

## Consultation with tenants of 5 sheltered schemes with a 24 hour care service (known as Extra Care)

Q1 How long have you lived in your sheltered housing scheme?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	129	32	27	29	16	24
Five years or more	20	6	5	4	1	4
More than one year, but less than five years	61	11	10	18	10	12
One year or less	48	15	12	7	5	8

Q2 Do you receive care from the onsite care provider?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	125	32	26	27	16	23
No	89	26	20	19	9	15
Yes, I pay the provider directly	13	0	4	4	3	1
Yes, arranged by Lancashire County Council as a result of a social care assessment	23	6	2	4	4	7

Q3 For how long have you received care from the onsite care provider?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	39	6	7	9	7	9
Five years or more	10	2	2	3	1	1
More than one year, but less than five	19	3	3	4	4	5
One year or less	10	1	2	2	2	3

Q4 How often do you currently receive planned care from the onsite care provider?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	52	9	12	12	9	9
I don't receive planned care	13	3	5	2	3	0
A weekly night time visit (between 7pm and 7am)	1	0	0	1	0	0
A weekly daytime visit (between 7am and 7pm)	7	1	2	1	1	2
Daily night time visits (between 7pm and 7am)	19	2	3	7	4	3
Daily daytime visits (between 7am and 7pm)	35	5	5	10	5	9
Other	1	0	0	0	1	0

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Q5 Do you currently receive any unplanned care from the onsite care provider?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	56	12	11	11	10	11
Yes	23	3	3	9	5	3
No	33	9	8	2	5	8

Q6 Do you have emergency alarm equipment?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	127	32	26	29	16	24
Yes	126	31	26	29	16	24
No	1	1	0	0	0	0

Q7 Have you ever used the emergency alarm equipment?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	126	31	26	29	16	23
Yes	74	16	12	20	10	15
No	52	15	14	9	6	8

Q8 Why did you use the emergency alarm equipment?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	74	16	12	20	10	15
For information and advice	14	3	4	4	1	2
For reassurance	10	0	2	4	3	1
To contact scheme manager/warden/support worker	31	7	5	8	4	6
By mistake	22	8	4	5	1	4
In an emergency	48	5	8	15	9	11
To test it	7	1	2	0	2	2
Other	1	1	0	0	0	0

Q9 How often do you attend social events arranged by the onsite care provider?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	128	31	27	28	17	24
Once a week or more	60	13	6	21	8	12
Once a month or more, but less than once a week	6	2	1	2	0	0
Less often	23	4	10	3	3	3
Never	39	12	10	2	6	9

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Q10 Is there anything that you would like to tell us about the social events arranged by the onsite care provider?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	55	9	7	21	6	11
Social events are necessary to overcome isolation	27	4	3	13	2	4
Enjoyable and a variety of events - It's important that we have these	31	5	4	14	2	5
Maintain positive mental health	4	1	0	1	2	0
The food served is cold	1	1	0	0	0	0
We get a good hot meal	4	0	1	0	0	3
Carers are friendly and helpful	3	0	1	2	0	0
We don't have any social events	2	1	1	0	0	0
Mobility issues – I require assistance	9	0	1	5	3	0
Satisfactory	1	0	0	1	0	0
Other	1	0	0	0	0	1

Q11a How important is it for you to have planned visits from the onsite care worker during the day?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	118	28	24	29	15	21
Very important	43	6	8	15	7	7
Fairly important	4	1	0	2	0	0
Not very important	2	0	0	0	2	0
Not at all important	0	0	0	0	0	0
Don't know/unsure	3	0	1	1	0	1
Don't receive	66	21	15	11	6	13

Q11b How important is it for you to have planned visits from the onsite care worker at night?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	111	26	22	26	16	21
Very important	26	2	5	12	5	2
Fairly important	4	0	0	1	1	2
Not very important	2	1	0	0	1	0
Not at all important	1	0	0	0	1	0
Don't know/unsure	2	1	0	1	0	0
Don't receive	76	22	17	12	8	17

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Q11c How important is it for you to have unplanned visits from the onsite care worker (e.g. if you need help in an emergency)?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	113	28	23	28	14	19
Very important	52	9	9	22	7	5
Fairly important	13	0	4	2	3	3
Not very important	2	0	1	0	0	1
Not at all important	1	0	1	0	0	0
Don't know/unsure	5	0	0	2	1	2
Don't receive	40	19	8	2	3	8

Q11d How important is it for you to have access to emergency alarm equipment?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	112	26	22	27	16	20
Very important	84	21	16	23	12	12
Fairly important	8	1	1	1	2	2
Not very important	1	1	0	0	0	0
Not at all important	3	0	1	2	0	0
Don't know/unsure	4	0	0	1	0	3
Don't receive	12	3	4	0	2	3

Q11e How important is it for you to have access to social events arranged by your onsite care provider?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	113	25	23	28	17	19
Very important	40	7	6	16	6	5
Fairly important	17	2	4	4	2	4
Not very important	13	1	2	4	3	3
Not at all important	8	2	2	1	0	3
Don't know/unsure	3	0	2	1	0	0
Don't receive	32	13	7	2	6	4

