

# Extra Care Housing

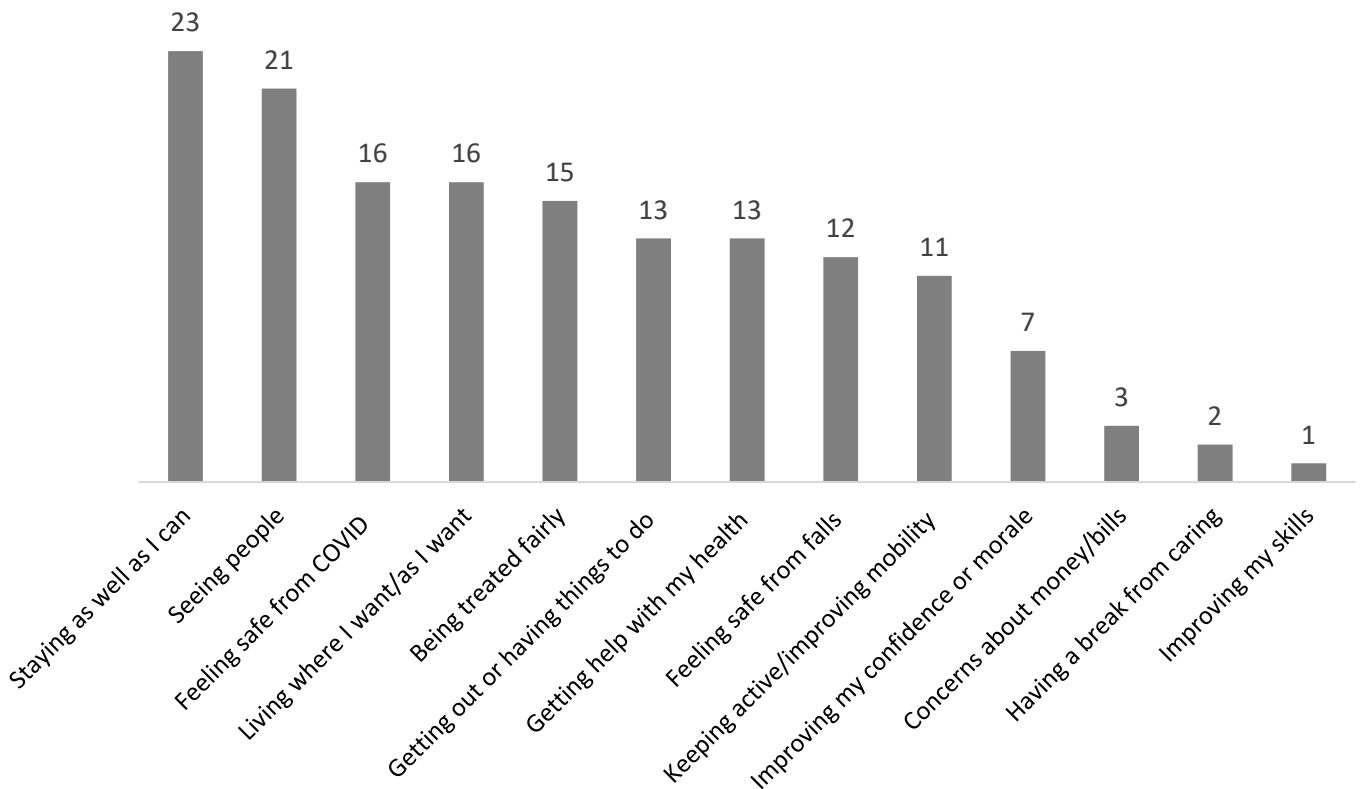
## What Matters to You - Spring 2022

The Midlothian Health and Social Care Partnership is responsible for services that help people live well and get support when they need it. This includes all community health and social care services for adults in Midlothian and some acute hospital-based services.

To help us develop our services we regularly ask people who use our services, citizens, staff and partner organisations about what matters to them and how they feel about getting out and about. We used a short questionnaire that people could complete themselves or through partner organisations.

