

## RESEARCH INTO THE FUTURE HOUSING AND SUPPORT NEEDS OF OLDER PEOPLE IN NORTHERN IRELAND



### Barn Halt Cottages, Carrickfergus – a study of a supported living scheme

November 2010

# CONTENTS

	Page
Acknowledgements and Declaration.....	3
1 EXECUTIVE SUMMARY.....	4
2 INTRODUCTION AND BACKGROUND.....	12
3 LITERATURE REVIEW.....	21
4 SUMMARY OF METHODOLOGY.....	29
5 VIEWS OF TENANTS.....	30
6 VIEWS OF CARERS.....	63
7 VIEWS OF STAFF .....	71
8 VIEWS OF KEY STAKEHOLDERS .....	80
9 COSTS OF BARN HALT MODEL.....	89
<b>Appendices:</b>	
Appendix A – Bibliography.....	91
Appendix B – Survey of tenants.....	96
Appendix C – Agenda for focus group with carers .....	108
Appendix D – Agenda for interviews with staff .....	113
Appendix E – Agenda for interviews with stakeholders.....	118
Appendix F – Agenda for focus group with service providers .....	123
Appendix G – Postal survey of service providers .....	128
Appendix H – Costs .....	133
Appendix I – Open Day Brochure, Barn Halt .....	135
Appendix J Efforts made to seek the views of service providers .....	138

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## **Declaration**

This report has been prepared for the Northern Ireland Housing Executive in partnership with the Northern Health Trust and Fold Housing Association, in accordance with the terms of reference and our proposal dated 20<sup>th</sup> May 2009 and for no other purpose.

The views expressed by tenants, carers, staff and stakeholders are strictly those of the persons who gave them and not SRC.

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# 1. EXECUTIVE SUMMARY

## 1.1. Key conclusions and points for consideration

The research suggests that the following issues merit further consideration:

### *Policy-related*

- **Quality of life is more than a building**

The views expressed by tenants, staff and key stakeholders resonate strongly with the widely accepted view that whilst the design of accommodation can be beneficial, the accompanying care and support packages are crucial in supporting quality of life. *It seems they work synergistically.*

Sections 2.7.1, 3.2.8, 3.2.9

### *Model-related*

- **‘Staying put’ or ‘moving on’?**

Several of those interviewed raised the question re: When do a tenant’s needs become greater than can be supported by the Barn Halt model? This relates to the valid concern that a tenant’s needs, at some point, could outweigh the capacity of the Barn Halt model to maintain them, resulting in the need for them to ‘move on’. This appears to be one of the major challenges of the Barn Halt model, i.e. how organisations and services can work together to retain a tenant in situ, provided the accommodation is suitable. It seems the criteria for making such an assessment (‘stay put’/‘move on’) have not yet been fully determined or documented. Or if they have, then such criteria need to be more widely shared.

Sections 7.5.6, 8.5.6

- **Night cover**

Concern was expressed, primarily by carers but also by one tenant, about the absence of staff cover at night. However, overnight staff cover is not part of the Barn Halt model and suggesting making such provision would constitute a material change. This issue is linked with the above question of ‘Staying put? Moving on?’ However, it should be noted that of the 13 tenants interviewed, none indicated that they felt unsafe at night. Since the statutory obligations in relation to tenant care are already in place at Barn Halt, the issue of night cover appears to be linked with a need for some tenants and carers to feel reassured.

Sections 5.7.13, 6.5.5, 7.5.5, 8.5.5

- **Clarity on roles and models of care**

The research found that the distinct roles and responsibilities of (Trust) care staff, (Fold) support staff and tenants and the enabling nature of the model of care (i.e. supporting rather than 'doing' wherever possible) are not clear. It seems they need to be rearticulated clearly and consistently to staff and tenants alike. Whilst this may be a factor which can arise in any model of care, it is especially important to Barn Halt since its model of care is so distinctive. To protect that distinctiveness, such clarity is essential.

Sections 5.11.1, 6.6.4, 7.7.1, 7.7.6, 8.7.1

- **Type of accommodation**

Aspirations and expectations regarding housing provision for older people have increased in recent years. Furthermore, people are living longer and, as improvements in health care permit, many remain active into older age and have a good social life. Consequently, people who choose to live in accommodation such as Barn Halt wish to continue with the type of lifestyle they have previously enjoyed. Several of those interviewed questioned whether one-bedroom bungalows were the most appropriate for the longer-term needs of residents (a second bedroom could enable a family member/relative to stay overnight and so support a tenant to maintain their tenancy for longer). Indeed, in recent years, there has been growing recognition of the need for additional bedroom space in sheltered accommodation, which would make the prospect of moving into this type of housing more attractive to a greater number of older people.

