

Extract of main findings from the Independent review of the support needs of residents of residents living in Kendal Ct. – Undertaken by Healthwatch

29 people were surveyed. Not all respondents answered all the questions.
Direct quotes from residents are in italics.

Survey: Residents and support services

This section of the survey aimed to capture:

- what health, care or housing support services residents are accessing
- identify any services they feel are not available to them
- how satisfied they are with their main service

Q1: Residents who had used health, care or housing support within the last 6 months	
Used	17
Not used	4
Total responses	21

Q2: Residents registered with a GP	
Registered	23
Not registered	3
Where registered	7 in Newhaven, 8 in Brighton, 1 out of county, 1 in Eastbourne
Total responses	26

Whilst some residents have registered with a GP in Newhaven, others wanted to maintain existing links with their Brighton GP for continuity of care and support, as they envisaged or hoped to be rehoused in Brighton.

Q3: Residents registered with a Dentist	
Registered	5
Not registered	21
Total responses	26

Q4: Services residents have used or are using		
Services	Currently using (ranked by response)	Have used services
Housing support	11	7
GP	11	5
Mental health services	8	4

Voluntary charity care	8	2
Hospital	3	7
Other community support e.g. district nursing	3	2
Drug & Alcohol services	2	3
Adult social care	1	1
Children's services	--	1
Dentist	--	5
Other	3	2
Q5: The main services people listed that they use		
Mental Health:		9 responses
GP:		5 responses
Other services:		10 responses
Meals on wheels, Money advice, diabetic clinic, Adult Social Care, Housing Support, Keyworker & Homefinder		

Q6: Services residents want to use but can't now they are at KC	
Yes	8
No	10
Total responses	18
	'Yes' examples given were dentist, mental health services, Adult Social Care and charities in Brighton.

Q7: How satisfied individuals are with their main service		
		Reasons given
Very satisfied	10	<i>'after months of neglect the social worker has been outstanding and I can't thank them enough'</i> <i>'Welfare Rights team- very satisfied with'</i>
Satisfied	3	<i>'Housing support service; some individuals are very good!'</i>
Neither satisfied or unsatisfied	1	<i>'ASC = okay'</i>
Unsatisfied	2	<i>'There is no care and support, no follow up from housing support. I've no idea how housing support works'</i>
Very unsatisfied	2	<i>'Not happy – been referred out of mental health services'</i> <i>'Nothing from the housing support team'</i>
Total responses	18	

Survey: Where residents go to access their main support service

This section looks at

- where residents go to access their main service

- how they normally travel
- if access to travel affects their ability to access service(s) they need

Q8: Where residents go to receive their main support service	
Newhaven	4
Lewes	1
Brighton and Hove	9
Other	5
Total responses	19

Q9: Mode of travel to support services	
Walk	3
Bus	8
Car	1
Train	5
Other	3
Total responses	20

Two residents have a bus pass.

One resident does not travel and their social worker visits them at KC.

Q10: If access to transport affected the resident's ability to get to services they needed	
Not at all	3
A little bit	1
Not really	5
Quite a lot	4
It is a problem	3
Total responses	16

Q11: Any other reasons why you cannot get to a service you need?	
Yes	6
No	4
Total responses	10

Four residents felt they were not able to access local mental health services.

Three residents could not access laundry services.

Two residents felt anxiety when they travelled on buses to Brighton.

Two residents were unable to register with a local dentist due to a closed list.

One resident with mental health issues did not want to access a local service where

Two residents could not access Brighton only services (RISE and Lighthouse)

One resident struggled to make a GP appointment

Survey: Access and Information

This section looks at residents' experiences at Kendal Court:

- whether residents can access the right care and support when they need it
- whether they have a choice about where they receive their service
- how safe they feel
- any barriers they encounter to receiving services

Q12: Experience of living at Kendal Court					
Statements	Strongly agree	Agree	Disagree	Strongly disagree	Total
I can access the right care and support when needed	1	5	7	5	18
It is easy to access information about my main service	3	8	3	3	17
I understand the information I am given	1	11	1	2	15
I have a choice about where I receive my service	0	4	5	3	12
I feel safe	2	9	9	4	24
I feel lonely	5	6	7	3	21

