire hazard

It is great to see the lounge used regularly

Nick makes a positive difference

Apartment is great

Overall décor, gardens, carpets and general overhaul of the complex is a point of address

Nick and Tracey work well together

Very satisfied with maintenance

The corridor and landing walls could do with painting

Comment from resident's carer: I feel very secure knowing they are safe

Residents' additional comments



Some residents provided additional comments, including those noted below:

Carpets need cleaning or replacing as shabby

The community spirit has improved since Nick joined

Communal areas badly need painting

More small tables (this is in hand)

Gardens are a mess

Lifts are frequently out of order

Nick is amazing and really puts himself out for residents

Garden table removed without us knowing – purchased with resident's fund money

Too much segregation

Games and puzzles have been removed from lounge

Meals are hit and miss

Nick takes a very active part with celebrations - Remembrance Day, Easter, etc

Visit of Phoenix House: Key Findings

by Richard Vienas, Operational Manager,
on 9th January 2025



The purpose of this visit was to discuss residents' responses to the recent quality audit questionnaire and conduct a physical inspection of the building to assess its condition and safety features. Key findings:

1. Resident Feedback:

- **Food Quality and Presentation:** Two residents expressed concerns about the quality and presentation of the food served by Elior. These concerns have been communicated to Elior management for further review and discussion.
- One resident would like to see a monthly 'tidy' of the external grounds.
- **Overall Satisfaction:** Residents are generally happy with the services provided by SCHA. They particularly praised the scheme manager's approach and the way the service is run.

2. Building Tour:

- **Cleanliness and Safety:** The building was found to be clean and free from hazards. There has been a marked improvement in the cleanliness of the building upon the new cleaning contractor working in the service (since 2024).
- **Health and Safety Features:** Key health and safety features, including fire extinguishers and fire alarm panel checks, were inspected. All checks and maintenance are up to date and completed. The boiler room was clean and free from hazard. Annual gas inspections are in date and completed.
- Recent paving work around the external grounds has addressed identified concerns with raised paving and possible trip hazards.
- Reception area is welcoming, SCHA were observed welcoming visitors to the service.

Conclusion: It is evident from residents' feedback and the physical examination that Phoenix House is being run and managed safely and in a person-centered manner.

Follow-Up Actions:

- The Operational Manager will continue discussions with Elior regarding residents' feedback on the quality of food served.

Review of Health and Safety records for Phoenix House: Key Findings

by Louise Wilson, Business Support Officer
January 2025



The purpose of this desktop exercise was to review a selection of health and safety records to ensure compliance with our health and safety duties as a registered social landlord. A monthly health and safety quality audit is conducted with a random selection of records reviewed.

Key findings:

1. Records are well managed and up to date.
2. Action required is noted and followed up, with records noting actions completed.

Conclusion:

It is evident from the records reviewed that Phoenix House health and safety records are compliant with our legal duties. Records are well managed and produced on request. Any queries raised with the Scheme Manager are quickly addressed with satisfactory outcomes.

Follow-Up Actions:

None required.

Next steps



- We will make improvements, based on residents' feedback
- We will invite residents to explore findings in residents' meeting to look at how we are doing, and what further improvements can be made
- Residents are always welcome to discuss issues with Nick or Tracey
- We want residents to feel there is an inclusive and community spirit at Phoenix House, as we know how important extra care living is to them
- We want our residents to be proud to call Phoenix House their home and enjoy good standards of décor in the communal areas and grounds
- We will monitor the service on a regular basis and your views, as always, are very important