*'Most households, including older households, now seek at least one spare room as a minimum.'*<sup>1</sup>

*'Two-bedroomed accommodation should be developed as standard to provide individuals and their permanent or temporary carers adequate space and privacy.'*<sup>2</sup>

*'With regard to the types of properties older people aspired to, of particular importance is the requirement for space in the home to accommodate visitors and enable the continuation of meaningful social and leisure activities. People were reluctant to move from 'family' homes if the alternative was somewhere pokey and small that would constrain their interests, activities, and family relationships. Most of our participants felt that two bedrooms was a minimum, and that space standards, particularly in the public rented sector could be more generous.'*<sup>3</sup>

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<sup>1</sup> Centre for Housing Policy, 2008

<sup>2</sup> Bamford Review of Mental Health and Learning Disability (Northern Ireland) (2007) *Living Fuller Lives* [pdf] Belfast, ('the Bamford Review'), available at [www.rmhdni.gov.uk/living\\_fuller\\_lives.pdf](http://www.rmhdni.gov.uk/living_fuller_lives.pdf)

<sup>3</sup> Croucher, K. *Housing Choices and Aspirations of Older People* (2008)

Furthermore, ERoSH (Essential Role of Sheltered Housing) NI, in promoting good practice, is making a strong case for enhanced bedroom standards to be considered essential in making sheltered accommodation a more appealing option.

At least one major provider of a range of supported housing for older people in Australia<sup>4</sup> has discontinued building one-bedroom facilities.

Sections 5.11.1, 7.7.1, 8.7.1

Also, several of those interviewed considered that:

- (a) the social room should be much bigger; and
- (b) there should be more car parking spaces and that tenants' spaces should be designated and positioned as close as possible to their respective accommodation (to facilitate those with reduced mobility).

Sections 5.11.1, 7.7.1, 8.7.1

- **Consultation and involvement**

The research shows that tenants and carers alike have a strong desire for meaningful and sustained engagement in relation to decision-making at Barn Halt. We suggest that consideration is given to the development of a formal strategy and action plan on consultation and involvement which encompasses the needs of tenants, carers and, potentially, staff and service providers too.

Sections 5.7.16, 5.7.17, 6.6.4, 5.7, 7.7.1, 8.5.7, 8.6.4

- **Sharing of personal information**

There is a balance to be struck between protecting tenants' personal information and enabling tenants' to share personal information with fellow tenants (e.g. if someone has gone into hospital). We recognise that this is a sensitive issue and that statutory bodies are obliged to uphold the wishes of tenant and to abide by relevant legislation e.g. Data Protection etc. At the same time, many tenants see themselves as members of a 'community' and do not understand why certain information cannot be shared.

Section 5.11.1

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<sup>4</sup> ECH Inc in South Australia ([www.ech.asn.au](http://www.ech.asn.au))

## 1.2. Summary of key findings from the research

### 1.2.1. Key findings from the literature review

#### **Quality of life, support and care for older people: what's important?**

The literature which was examined (see Appendix A) suggested that the following dimensions are important in the **quality of life for older people**:

- *access to social activities/leisure activities/having fun;*
- *access to religious activities;*
- *strong, positive relationships – family and friends/relationships with other people around them;*
- *feeling safe – physically and emotionally – during the day and at night; and*
- *maintaining independence/autonomy/being able to make suggestions.*

In addition, when older people reside in a supported housing environment of any kind, the following factors also appear to be important:

- *the way they perceive themselves to be treated by the management and staff;*
- *their perceptions of the competence and professionalism of management and staff.*

The **physical design** of the building and its ability to meet older people's needs is also important and the literature review (Section 3.2.9) identified several 'defining elements' for success.

Notwithstanding this, no studies were found that categorically showed that occupants could remain in the scheme in which they live under any circumstances.

### 1.2.2. Key findings from survey of tenants

- Around two-fifths of tenants (13 out of 30) took part in the survey.
- About two-thirds of respondents (9 out of 13) had rented NIHE accommodation before moving to Barn Halt
- The following were key factors in their decision to move home: deteriorating health, fear of crime and anti-social behaviour and accommodation no longer suitable for their needs (e.g. steps, etc)
- The fact that help was at hand was cited by just over one third of the respondents. Family members and health and social care professionals were also cited as influencing tenants' choices.
- Just over half (7) had not considered any other housing option.

