

## Gentoo's response to extra care report recommendations

### Social Activities

- Recommendation one

The Local Authority do not commission the service provision within Haddington Vale, however, we would welcome a commissioned service to deliver social activities to reduce social isolation. Social activities are encouraged in Haddington Vale and the Residents Committee facilitate this with Gentoo staff support. Gentoo recognise that being able to socialise is very important for our customers and we encourage this wherever possible. The Bistro is open 7 days per week to encourage people to eat together and socialise. The Residents Committee organise monthly 'Theme Nights' that include food and entertainment. This is organised with the views of all tenants taken into consideration. Gentoo employ Community Partnership Co-ordinators who can support with activities and there are 2 Part Time Scheme Managers in Haddington Vale, both of whom have completed seated exercise training so that the health and mobility of tenants is taken into consideration. We have family members who facilitate evening bingo sessions and a local church group to ensure that those unable to attend their local church can receive spiritual support. All activities are tailored around the individual tenants and are arranged at their request. The scheme is also open to the public so that scheme tenants can integrate with the local community and provide opportunities for socialisation. Gentoo offer a be-friending service so that those without family can be encouraged to participate in community events. We also use the be-friending service offered by AgeUK Sunderland. Haddington Vale host a monthly Memory Cafe to ensure those with a dementia type illness, or those caring for someone with a dementia type illness can be supported. Gentoo welcome suggestions for improvement and hold monthly tenant meetings to gain the views of those residing in the scheme, help arrange activities and ensure that people can continue to participate in community activities if they so wish.

We would welcome further dialogue regarding types of activities not already available to our customers or any volunteers who are looking to organise any activities.

- Recommendation two

Gentoo have a strong local presence and have developed good network links with Action on Dementia Sunderland and host monthly Memory Cafes. The Bistro and Hairdresser are local people who have been encouraged to come into the scheme and run businesses for the benefit of all customers. We have monthly tenant meetings where tenants and family members can offer suggestions regarding

activities within the scheme. We have a newly formed Residents Committee who have also developed links within the area. Gentoo employ a Community Partnership Co-ordinator who develops links with those in the area surrounding Haddington Vale with the view to encourage people to use the communal areas and socialise within the scheme. We have used AgeUK Sunderland be-friending service, in addition to our own and have welcomed a local Church to offer spiritual guidance to those who are unable to make the journey to their previous place of worship.

- Recommendation three

We will discuss this at the next tenant meeting and record feedback from those wishing to comment. We will also ask new tenants if they would wish to participate in this.

- Recommendation four

We have a good relationship with many family members of tenants who volunteer their time to provide a range of activities. Those more able tenants have formed a committee so that regular activities can take place and people can join in as they wish.

- Recommendation Five

We currently meet as providers with the Local Authority via the Older Persons Housing Forum, however, would welcome the opportunity to share best practice with other Extra Care Housing providers. We meet on a weekly basis with Sunderland Home Care Associates and our other commissioned services to ensure that we are maximising our approach to customer involvement.

### Promoting Effective communication

- Recommendation one

We hold a monthly tenants meeting which is minuted. Gentoo hold regular 1-2-1 visits with each tenant, the frequency of which is dictated by the tenant themselves. Formal wellbeing plan reviews are held every 6 months to ensure that the most accurate information is held. Gentoo currently employ 2 part time members of staff who jobshare to ensure that rapport can be built with each

individual. Cover is provided during times of annual leave, sickness etc by other members of the team to ensure that someone is able to answer any queries. A 24/7 link to Gentoo's Concierge, in addition to a staff presence of Sunderland Home Care staff, is also available in each apartment to ensure that there is someone available at all times should anyone require support. We have written service standards regarding any complaints that may be raised and we agree a resolution date on an individual basis directly with the tenant.

- Recommendation two

Minutes to tenant meetings are distributed to each apartment in addition to being held on the communal notice board. Some announcements are made via tannoy to ensure that people have up to date information etc, a gentle reminder that the fire alarm will be tested that morning, however, activities and visits from health professionals are paper based reminders. We speak to each individual to ensure that we are person centering their support service and providing them with information that they require in a way which suits their needs. This information is held centrally so that all Gentoo employees know the preferred method of contact for an individual. This includes written communication in languages other than English, large print and braille.

### **This is the response to recommendations from the commissioners**

The Extracare Enter & View report highlights that residents living in Extracare schemes are supported by the Scheme managers to facilitate resident led social activities. The report demonstrates how the approach adopted provides varying degree of success.

Extracare schemes across the city have not been commissioned by the Local Authority integrated commissioning team and as a consequence there is no contractual obligations for providers to provide specific services. The Extracare providers do attend quarterly monitoring meetings with the commissioning team as a means of developing partnership working, the sharing of information and good practice. The information gathered as part of the Enter & View visits will be used to influence changes and as part of the provider meetings to encourage partnership working with other organisations across the city who may be in a position to provide and deliver a programme of activities to meet the needs of the residents. The information will also be used to influence changes to improve communications between the service provider and the residents.