



Housing with Care

A summary report on our findings
Harry Caplin House and Elsie Jones House

healthwatch
Coventry

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Disclaimer:

This report is based solely on the views, experiences and feedback shared directly by people during our Enter & View Visit. Healthwatch Coventry acts as an independent voice for service users, reporting their words and perspectives verbatim without alteration, interpretation or addition of our own opinions. Our role is to amplify people’s voices to support service improvements, and the findings reflect only what was contributed on the day of the visit, not a comprehensive assessment of all experiences.

Acknowledgement

Terminology within this report reflects, what people say and how people describe their experience, both the language used by individuals and the correct service model.

People living in these schemes hold tenancy agreements and are therefore tenants. The term ‘resident’ is used to reflect everyday language people used, how people refer to themselves as and does not imply a residential care setting.

References to catering and activities also reflect language used during visits. Catering provisions available, although terminology (e.g. ‘restaurant’ or ‘café’) may vary. The provision of activities may also be from perspective of people, as these are not always commissioned, though some schemes provide them as an additional feature.

Our approach ensures the report reflects people’s voices while remaining factually accurate.

Introduction

Our role as Healthwatch Coventry is to hear the voices of those people who are using health and social care services, so that we can share their voices with services to help them to understand the issues and improve.

Our Housing with Care project developed the work that we had started in Autumn 2024 to look deeper into how people were **experiencing** their health and care services living in Housing with Care schemes.

We wanted to explore the services on offer to help schemes to understand the issues and improve.

The report looks at the environment, building, activities, communication, personalisation of services and care. Food and wellbeing of the people living in the schemes. We look at recommendations and highlighted areas for best practice. This report focuses on **Harry Caplan House and Elsie Jones House which is managed by Citizen and Coventry City Council for Care**. This is a snapshot of what people felt and thought, as well as what we observed at the time.

At Harry Caplan House we spoke to **11** people and at Elsie Jones House we spoke to **13** people about how they experienced the scheme, what care they received, and what they thought of that care, how they organised their food, what activities if any they participated in, and whether they found the building met their needs.

From their replies we used themes to understand their experiences were and make recommendations for change.



“I still get to keep my independence. Staff have got to know me and it is wonderful being listened to.”



Methodology

We created a survey for resident's staff and family members to ask them about their experiences of their housing with care scheme

we visited each housing with care scheme and spoke to them about our visit and set a date to attend

We briefed our Authorised Representatives about the project

We made observations at each scheme. Looking at the environment and interactions with members of staff and resident

We have written a report outlining our findings and recommendations to go to housing with care schemes Adult Social Care and Care Quality Commission for response.

We raised awareness of our project through social media.

When the responses are given, we will publish our report

At Harry Caplan House we spoke to **11** residents, at Elsie Jones House we spoke to **13** residents about their experiences in this Housing with Care scheme.

We looked at:

- How personalized their experience was, and how it met their needs.
- How good the care and support was and does it meet their needs
- What activities are available, what do residents participate in, and what are their thoughts
- We asked whether residents received enough communication
- What the food was like in the café and did it meet their needs
- Whether the building and environment was livable and suitable

What residents told us

What we learned and what residents told us about their experiences in Housing with Care at Harry Caplan and Elsie Jones House

Personalisation

22 residents thought that the housing with care scheme felt excellent or good
People valued their care, especially as staff made time for them.
People feel less able to control their medication, but some people felt they needed more care

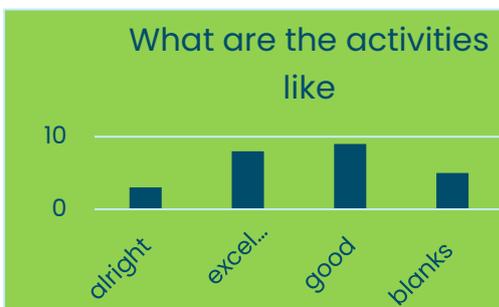


Care and Support

Residents felt their care was personal to them
14 residents said they rated their care as **10/10**

Activities

20 residents said they participate in activities



16 said they were excellent or good
They are a great opportunity for residents to meet

"I don't see my family anymore. I feel like it's a family here.
No hands-on care. Staff come with meds. Staff don't care about residents."

"No need, (change) but more input hand on personal care asked for ages for hands on care choice. got fed up."