We would like to thank the **28** people who took part in March 2022. 57% of people who replied were female and 68% had a disability.

## What mattered most to people.



# What is going well?

## Key points

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### **People are looking forward to better weather, holidays and outings**



“Looking forward to the summer”

“I like going in the bus to Peebles and Edinburgh”

“Being able to go out and about.... I am happy that the theatres in Edinburgh are back open.”

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### **People are looking forward to fewer COVID restrictions**



“Getting back to normal and getting into the Dining Room”

“We have kept Covid out and this makes me feel safe. I would like back into the Dining Room. I am missing my friends”

“I am looking forward to get back in dining room and meet friend. Also getting back active to more exercise. I would like a day trip out”

“Being able to meet with other people again”

“Looking forward to the end of Covid restrictions”

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### **Some people mentioned support they received as positive including:**



- Carers and staff
  - Community services – e.g. delivery of library books and church service at the sheltered housing.
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### **Some people mentioned issues with their health**

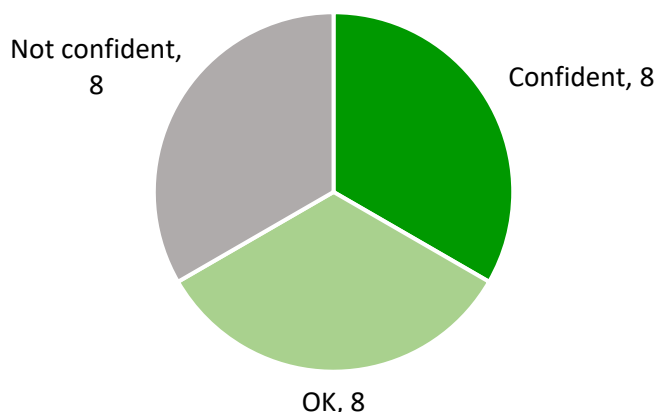


“Not so good as I can't walk”

“Physio visit has now stopped”

# Confidence to get out & see people

There was an equal split in how confident people felt about getting out and meeting people again.



## Key points

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**Some people said they would feel more confident if they had improved health.**  
"Better mobility"