- The overwhelming view of the vast majority of respondents was that life was better at Barn Halt compared to their previous home, especially in relation to:
  - the level of socialising and leisure activities
  - having fun
  - relationships with people around them
  - feeling safe during the day and at night
  - visits from family and friends.
- Just over half of respondents rated access to religious services as slightly better.
- Around half of respondents perceived that their level of independence and autonomy had remained unchanged since they had moved to Barn Halt. Any reported decreases were attributed to health deterioration, not the arrangements at Barn Halt.
- The vast majority also reported having had fun since coming to Barn Halt.
- There was a desire to be more involved in decision-making at Barn Halt but confusion over whether or not a Tenant's Committee existed.
- The vast majority of respondents appeared to feel a degree of connection with other tenants. There was a clear sense of community within the scheme.
- The assistive technology provided reassurance and the potential for prompt support in times of need. These were highly valued, as were aids and appliances that promote independence and mobility.
- The vast majority of respondents were satisfied' or very satisfied' with the treatment they received from staff. This was coupled with a strong positive perception of the competence of the staff, with almost all respondents indicating that they were satisfied or very satisfied with staff conduct and how they performed their duties.
- Most respondents (9 out of 13) were aware of how to make a complaint, although the vast majority of all respondents had not had occasion to do so.



### **1.2.3. Key findings from focus group with carers**

- Carers' feedback mirrored that of tenants in relation to:
  - reasons for deciding to move, and
  - reasons for applying to Barn Halt.
- The general view of the vast majority of respondents was that life for carers was better now that their family member was living at Barn Halt, compared to their previous home. This was especially the case in relation to:
  - the level of socialising and leisure activities on offer for the tenants,
  - relationships with people around them,
  - feeling safe during the day, and
  - assistive technology enhancing quality of life.
- There was a desire for an improvement in the access to religious activities.
- There was a desire for staff cover at night.
- In common with tenants, levels of autonomy were thought to be affected more by health deterioration than arrangements at Barn Halt
- Visits from family and friends were thought to be unchanged.
- There was a unanimous view that, with the family member now living at Barn Halt, the carer had a much greater opportunity to have a life of their own.
- Carers expressed a desire for more involvement in the decision-making at Barn Halt.
- They also wanted the roles of support and care staff to be clarified.

#### **1.2.4. Key findings from interviews with staff**

##### *Impact on tenants*

- Staff feedback resonated with that of tenants in relation to:
  - reasons for deciding to move; and,
  - reasons for applying to Barn Halt.
- The general view of staff was that life for tenants was better at Barn Halt, compared to their previous home, especially in relation to:
  - the level of socialising and leisure activities on offer for the tenants;
  - access to religious activities;
  - feeling safe during the day and night; and
  - assistive technology enhancing quality of life

In general, visits from family and friends were thought to be unchanged.

- There was a desire (where appropriate) to encourage and facilitate greater levels of interaction between the tenants.
- The question of whether or when a tenant's needs might exceed the capacity of Barn Halt was raised and it seems that further deliberation in the area is merited.

##### *Impact on carers*

- Staff feedback resonated with that of carers in relation to carers having more of a life of their own.
- Staff also perceived that carers' health and well-being had improved since their respective family members had moved to Barn Halt.

##### *Relationship between staff and tenants*

- These were generally perceived to be positive.

### **1.2.5. Key findings from Interviews with stakeholders**

The key themes emerging from the interviews with stakeholders were akin to the themes and issues identified by staff. The key distinction was the emphasis stakeholders placed on the importance of clarifying the processes that determine whether or not Barn Halt continues to be the most suitable accommodation option for a tenant with a specific set of needs.

### **1.2.6. Costs of scheme**

Overall annual costs in 2008-09 were approximately £407,000 which was supported by the following revenue streams:

Supporting People	42%
Care	36%
Housing Benefit	18%
Rental Income	4%

Weekly unit cost, therefore, amounted to approximately £300.

## 2. INTRODUCTION AND BACKGROUND

### 2.1. Overview of this assignment

In May 2009, the Northern Ireland Housing Executive (NIHE) appointed the Social Research Centre (SRC – [www.srcentre.co.uk](http://www.srcentre.co.uk)) to undertake a case study of Barn Halt Cottages, Carrickfergus, Belfast (<http://www.housingcare.org/housing-care/facility-info-158063-barn-halt-cottages-carrick-northern-ireland.aspx>).

### 2.2. Rationale for the research

The policy intent in commissioning this research was to assess the merits and limitations of this model of housing for frail older people, specifically in terms of its overall impact on quality of life. Consideration of overall costs and value for money was also a factor. The fundamental policy question which the research sought to inform was: *“Should we (Government) invest further in this model of housing for frail older people and if so, why (what are the benefits?), which features should we retain and which should we revise in order to secure these benefits?”*<sup>5</sup>

(Detailed terms of reference available at Section 2.5)

### 2.3. Methodology

The assignment involved:

- a review of key literature on housing options for older people;
- a review of literature on what is important to the quality of life of older people;
- face-to-face survey with a selection of tenants;
- one-to-one interviews with a range of staff and key stakeholders respectively;
- a focus group with a selection of carers;
- a focus group with service providers and a postal survey of service providers;
- consideration of cost information regarding Barn Halt; and
- four focus groups with older people across Northern Ireland and 10 in-depth interviews with key policy makers and service providers.