"Good I really like it I like most of the staff some are not helpful or approachable"

"The carers are brilliant, well 90% of them are. They (the 90%) are like friends. Some carers do the minimum"

"They have bingo quizzes and a something at nights in the scheme - I don't feel isolated."

"I try my best to come [to activities] it's great to see a great gang of us at the entertainment Christmas Easter Diwali VE day Halloween."

Communication

"The carers tell me what is going on. They tell me everything."

"I feel like I am getting told off, so this affects my mental health but I love living here the tenants I know well are on with them"

"Excellent, because they come to talk with you it's different to living on your own I have been distracted by noise – they are good"

"Cafe diabolical meals small cook in apartment if want to"

"I have used the café nice food, but not much choice got fed up cafe diabolical"

"Food is good. We can choose from 2 or 3 items. If we don't like it, we can tell someone"

"Good I have a special interest I know they have a bit of a back garden I haven't got plants in it yet but I will do"

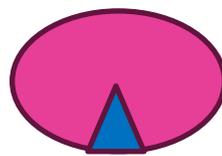
"Benches all around damaged still not fixed some of the kitchen they look good but the quality is poor"

"Good yes, it's really good, easy to access has rooms with things I can hold on to handrails would be good"

Communication

22 residents said that they had enough information

Having chats with staff helped residents with stress and isolation, some thought staff were patronising



Enough information

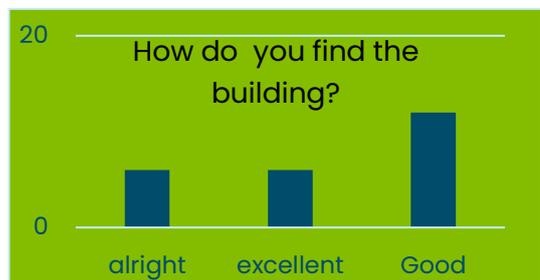
Food

On a scale of 1 to 10 how would you rate the food



There was a mixed reaction to the food provided

Building and Environment



There are repairs and refurbishments inside and outside that are being completed

What staff told us

Positive

PCS handset put info in to repeats itself on some information. Staff need to use it more on the handset. Time to complete paperwork for all care sometimes can be difficult due to all other duties.

[feel] Listened too.
Good team.

Helping residents. I enjoy supporting [people] good at it. Good support with managers

It's a supportive environment committed to meeting residents needs and help staff to perform, work in a supportive environment

Every aspect of job I enjoy.

Really happy, team works well, supportive management team. Any issues dealt with not taking work home

I like speaking to tenants sorting out the menus, making tea have a chat.

What could be improved

Managers to be supportive to my area of work. It would be nice to help me when other staff are busy, and I am trying to serve tenants gets hectic at times.

More training on mental health due to increase coming in.

Managers don't listen. More mental health tenants not trained how to deal with them

Support not great, managers always in the office so don't see what happens leave it to staff to do it all.

Tenants need changes process take so long council/gov need to sort it out

More outside activities, Loss of staff on top of other work

Being asked to do jobs not qualified for

What we observed

Many residents still in their apartments, warm comfortable, welcoming

It was a wild, windy and wet day

TV was on a comfortable level

There was a small car park

Happy atmosphere, feels really looked after

Toilets clean

Dining is part of community – people are eating together and enjoying

There is an outside smoking area

Watched staff member go out with extra food, to give to residents

Feels a bit like an educational establishment, calm quiet lots of written information on walls – who is information for.

Support worker asked resident to give their rubbish to her saying “waste and holding out hand

People having a chat in the communal area.

Carer talking to residents in a calm way about the alterations

Residents had no idea why they were coming down to see us

Staff talking quietly and respectfully to residents

One door entry has a hazard tape – it looks like it’s been there a while. The floor is damaged.

Watched a staff member have a little dance with a resident

Staff were around cleaning, some were on their medication round, and a person was in the laundry room



“Very Happy here. Moved in last year after my relative died. I have learning difficulties. I have someone to help with housework plus friend comes and does my shopping. The staff will help if needed. Overall staff are excellent & helpful”



“I’m new it feels nice to be here, the carers are lovely it felt strange after having an operation I am here for six weeks (short term care) sometimes I do my dinner and a cup of tea”

“They could do more activities: nothing ever really happens about that. I’d like a pool table. They are trying to set up a social club”



Conclusion

Both Housing with Care schemes were busy and thriving with positive relationships and support between residents and staff. They are positive environments where many of their residents are enabled to go into the community and join in other activities there.

