

Do you live in supported housing?



Tell the council what you want!

Have your say!



Star Centre, Splott
Friday 19 December
Between 10 am and 1 pm



10:00



1:00



Mince pies!

Christmas games!



On 19 December 2014 Cardiff People First had an event to find out what people who live in supported living think about it. We invited people from all the supported living providers through our newsletter, our meetings and through the managers. We made the event very accessible and were ready to give people lots of help to say what they thought.

As well as finding out which provider people came from, we wanted to find out if people know who their support provider is. We asked them to stick up a star on their label while we asked the support staff to sign in on a sheet. Most of the attendees were from Mirus and Dimensions. We think that more people don't know who their provider is than is shown, because people came in large groups and the support staff were helping people. Some of our members were running the consultation, and not all of them signed in, though some gave their views.

We asked people what their living arrangements are now, and then what they would like them to be. We didn't want to know about individual people, just an idea of what sort of living arrangements people would like. The biggest difference was that most people share with other disabled people, and they were clear that it is not the same as living with a friend. Most seem happy to continue to share with other disabled people, although some would like to live alone with support, or with a friend. We think this means there is a demand for people to live in smaller households.

Having their own key is important to people, and 2 thirds said that they did. They like being listened to and making their own choices, but only about half said this happened.

Nearly half said they have had at least 1 occasion when they have had to stay home because they have no staff. This upsets and frustrates many people.

We asked who you would complain to if you had a problem. People could choose only 1. People were about as likely to complain to their support staff as to their families. This means that there should be easy ways for staff and for families to pass on their complaints. Staff and families should be told how to help people to follow the complaints procedure. A slightly smaller number would complain to their house manager. About as many would complain to a friend as would complain to their social worker, so providers should consider ways people could pass on each other's concerns. We think that an independent person who has a learning disability should be given access to people to find out what they think, and people should be able to get in touch with them if they have a problem.

Given 1 wish to make their lives better, people wanted things to stay the same and not get worse. They also wanted to live with who they want and see family more often, and to be able to get out and about more.

Support workers want better pay and support, training and more staff to help them support people better. They also feel worried about changes with re-tendering.

Who came?

Housing support	Signed in by person		Signed in by staff
Mirus	11		13
Dimensions	13		17
Innovate	2		2
Reach	0		0
Don't know	1		0
TOTAL	27		32

Where do you live?

	Where do you live now?		Where do you want to live?	
Living alone		4		4
Sharing with other disabled people		10		8
Living alone with 24 hour support		0		1
Living with a pet		1		1
Living with a family		1		0
Living with a friend		0		2
TOTAL		16		16



Good things about where I live

I have my own key	18
My staff listen to me	16
I choose what I do every day	15
I have the same staff every day	14

Bad things about where I live

Has this ever happened to you?

12	7	7	6
I had to stay home – no staff	I had to ask for my own money	I had to go home early for my staff	I get lonely at nights and weekends
			



Do you know who to complain to?

10	9	7	5	4	0	0
My carers	My family	House manager	My friend	Social worker	A lady in the shop	Don't know

1 wish to make your life better

Stay where I am							
Live with my carers				A holiday			
I don't want to move	A happy house			Shopping for Jewellery			
I'd like things to stay as they are	Live with a friend instead of on my own	Spend more time with my boyfriend		Going on more protests		Good luck	
Stay in the same house	Get a nice girlfriend and live with her	See my mum more often		More support so I can go out more		Meet Tom Jones	Being a Trustee
I wish things stay as lovely as they are	Find a nice place to live with nice neighbours	See my family more often	I'd like to know who's taking over the housing tender, not knowing makes me annoyed	To have scheme managers all day long Monday to Friday	More funding for my complex so it can have a disabled toilet, I have to go back to my flat to use the toilet	Win the lottery	Being chair of Standing Up Speaking Out
Don't change good things	Change how I live	More time with people	Consultation	Going out more	More facilities	Fun	Taking control

Wishes from support workers, to make work better

10	Better rates of pay, more money
6	Better recognition for staff hard work, support from Senior Managers, a good working relationship
5	Less red tape and confusion, happy successful teams with regular team meetings, having a rota in advance
5	To make tenants happy and have a better life, increased hands on hours, more training for staff, more skilled staff, people we support to have a clear choice about what support they get and who provides it
5	More staff to cover holidays and sick
4	Temp contract to be made permanent before re-tender, to be assured that I work for the same employer not go through threat of change every couple of years in the future, to be taken over by another company, people living in our services to have timely information about changes to re-tender to minimise anxieties
1	Growth of time credit scheme and community connections

Wishes from support workers, to make the community better

5	Traffic officers to monitor disabled parking and give out fines, make pavements clearer and more accessible for wheelchairs, improve condition of pavements
5	More local amenities, stop closure of libraries and leisure centres
4	More services and activities accessible for disabled people, better public transport, better disabled toilets
1	People we support having fun
1	Youth clubs and therefore safety for children in the community
1	Just to help