Q12 How strongly do you agree or disagree with the proposal?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	123	31	25	27	16	23
Strongly agree	14	4	2	4	1	3
Tend to agree	11	4	2	2	1	2
Neither agree nor disagree	24	7	5	2	3	7
Tend to disagree	14	7	1	2	3	1
Strongly disagree	60	9	15	17	8	10

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Q13 Why do you say this?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	88	23	12	21	13	18
I don't currently need this service but may in future	15	5	1	3	3	3
It's reassuring in case of an emergency	31	9	7	7	2	6
A care worker is important for elderly and vulnerable people	20	6	3	7	2	2
Quality of life will be negatively affected (eg I need prompts for daily activities like meals)	10	1	1	5	1	2
I have mobility issues so this would restrict everything I do	4	1	0	1	2	0
My care needs cannot be met by a few set scheduled visits (eg incontinent issues)	5	1	0	3	1	0
A high risk of falls/accidents	6	0	0	5	1	0
I pay for private care	1	0	0	0	1	0
I like seeing the onsite carers/other residents and talking to them	3	0	0	2	0	1
It is important to have the same carer who is a familiar face and aware of your needs	2	0	0	0	1	1
The on-site carers can't be found/don't do anything	4	2	0	0	0	2
My family are worried	1	1	0	0	0	0
I strongly agree with the proposal	1	0	0	1	0	0
There are some residents who need 24hr care	9	2	2	2	3	0
Good outside care is difficult to get	2	0	0	1	0	1
Care workers are inadequate – they leave (quick turnover) due to long hours/travel from place to place	1	0	0	0	0	1
I am happy with the way things are currently	8	2	1	2	1	2
Strongly disagree with the proposal	5	2	0	2	0	0
Do not use (don't need/can't afford)	2	0	0	0	1	1

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Q14 How would this proposal affect you?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	62	13	10	16	10	13
People feel reassured/less anxious that there is someone present onsite when needed (especially at night)	19	1	5	5	3	5
I need assistance with other task including food preparation/smaller tasks but difficult	8	1	0	3	2	2
If the on-site carer was removed – I will have to consider moving elsewhere	2	0	0	1	1	0
If the carers were taken off site – the residents would call on each other (be pestered) for help (not trained to do t	2	2	0	0	0	0
An off-site carer would need to be immediately contactable and available when needed	1	1	0	0	0	0
I would worry – but the alarm system seems to be a great help	1	0	1	0	0	0
It will have no impact on me at the present time	24	5	3	8	4	4
It would make me less active/social/independent	5	1	1	2	1	0
People would have no option but to call 999	1	0	0	0	0	1
Without onsite care - It would not be a safe place	12	1	2	4	2	3
It would have a negative impact on me	9	2	3	2	1	1
Perhaps it could work	1	1	0	0	0	0
Issues such as incontinent would mean I would be waiting 2-3 hrs before someone helped me	2	1	0	1	0	0

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Q15 Is there anything else about this proposal that you think we need to consider, or could do differently?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	45	12	7	16	3	7
Keep the carers onsite	24	2	4	13	1	4
It will negatively affect me in the future	12	3	1	7	0	1
We need the cares with supervision/management (not untrained agency care staff)	5	4	0	0	0	1
Maintain 24hr coverage – but reduce the number of attendees rather than eliminate the care completely	2	1	0	1	0	0
I chose this residential site because of onsite carer (acts as a safety net)	4	0	0	2	1	1
Would this mean a reduction in rent?	1	0	0	1	0	0
Its worrying to know what will happen to those residents who need 24hr care	4	1	0	1	2	0
It will affect my quality of life	5	2	1	2	0	0
I need assistance with most tasks and what happens if I fall over?	2	0	1	1	0	0
I do not require carer assistance at the present time/doesn't affect me	4	2	0	1	1	0
On-site carers allows us to live independently	1	0	0	1	0	0
People would have no option but to call 999	2	0	0	0	1	1
Other	8	1	2	4	0	1

Q18 Are you...?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	127	31	26	29	17	24
Male	64	17	12	11	8	16
Female	63	14	14	18	9	8
Prefer not to say	0	0	0	0	0	0

Q19 What was your age on your last birthday?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	126	31	26	29	16	24
50-64	21	3	2	7	1	8
65-74	40	11	12	6	5	6

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75+	65	17	12	16	10	10
Prefer not to say	0	0	0	0	0	0

Q20 Are you a deaf person or do you have a disability?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	126	31	27	28	16	24
Yes	73	16	17	15	11	14
No	47	14	8	10	5	10
Prefer not to say	6	1	2	3	0	0

Q21 Which best describes your ethnic background?						
	Total	Parkside Court	Croft court	Plessington Court	Torentum Court	Beck view
Total	129	32	27	29	17	24
White	129	32	27	29	17	24
Asian or Asian British	0	0	0	0	0	0
Black or Black British	0	0	0	0	0	0
Mixed	0	0	0	0	0	0
Other	0	0	0	0	0	0
Prefer not to say	0	0	0	0	0	0