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<sup>5</sup> It is important to note that, whilst this research involved a case study of Barn Halt, it was the **model of housing** and **not** the detailed **operation of Barn Halt per se** that was being reviewed.

## 2.4. Background

### 2.4.1. *Demographic trends and policy context*

The projected increases in the number and longevity of older people are well documented and need not be revisited here. Suffice to state that the scale and pace of the projected increases, in terms of both the number and the proportion of older people in the Northern Ireland population, reflect the urgency and importance which policymakers and service providers attach to identifying appropriate housing options for older people.

### 2.4.2. *Encouraging older people to live Independently*

There is a clear policy drive to support people to live independently for as long as possible. (See NIHE's Older People's Strategy<sup>6</sup>.)

In addition, specific targets have been set for this under Priority 5 in the Department of Health and Social Services, Priorities for Action, 2007-8<sup>7</sup>.

## 2.5. Terms of reference

### 2.5.1. *Objectives*

The NIHE, in partnership with the Northern Health and Social Services Trust (NHSST) and Fold Housing Association, commissioned the Barn Halt study. The objectives of the research, agreed by the project's Steering Group, were as follows:

- *Provide an overview of the model of care used in Barn Halt Cottages and in particular the role and impact of assistive technology.*
- *Provide an insight into the quality of life experienced by the residents of Barn Halt and how this has changed since entering the scheme.*
- *Give a balanced assessment of the impact of this scheme on the quality of residents' lives compared to their previous housing circumstances as well as the impact on their family/carers.*
- *Provide an insight into the extent to which the scheme helps overcome social isolation.*
- *Provide an overview of the costs of the scheme compared to other schemes in Northern Ireland designed to support frail older people to live independently.*
- *Contribute to a growing evidence base which guides good practice and future development of housing solutions for frail older people.*

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<sup>6</sup> Source : [http://www.nihe.gov.uk/index/sp\\_home/strategies/independent\\_living-2/older\\_people-2.htm](http://www.nihe.gov.uk/index/sp_home/strategies/independent_living-2/older_people-2.htm) )

<sup>7</sup> Source : [http://www.dhsspsni.gov.uk/pfa\\_2007-08.pdf](http://www.dhsspsni.gov.uk/pfa_2007-08.pdf)

### 2.5.2. Associated research tasks

It was envisaged that the following research tasks would be undertaken:

- *A short literature review, enabling a better understanding of the conceptual basis for the Barn Halt scheme and to see if studies of similar schemes have been undertaken elsewhere in the UK.*
- *Development of an agreed set of indicators of quality of life and quality of environment and design, which are both appropriate for the tenants of Barn Halt Cottages and which are readily measurable.*
- *A number of tables summarising the costs of the Barn Halt scheme and two other comparable schemes in terms of both capital and revenue costs (housing, care and support), as well as providing an estimate of per capita costs to the individual and the taxpayer.*
- *A range of in-depth interviews with the tenants, assisted where appropriate by their carers (i.e. family members/guardian).*
- *Semi-structured interviews with key players involved in the development and management of Barn Halt; and*
- *Two focus groups comprising: (a) a group of family/carers and (b) providers of services to tenants.*

## 2.6. Terminology and housing models

### 2.6.1. Terminology

The terminology in the field of housing for older people, and consequently any attempt to understand the distinctive features of these models, is complicated for two main reasons:

- (a) there is a continuum of housing options ranging from 'ordinary' social housing, through sheltered accommodation, through housing with support right up to residential care; and
- (b) there is a plethora of terms in use which initially, at least superficially, could appear to mean the same thing, but in reality are very different. 'Supported Housing' (which is the Barn Halt model) is one of these terms. It is a diverse concept which appears to mean different things to different people.

By way of example, below is a range of definitions for ‘supported housing’<sup>8</sup>

*Extra care housing:*

Housing which offers self-contained accommodation for rent and/or sale together with communal facilities and where, as well as support services, care is available from a team based on site. This is viewed by commissioners and providers of care as an alternative to residential care as well as another choice of housing for older people. It may be viewed as part of a preventative strategy enabling older people to sustain a high level of independence.

The [Extra Care Housing Organisation](#) states that extra care housing includes all “forms of specialist housing for older people where care services are provided or facilitated. This includes extra care housing, assisted living, very sheltered housing, close care and continuing care environments, and care villages”.

Using this broad and inclusive approach, they have created a database of over 1,100 housing developments across the UK that broadly fit their Housing with Care definition

*Very sheltered housing:*

Another term for extra care housing.