Q14: Have residents encountered barriers to receiving services since being at Kendal Court?	
No	7
Yes	9
Total responses	16

Q15: What has worked well for residents at Kendal Court?
Factors that residents reported have worked well are in bold type. Comments given by residents are in <i>italics</i>
<i>'The building is a big improvement on my previous temporary accommodation which was very damp and uncared for – broken locks etc'.</i>
<i>'I was assigned a ground floor room due to my health issues and the view of a garden has kept me sane'.</i>
<i>'It's ok so far, recently moved in'</i>
A young resident who had never experienced living anywhere but on the streets said KC was positive because of the one-to-one support from a charitable agency support

worker who had supported their move into KC by finding furniture and providing ongoing support. <i>'Really good to have St Mungo's worker helping me'</i>
One appreciated his independence and own facilities having been in a hostel in Eastbourne where you signed in and out and shared a kitchen and bathroom.
A new resident was happy to be here, having been on the street for some time. <i>'Pleased to get somewhere!'</i>
<i>'Settling in and sorting a GP out; will stay in Newhaven for all services. Need appointment with MH team'</i>
A resident who wanted to move as far away from Brighton and Sussex as possible, organised themselves with KC internet access and researched available accommodation in their preferred area.
The seven residents registered with a Newhaven GP all said they valued them highly and no resident reported bad GP care regardless of location.
<i>'Accommodation is not the problem, people are eg. drug addicts, needles lying around, 2 drug overdose deaths'</i> <i>'Accommodation ok – people are the problem'</i>
Three residents spoke about accessing the ' Food Bank ' service in Newhaven . Through conversations with other residents, respondents learnt of the Food Bank and we have learnt it is used frequently. Informal support received is valuable to wellbeing at KC.
A respondent liked the idea of not having support, and no one checking on them .
"Nothing" had worked well was recorded for four residents

Q16: What could be made better at Kendal Court?
This question prompted the most responses from residents. Factors that residents reported that could be better are in bold type, resident comments are in <i>italics</i> .
[1] Travel pass for Kendal Court residents Seven residents travelling to Brighton complained of the high travel costs to access the services they required as they were largely outside of Newhaven. These residents also sought the support and company of family and friends outside of KC as key to their wellbeing. Two residents said that a travel pass would alleviate much anxiety and financial hardship in accessing their support and care services in Brighton.
[2] Information for new residents A minority of residents reported arriving at KC with little or no social, healthcare or housing support in place. Most residents were unfamiliar with the area when moving in, having their networks, support and connections in the Brighton area. There was no formal signposting to local services and support, they had to find out from other residents or the caretaker. Eight residents have developed links with local community groups and agencies in Newhaven that offer support which mitigates the risks of isolation and deprivation. Some of these residents would have liked better access to services/resources that are available in Newhaven and two residents mentioned positive support they

received from a charity and the food bank.

[3] Improvements to the fabric of the building.

- *'Heating system is inadequate, and the windows don't close properly'; One resident reporting they frequently had bugs and creepy crawlies dropping on their face whilst they were sleeping at night.*
- *'There have also been leaks in the winter and mould'.*
- *'There is no adequate insulation, noise passes through walls and my clothes get damp'*
- *'Banisters fitted to all stairwells.'*
- *'No-one ever cleans the communal stairways, there is always dust and cobwebs'*
- *'Having a TV Ariel in the room would make a huge difference to my daily living. Helping me keep connected with the outside world.'*
- *'Offering recycling facilities, providing storage space.'*
- Two residents spoke about **Fire Alarms** repeatedly being set off, often at night. A resident raised concerns about fire procedures as living on the top floor they would find it hard to escape. Several residents were observed smoking in their flats, some vulnerable with mobility issues or high alcohol and drug users.
- *'A central area for residents to meet, a laundry and outside usable space'* would improve the Kendal Court resident's welfare and integration.
- Three residents spoke about 'management' issues with the property which added to their already low mood and poor mental health.