

## Questions for SHELTERED ACCOMMODATION

Support	<ul style="list-style-type: none"> <li><input type="checkbox"/> Do you have a scheme manager? How often are they on site?</li> <li><input type="checkbox"/> What do they do?</li> <li><input type="checkbox"/> Are they friendly, caring and easy to talk to?</li> <li><input type="checkbox"/> Are they easy to contact and approachable? At all hours? How do you contact them?</li> <li><input type="checkbox"/> What do you do if you need support out of hours?</li> <li><input type="checkbox"/> What happens if you pull your cord? Have you ever had to? What happened? Did you get prompt action?</li> <li><input type="checkbox"/> Who would help you if you needed help filling out a form e.g. benefits? Finding a doctor? Do you feel listened to? Can you say what you think or feel?</li> <li><input type="checkbox"/> Do you have a support plan? How often is it updated?</li> <li><input type="checkbox"/> Do staff treat you fairly with respect and trust and dignity? Do they respect your confidentiality?</li> <li><input type="checkbox"/> Are there any social / leisure activities you can get involved in? Who organises them? How do you find out about them?</li> <li><input type="checkbox"/> If you're not happy with something what do you do? If you didn't get a response what would you do next?</li> </ul>
Communication	<ul style="list-style-type: none"> <li><input type="checkbox"/> How do you find out what's happening on the scheme?</li> <li><input type="checkbox"/> Are staff friendly and caring and easy to talk to?</li> <li><input type="checkbox"/> Do you have a welcome pack / handbook? Is it easy to understand? Available in different formats/ languages?</li> <li><input type="checkbox"/> What do you do if you're not happy with something / want to make a complaint? If you get no response?</li> </ul>
Service User Involvement	<ul style="list-style-type: none"> <li><input type="checkbox"/> Do you get to have a say about how your scheme is run? How?</li> <li><input type="checkbox"/> Do you get asked what you think of the service? How?</li> <li><input type="checkbox"/> Does the service ask for suggestions or ideas for improvements? Do they feedback? Do they act on it?</li> <li><input type="checkbox"/> Do staff take residents suggestions seriously and act on them?</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li><input type="checkbox"/> Do you feel safe living here?</li> <li><input type="checkbox"/> Have you been supplied with any safety aids / adaptations you need?</li> </ul>
Living Environment	<ul style="list-style-type: none"> <li><input type="checkbox"/> How long have you lived here?</li> <li><input type="checkbox"/> Do you like living here? What do you like about it?</li> <li><input type="checkbox"/> Is there anything you feel could be improved?</li> <li><input type="checkbox"/> Would you recommend living here to a friend? Why?</li> </ul>