*Close care/assisted living:*

Generally used by nursing and care home providers to cover purpose-built groups of flats and/or bungalows built on or adjacent to a care home. They generally have 24-hour emergency cover. Often a range of additional support can be provided on request, for example laundry, meals or hairdressing.

*Residential care:*

The primary purpose of residential care is to provide care and support within safe and secure accommodation. People move into residential care to access 24-hour care. Typically provision will cater for people who would be assessed as “at risk”, for example people with dementia or those who are mentally frail.

*When the term ‘supported housing’ is used in this report to describe the Barn Halt model, it refers to the features of the ‘close care/assisted living’ model as described above.*

*Note: Such a model includes ‘care’ and ‘support’ elements. This combination of care and support is a distinctive feature of the Barn Halt model.*

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<sup>8</sup> Source: Housing and Improvement Network: The potential for Independent Care home providers to develop Extra Care Housing. Factsheet 17

### 2.6.2. *Barn Halt model*

#### *The partnership:*

Barn Halt Cottages, opened in 2007, is located on the outskirts of Carrickfergus. This development is the result of a joint initiative, involving the Northern Health and Social Care Trust (Homefirst locality), Fold Housing Association and the Northern Ireland Housing Executive. The main features of the Barn



Halt model are set out in the Open Day Brochure (see Appendix I) and on the website. The key points are summarised below:

#### *Client group and service model*

- Barn Halt was designed specifically for frail older people.
- It is an innovative form of supported housing with care.
- Homefirst tenants receive personal care as appropriate and support workers are available to promote independence and to help individuals maintain their own tenancies and keep links with the community.
- Barn Halt Cottages provides tenants with the opportunity to maintain their own life skills for longer and continue to enjoy daily living activities. Tenants' needs are reviewed on a regular basis, and their care and support packages amended, as these individual needs change.

#### *Accommodation and facilities*

There are 26 cottages, comprising:

- 16 one-bed cottages;
- 8 two-bed cottages (for 2 people); and
- 2 two-bed cottages (for 3 people).

The architectural design of the scheme is quite traditional, giving it links to the past, and the layout has been planned to minimise confusion for residents. The scheme incorporates a number of small and more intimate communal areas than the traditional large single dining room or common room, found in many other schemes.

Each bungalow has its own front door (providing direct access to the community), back door (which opens on to a spinal corridor so that the tenant can receive care and support when required) and enclosed back yard.

Other facilities include lounge, laundry, two guest rooms, garden, an activities room and a hairdressing salon.

Although not to be replaced, cats and dogs (numbers within reason) are accepted.



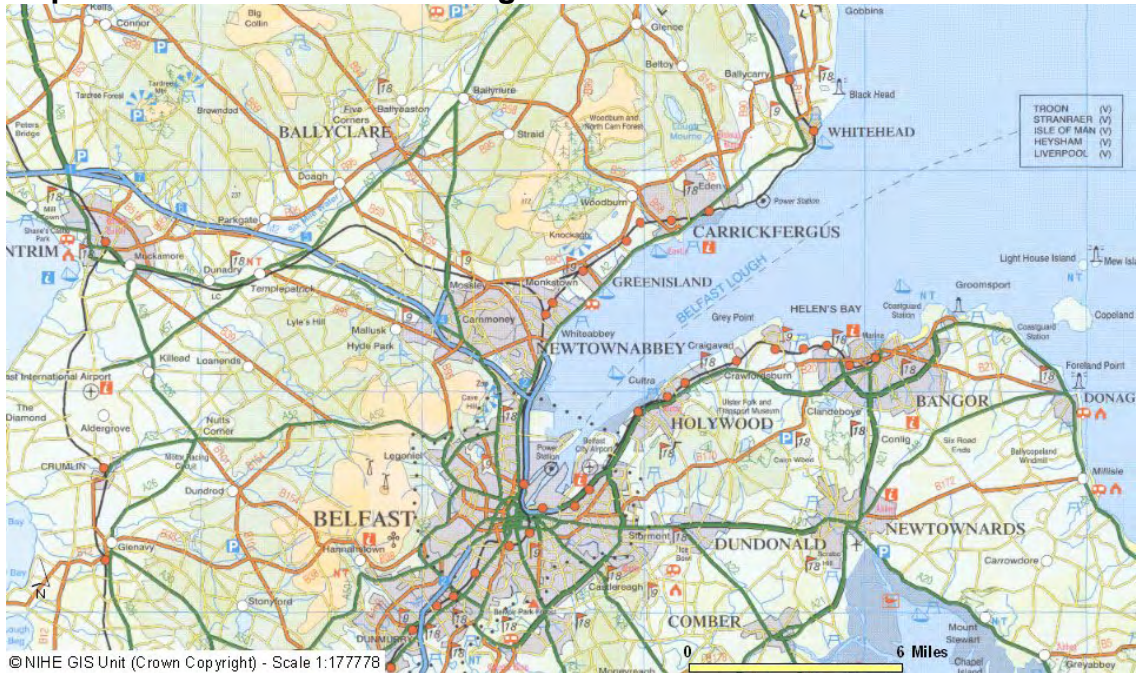
### *Accessibility*

Barn Halt is adjacent to transport links and shopping facilities – distances: bus stop 100 yards; shop 150 yards; post office 0.6 mile; town centre one mile; GP 150 yards; social centre 0.8 mile.

