



Customer Promise Feedback

Aviary House, a supported service in Solihull, Birmingham
Assessed on 28th August 2018. Awarded gold

You said	We did
<p>A decent home Assessors' recommended actions</p> <ul style="list-style-type: none"> • Complete a new Hotel at Home assessment and involving customers in assessing their own flats and communal areas • Look into whether it's possible to add additional storage cupboards in customers flat • Discuss safe ways of storing food/snacks with customers • Update signage in service with new brand materials 	<ul style="list-style-type: none"> • This has been completed with client involvement AH/JD/ME • We have agreed with MT to have under the sink storage as the permanent fixture to this would mean we would have to remove this later as it is a wheelchair accessible flat. • This has been completed. RG has not left the service. • New signage is outstanding as the service was waiting for new repaint in the service – this is still outstanding as we are waiting for some planned repaints.
<p>Value for money Assessors' recommended actions</p> <ul style="list-style-type: none"> • Discuss Value for money at house meetings and in link work clarify what it means and provide customers with Home Groups Value for Money information • Provide information about service charges and financial information for customers folders in simple easy format 	<ul style="list-style-type: none"> • This is still outstanding and booked into for the resident meeting for end of Jan 2019 – this is outstanding as this is going to be part of an activity around finances – not part of the resident meeting • All financial rent charges have been explained to clients. For 2019 an easy read service charge statement to be developed. The new charge statements have not been produced as of yet – these will go out in March 2019
<p>Safe place to live Assessors' recommended actions</p> <ul style="list-style-type: none"> • Let customers know when Health and Safety checks are going to happen 	<p>Completed</p>

You said	We did
<p>and offer them the opportunity to take part in them</p> <ul style="list-style-type: none"> Refresh customers on Health and Safety / Keeping safe and Fire safety at House meetings and link work 	<p>Completed</p>
<p>A choice of products and services</p> <p>Assessors' recommended actions</p> <ul style="list-style-type: none"> Tidy up information on notice boards and use KISS principals when displaying information Update notice boards with up to date branded information wherever possible 	<p>All notices boards were update in line for our CQC visit.</p>
<p>Reliable services</p> <p>Assessors' recommended actions</p> <ul style="list-style-type: none"> Arrange repair of faulty washer in Respite flat Discuss options for drying laundry in respite flat (for example an ainer) Check that issues with leak from upstairs flat have now been resolved Arrange repair of faulty doorbell Re-issue to all customers the latest information available on how to make a complaint Let customers know when there are new colleagues joining the staff team 	<ul style="list-style-type: none"> Dryer in flat 4 resolved Drying options discussed - client has since moved on. Leak in flat 8 resolved Amber doorbell resolved How to main a complaint activity completed with clients Customers involved in interviews for new colleagues in Dec 2018
<p>Clear information and opportunities to influence</p> <p>Assessors' recommended actions</p> <ul style="list-style-type: none"> invite interested customers to next assessor training session Continue to provide customers with opportunities to be involved (including colleague recruitment) and promote local involvement opportunities 	<ul style="list-style-type: none"> This was completed but training got cancelled. We have now got two customers trained as assessors Customers involved in interview in Dec 2018 Notice boards all updated Have up to date home life magazine We have had an Easy Read KISS group with Aviary House in Dec 2018
<p>People who care</p> <p>Assessors' recommended actions</p> <ul style="list-style-type: none"> Discuss routine for medication with customer in respite flat Introduce new colleagues to customers 	<ul style="list-style-type: none"> This was all put in place for RG New colleagues are due to start in Feb 2019 - this will be put in place.