Residents value the activities and join in when they can if they are interested in them.

We were aware of the needs of people with mental ill health, who may be physically fit and more able and require different types of activities.

Most residents are happy with the communication they get from staff

It was positive that residents felt they could talk with staff, especially if they were feeling isolated. However, some residents felt they were being “told off” and not treated perhaps as adults

The response to food was mixed, some loving the café and others finding it wasn't for them

One unit felt a bit more like an educational institution,

There are ongoing refurbishing and building issues that have an impact on health and safety for residents.

Staff members enjoy their jobs but noted the change of needs in residents who are using the schemes in terms of mental health.

There was an issue of resources being stretched when the scheme was busy causing staff to need more support in their areas of work, particularly the kitchen

Staff need more knowledge about resident's needs for more care

This provides a strong foundation to build on through continued partnership working

Please see below our recommendations that we are asking you to respond to, to say what you are doing or what you are planning to do (you may already be taking lots of actions to meet these recommendations). Please complete our recommendations using the table and return it to us – see next steps.

Recommendations

What could help improve the services?		
Issue	Recommendations	Response
Residents feel confused about their rights in terms of medication (this came up several times) (Both sites)	Review of medication access process to support resident independence	All tenants undergo a risk assessment related to their medication. Tenants who are identified as having an assessed need receive appropriate support with their medication. Staff complete medication competency observations over several days to determine whether an individual can manage this task independently. Some tenants maintain full autonomy over their medication, including ordering, checking, and administering it themselves. Management will include “medication” as an agenda item at tenants’ meetings to ensure everyone has a clear understanding of their rights and responsibilities in this area.
Staff feel they need more knowledge around the needs of new residents Mental Health (Both Sites)	Provide additional training aligned to residents needs	HWC provides a comprehensive training programme delivered through both online learning and classroom-based sessions. This includes bespoke training on specialist subjects such as learning disabilities and mental health. In line with CQC regulations, staff are required to complete training relevant to all conditions presented by the

		tenants we support. Management will review and discuss the concerns highlighted in the report with the staff team, as we believe these issues may relate specifically to the needs of an individual tenant.
Residents very happy with activities but would like more that they would be interested in (Both Sites)	Establish resident led activity groups Joint activities across schemes to widen social contact	HWC does not employ an Activities Coordinator. However, management is actively participating in a Coventry City Council commissioning project to explore and enhance the range of activities available to our tenants externally in the community. We also acknowledge and greatly appreciate the ad hoc activities that staff members deliver above their day-to-day roles.
Outside use of space especially gardening activities – how could these be used more (Both Sites)	Garden club (if don't already have one)	Housing with Care recently facilitated a joint consultation with Citizen and tenants to gather views on how the garden areas could be improved. The new contractors have visited both EJH and HCH alongside Citizen representatives and have developed plans based on tenants' suggestions. Although these plans have been agreed, a confirmed start date for the works has not yet been provided.
Access to resources when needs change(Both Sites)	Regular visits from an organisation or social workers or officers who can support change in terms of equipment	Any changes to assessed needs for tenants are shared with their allocated social worker. If the tenant does not have a social worker allocated, then a referral is sent to ASC. This includes referrals for OT and physiotherapist s.

		Staff will also chase equipment on behalf of the tenant
Ongoing improvements to buildings, and environment (Both Sites)	Address environmental quick wins – hazard tape, . refresh worn carpets.	Within the past month, HCH has undergone redecoration in the corridor and lounge areas. Fire-retardant seating has been ordered for the corridor bench areas, and additional new furniture has been selected and purchased. EJM is scheduled for similar improvements in the new financial year. Responsibility for the building, garden areas, and furnishings lies with the landlord, Citizen. Citizen and HWC hold regular meetings to ensure that repairs within both individual flats and communal areas are completed in a timely manner. Any repairs that are not resolved promptly are escalated to the Citizen management team.
Look at provision of food in café, choice and price range(Both Sites)	<p>Improve food offer, quality, affordability, consistent opening hours, vegetarian and cultural options.</p> <p>Check customer satisfaction regularly involve residents in menu planning</p>	<p>Both schemes routinely survey tenants regarding menu preferences. Meals are optional, with a two-course hot meal and drink offered at £6.10, subsidised by Coventry City Council. This price remains reasonable within the current climate and reflects the subsidised nature of the service. We recognise that taste preferences and portion size expectations vary, and feedback will continue to inform menu planning. Tenants who do not wish to use the café have a choice of preparing their own food as all flats</p>

		have kitchens so people can retain their independence in respect of their nutritional needs.
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General Recommendations