### *Housing context*

Barn Halt is located in the Borough of Carrickfergus, which is situated to the north-east of Belfast along the shore of Belfast Lough.

**Map 1: Area around Belfast Lough**



Carrickfergus has experienced steady growth in recent years (9% over 10 years) and now has a population of over 40,000. Currently older people account for around 17% of the population, which is expected to rise to 19% over the next 10 years. The closure of a number of larger manufacturing sites over the years has meant that the economy has relied to a considerable extent on employment in Belfast.

The local housing market is dominated by owner-occupation (72%). In addition, the private rented sector has grown substantially since the late 1990s and now represents almost 10% of the market. However, there continues to be a high number of applicants for social housing (more than 1,000 in 2010), more than half of whom are considered to be in housing stress. In all there are more than 300 older persons on the waiting list for social housing, two-thirds of whom are in housing stress. The 2009-10 District Housing Plan for Carrickfergus identified the growing number of older persons and the consequent implications in terms of design and housing support services as a key challenge in planning for housing.

## 2.7. Challenges of this research

### 2.7.1. *What determines quality of life for older people?*

This report focuses on comparing what life was like for tenants before moving to Barn Halt, and then at Barn Halt. At one level, since the previous housing model was no longer suitable for the needs of tenants, one might suppose that any new model would inherently be better. However, the reality is that moving to a different model of housing may or may not be better and success depends on a variety of factors. In a sense, therefore, the underlying research question of interest, for this study, was to find out “if Barn Halt is better, *why* is it better, and *how much* is it better?”

To achieve this objective, the research sought to identify the major determinants of quality of life for older people and to ask whether or not there had been distinct improvements for tenants in these key areas.

The literature which was examined (see Appendix A) suggested that the following dimensions are important in the quality of life for older people:

- *access to social activities/leisure activities/having fun;*
- *access to religious activities;*
- *strong, positive relationships – family and friends/relationships with other people around them;*
- *feeling safe – physically and emotionally – during the day and at night; and*
- *maintaining independence/autonomy/being able to make suggestions.*

In addition, when older people reside in a supported housing environment of any kind, the following factors also appear to be important:

- *the way they perceive themselves to be treated by the management and staff; and*
- *their perceptions of the competence and professionalism of management and staff.*

### 2.7.2. *Is this model of housing better for older people?*

There is no agreed definition of the age of an 'older person'. However, the World Health Organisation considers 50 years old as the threshold to encourage people in late-middle age to plan for their retirement and ageing<sup>9</sup>. Indeed, "people currently in their 50s will reach pensionable age in the next 10-15 years and long-term planning therefore needs to take account of this population group as well as people currently of pensionable age"<sup>10</sup>. For these reasons, 'older people' are defined as being aged 50 and above for the purposes of this report.

One of the challenges in carrying out social policy research is that client groups are not homogenous. Consequently, their needs and preferences can be very diverse. For example, people in their 50s are different, in many ways, from people in older age groups and grouping them together for the purposes of research could distort the overall picture. The reader should be aware that, whilst this research identifies general needs across a broad client group, ultimately such needs have to be addressed at individual level. At this level, needs can differ significantly from person to person.

There are many ways in which older people as a client group could be sub-divided. The following is simply one possible categorisation, but it serves to illustrate the variety of life circumstances, capacities, needs, expectations and preferences of individuals within this client group. The reader should note that any categorisation is potentially an over-simplification, since any individual older person could be classified in one or more of these categories:

Category	Older people who...	
1-Wealth	are living below the poverty line	are living above the poverty line
2-Physical	have physical health problems	are in good physical health
3-Mental	have mental health problems	are in good mental health
4-Carer	have caring responsibilities	have no caring responsibilities
5-Independence	are vulnerable for some other reasons and need considerable support	are reasonably self-sufficient and require little or no support

*Source: Based on material provided by West Belfast Partnership Board*

### 2.7.3. *Differences in service usage*

In addition, the uptake of housing options differs significantly by gender. The gender profile at Barn Halt is predominantly female. This pattern is common in many other models that provide housing for older people and seems to reflect the relatively longer life span of females.