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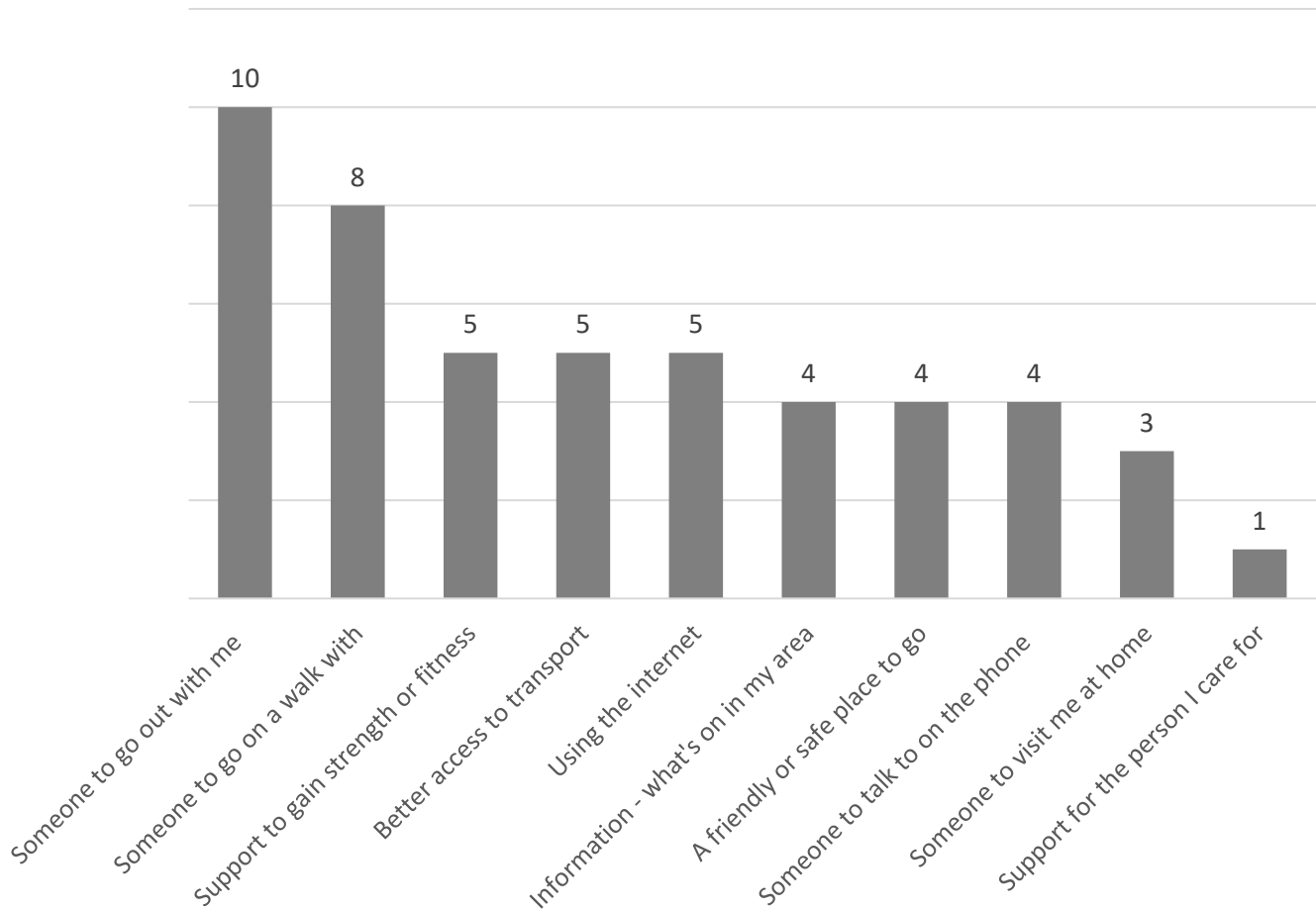
**Some people mentioned that support to go out would be beneficial**  
"I enjoy it when I have company."  
"Having someone to take me out"

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**Some people said nothing would help them feel less anxious**  
"To do this at my own pace and going out a little at a time"  
"Nothing makes me feel confident"  
"I don't go out much but I am OK"