Recommendation	Response	Date
Making sure car park areas are clean of rubbish plastic gloves), disabled bay marked clearly (Both Sites)	Some tenants receive support from external care agencies whose staff bring their own PPE. Occasionally, gloves may fall from pockets or vehicles. Action: Due to infection control requirements, Housing with Care staff are not expected to remove external PPE waste. However, all partner agencies will be reminded of the importance of proper PPE disposal and maintaining the cleanliness of shared spaces.	On Going
Ensure hot and cold taps are marked accordingly (Both Sites)	The suggestion to upgrade the taps has also been shared with Citizen for consideration.	On Going
Have an easy-to-follow leaflet (or other communication) for new residents explaining insurance, resident's meetings. (Both Sites)	Any changes to a tenant's assessed needs are communicated to their allocated social worker. If a tenant does not currently have an assigned social worker, a referral is submitted to Adult Social Care (ASC). This process also includes referrals for Occupational Therapy, district nurses, SALT and Physiotherapy where required. Staff will additionally follow up on outstanding equipment requests on behalf of tenants to ensure timely provision.	On Going

<p>Look at good quality and more diverse cultural dishes on the menu (Both Sites)</p>	<p>Both schemes routinely survey tenants regarding menu preferences.</p> <p>Meals are optional, with a two-course hot meal and drink offered at £6.10, subsidised by Coventry City Council. This price remains reasonable within the current climate and reflects the subsidised nature of the service.</p> <p>We recognise that taste preferences and portion size expectations vary, and feedback will continue to inform menu planning. Tenants who do not wish to use the café have a choice of preparing their own food as all flats have kitchens so people can retain their independence in respect of their nutritional needs.</p>	<p>On Going</p>
<p>Look at colourful posters and fliers in large print and that people in wheelchairs can access (Both Sites)</p>	<p>No Answer</p>	
<p>Look at resources and funding for activities (Both Sites)</p>	<p>Housing with Care does not have funding for dedicated activity coordinators; therefore, group activities are facilitated by staff alongside their scheduled care calls.</p>	<p>N/A</p>
<p>Ask residents what they would like to see as activities – have a suggestion box (Both Sites)</p>	<p>Harry Caplan House benefits from an active social calendar and a tenants' champion who oversees the tenants' fund, which helps finance entertainment, food, and refreshments.</p> <p>Elsie Jones House offers staff-led craft sessions (e.g., pottery) and regular games evenings.</p>	<p>On Going</p>
<p>Ensure that all staff know what activities are happening in the scheme and can talk</p>	<p>Management fully acknowledges and appreciates the additional effort staff make to support activities. We also recognise that activity levels differ depending on tenant mix</p>	<p>On Going</p>

<p>about them to residents (Both Sites)</p>	<p>and staffing capacity. Further considerations will include: Strengthening tenant-led activity groups. Exploring a cross-scheme programme of events. Identifying opportunities to increase wider community involvement.</p>	

Impact:

Healthwatch Coventry will continue to work with partners to review progress and support improvements.

Accountability - recommendations section:

We expect responses to outline actions, timelines and how improvements will be monitored.

What Happens next,

This report and recommendations will have been sent to Housing with Care group managers for a response to our recommendations, these have been added to this report. We will then review the actions after three and six months to see if these actions have been followed.

If you would like more information or have questions about this report, please contact yoursay@healthwatchcoventry.co.uk

Our Thanks

To all the residents and staff at Harry Caplan and Elsie Jones Housing with Care units for allowing us to speak with them and for sharing with us a glimpse of their lives and experiences.

Thanks to the managers who helped and supported us to set dates, and visit the units

A big thank you to the Healthwatch Coventry Authorised Representatives who are crucial to make this work happen.



Elsie Jones House

Harry Caplan House





healthwatch Coventry

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