<sup>9</sup> Source : The Heidelberg Guidelines for Promoting Physical Activity Among Older Persons, World Health Organisation, 1997

<sup>10</sup> Older People, Health, Social and Living Conditions, EHSSB Area, Summary 2006

#### **2.7.4. *Implications for this review***

The above examples serve to illustrate the complexity of trying to be definitive about the needs of a client group when the group itself is so diverse in terms of its characteristics and behaviour. Consequently, any conclusions and recommendations from this review are necessarily high level only.

#### **2.8. Limitations of this research**

The findings, conclusions and recommendations in this review are based on a literature review, interviews with a range of tenants, focus groups with carers and service providers respectively, a postal survey with service providers and a series of in-depth interviews with key stakeholders and staff. Whilst a number of themes recurred across all aspects of the research, and these provide useful insights, further work would be needed in some areas to achieve a more valid and reliable insight (e.g. from service providers).

Notwithstanding this, the high degree of consistency between the types of information needs identified by older people, policy makers and information providers alike, and the resonance of these themes with those found in other studies of housing for older people, suggest that the points raised in this report are consistent with the findings of others and consequently may be helpful in providing insights into this important area.

### 3. LITERATURE REVIEW

#### 3.1. Purpose

To supplement this report a scoping literature review was undertaken, the aim of which was to highlight the key messages and learning within the literature so as to inform the work of Barn Halt and others providing this model of housing. A key challenge within this task was to ascertain and summarise: *“What do we already know about the housing preferences of older people? And, wherever possible, what are the specific housing preferences of frail older people in relation to housing with support?”*

*See Appendix A-Bibliography for sources used.*

The key findings from this review are set out below.

#### 3.2. Method

A short structured literature review was performed. The Northern Ireland Housing Executive provided the following documents:

- *Delivering Housing for an ageing population: Informing housing strategies and planning policies – Housing and Older People Development Group;*
- *Alternative Care Models of Older People: The main report. Anthea Tinker, Fay Wright, Claudine McCreadie, Janet Askham, Ruth Hancock, Alan Holmans.*

These were reviewed for content and additional literature was found by sourcing some of the references.

In addition, a brief search of electronic databases was carried out. The following keywords were applied: supported housing, supported housing and older people, housing and older people, homecare and older people.

A range of search sources were used, specifically:

- Electronic databases
  - Medline, Cinhal, Cochrane collaboration, Campbell collaboration
- Search engines
  - Google
  - Google Scholar
- Range of websites (Appendix 1)
- Secondary sources/Grey literature

To supplement the traditional sources of literature a review of a range of websites in the public domain was also undertaken. These are listed within Appendix A, Part 2.



## Key findings

### 3.2.1. Decent Homes

The Government aims to ensure everyone in the country has a 'decent home'. The UK population is ageing, with 30% of all households currently headed by someone aged over 60 and this proportion is expected to increase. To achieve the Government's aim of a 'decent home', a wide range of housing types will be required. For older people the aspiration is to provide housing which is of a *"good standard, accessible and appropriate, creating a built environment that meets the needs of an ageing population"* (Housing and Older People Development Group, 2005).

### 3.2.2. Housing Options

In older age, a wide range of housing options are required, which should include both mainstream and more specialist provision to cope with changing physical ability and any equipment and care provision.

Recent Government policies and strategies have increasingly recognised that the regional housing and planning framework – and, within it, socially inclusive housing and regeneration policies – can make an important contribution towards facilitating a good quality of life for older people. This is highlighted in the examples below:

- Planning for Mixed Communities (ODPM, 2005) – outlines proposals to create sustainable communities via mixed tenure, household size, age and income;
- Opportunity Age (Department of Work and Pensions, 2005) – sets out a vision to celebrate older age and the contribution of older people to society;
- the Sustainable Communities Plan (ODPM, 2005a) – describing eight factors needed to create a sustainable community for all;
- Opportunity Age (HM Government, 2005) – supporting the provision of decent accommodation for older people, with suitable care and support as needed; and
- Housing and Health Strategy – Northern Ireland Housing Executive (2001).

### 3.2.3. Floating Support

*"Floating Support is assistance provided in a person's own home by a support worker. There are services provided throughout Northern Ireland. These services can be provided to people regardless of where they live and their aim is to help people maintain their independence in their own homes"*<sup>11</sup>

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<sup>11</sup> Source: [www.nihe.gov.uk](http://www.nihe.gov.uk)

The Supporting People Programme has brought together several previously separated funding streams into a single budget and broken the link between the housing type or tenure and the support available to the client. This paved the way for floating support schemes, which enabled people to stay at home, with care, as their needs changed over time. Examples of floating support schemes provided by the voluntary sector in Northern Ireland are:

- Extra Care –accredited with the Northern Ireland Housing Executive to provide floating support services to individuals to help them meet their housing needs and to live independently at home.<sup>12</sup>
- CEDAR Foundation – Northern Floating Support offering support to adults over 18 years with a physical and sensory impairment living in the Northern Trust;
- Simon Community – visiting and supporting former residents in the Belfast, Newry and Mourne regions; and
- Praxis Care –has a purpose-built supported living unit for people with dementia called St Paul's Court, enabling older persons who require housing support with care to live successfully in the community.<sup>13</sup>

The activity of floating support providers is underpinned by the floating support forum for service providers, which meets quarterly and is chaired by the Council for the Homeless Northern Ireland (CHNI).