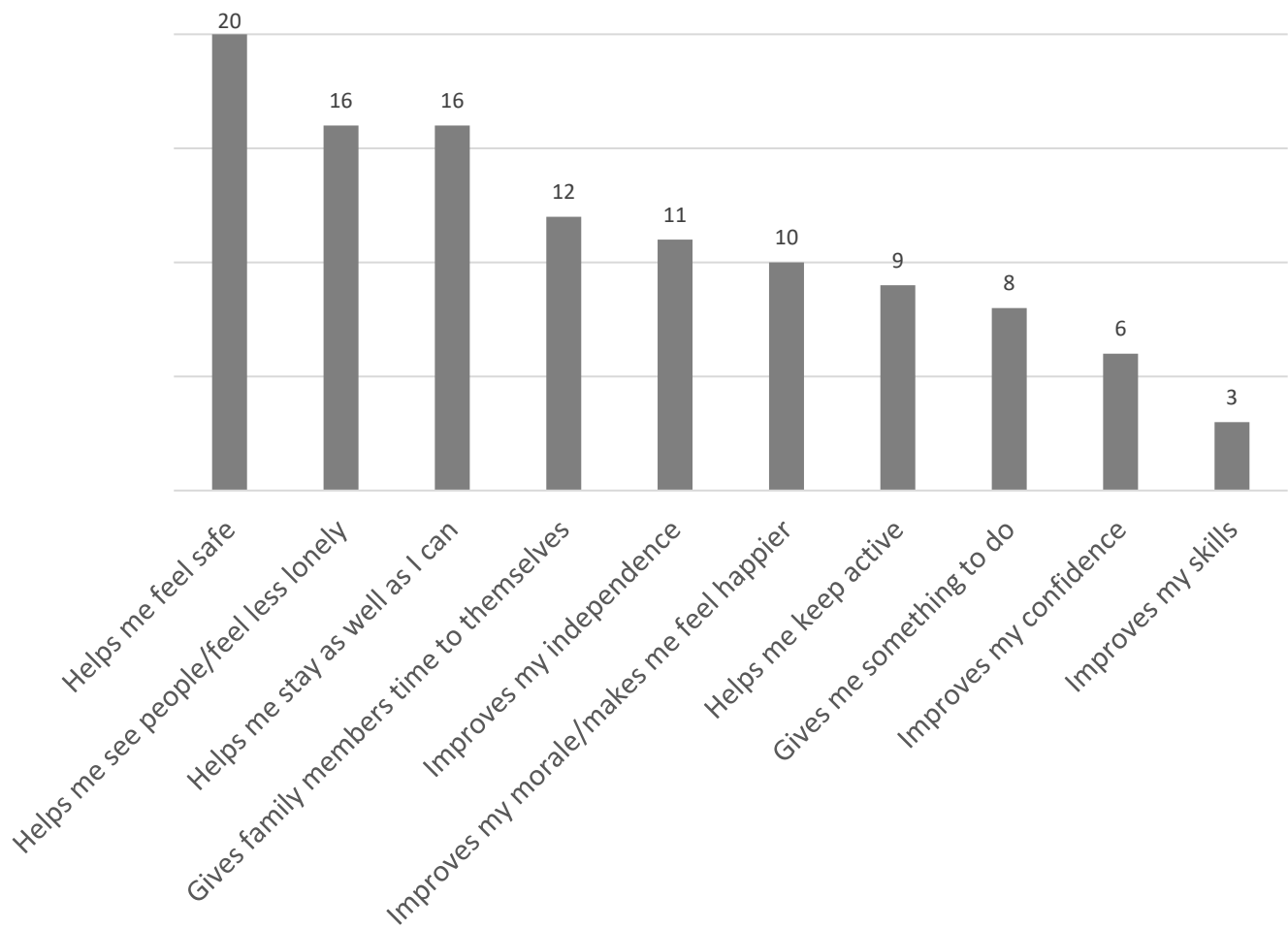
## What would help people get out and feel more connected.



## Supporting others

2 people said they would like to support others to feel less isolated, 6 people said they would not.

# Views on extra care housing



## Key points

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### **Many people said they appreciated the staff – they helped them feel safe, and provided support for meals and entertainment.**

“The staff are very approachable, friendly and helpful. I feel safe.”

“Feeling safe and secure”

“Someone always there for me”



“Very caring and helpful staff who cheer me up. Good when they just pop in to say hello. Often a very minor job that gets done. Not so frightened of falling”

“I am happy because I am looked after”

““I like the meals”, “Getting my meals”, “Meals prepared”, “Getting my meals and seeing people”

“The entertainment and outings”

“Independence”

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### **Some people mentioned they liked their flats**

“Big bedroom, airy and bright flat, comfortable’

“My flat”

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### **Some people said some physical changes would be positive**

‘Slabs from patio doors into garden as I am in a wheelchair”

‘More reliable heating system”

‘Necessary repairs completed”

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### **Some people said some changes to staff would be positive**

‘Male staff or befrienders (which I know you are trying)’

‘The more often they (staff) pop in’

‘I feel the staff have worked very hard over Covid but some time we are short staffed and it a lot for staff to deal with but they do amazing’

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### **Some people said they would like to see COVID restrictions lifted**

‘The current Covid situation restricts things’

‘Re-open the café’

‘Exercise class, Bingo, less Covid’