#### **3.2.4. What factors are influencing the change in housing and care for older people?**

As highlighted above, policy at national and local levels directly impacts on the type of housing and care options available to, or aspired to by older people. In addition, there is growth in new models of provision, like older people's retirement villages/communities, alongside a greater flexibility in the care home sector and the development of more community-based care. New patterns of delivering care are also influencing provision, for example the emergence of telecare, where sensor technology is used to manage risk for older people living at home (Care Services Improvement Partnership 2006).

#### **3.2.5. What type of support do older people need?**

As people age, there are deteriorations in physical, mental and emotional health which impact on their ability to do the things they traditionally did. Better housing for older people has been identified as contributing to health and wellbeing for each person, in addition to providing a more suitable environment within which to receive care, if required. *The literature stresses that it is not just the built environment, but also the type of care provision and other social factors that will influence the type of support older people need.*

(See [Section 2.7.1](#) for a summary of findings from the literature review regarding the key domains of quality of life for older people.)

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<sup>12</sup> Source: [www.extra-care.org/services.html](http://www.extra-care.org/services.html)

<sup>13</sup> Source: [www.cardi.ie/publications/homefromhomesupportedlivingforpeoplewithdementiainnorthernireland](http://www.cardi.ie/publications/homefromhomesupportedlivingforpeoplewithdementiainnorthernireland)

### 3.2.6. *What is supported housing or extra care housing?*

Supported housing is for tenants who require extra housing support and/or an element of care in addition to a home. The intention of this type of provision is to help people live as independent a life as possible (Department for Social Development 2009). Supported housing tends to offer cluster-type housing for people with similar health issues, for example mental health problems ([rethink 2009](#), [United Response](#)), learning disabilities or issues particular to old age.

Kinsella (1993) describes supported living as capturing the changing paradigm of service provision from control to freedom. He suggests it has emerged from the pressure placed on services to be more responsive to the aspirations and wishes of disabled people. Core to supported living is the belief that “*every person has the right to lead their own life – determine how they live, with whom they live, who provides them with help and support and how they live their lives*” (Kinsella 1993).

Care provision has evolved from institutional care to smaller community-based residential services in the 90s with the emergence of person-centred services within smaller group homes and residential homes. Supported living has moved towards supported housing and more recently extra care housing ([Care Services Improvement Partnership 2008](#)) has emerged as a concept to support independent living of older people within which a range of housing options may be evident.

Walid (2002) found that there is considerable diversity of models of supported housing and inconsistent use of terminology to describe them. Definitions in the literature of the various types of supported housing are provided in Section 2.3 above. This diversity makes it difficult to compare schemes, processes, outcomes and impact.

Croucher (2006) also reflects on the difficulties within the literature in this domain of older people and housing since a diverse range of terms is used to describe and categorise different schemes. Croucher suggests that different emphases on housing or care or the motivation for the scheme (for example remodelling of service or providing an alternative to residential care) may influence this. Riseborough and Fletcher (2003) suggest that it is the guiding principles of the provision – rather than specific housing design features – which are important, along with conceptual clarity.

The Department of Health (2003) states that, when describing commissioned housing-based models for care, this is in effect a *concept rather than a housing type*. A range of housing provision and services may come under one particular label, for example ‘extra care housing’. Whilst originating in the social rental market, primarily with housing associations more recently, this type of provision is becoming evident within the private, commercial sector. An important fact differentiating this type of provision is that it is the first housing model where people have their own homes and the legal right to be there.



The NIHE has adopted a range of priority objectives outlined in the Housing and Health Review Action Plan 2008-2011 ([NIHE 2009](#)) in order to promote a shared inter-agency agenda, to both create healthier living environments and support healthy lifestyles. Contemporary supported housing is delivered within this cross-agency provision.

### **3.2.7. What are the key features?**

The key features are that individual tenants can decide how they live as a personal choice made by each individual, who they will live with, where they will live, who supports them and what help they will have. The core features are as follows:

- funding;
- housing design is self-contained provision;
- care staff are available to support each person over the 24hour period;
- care provision is determined by individual assessment and delivered within an agreed care plan;
- help with domestic tasks and shopping is available;
- interaction with the wider community is encouraged and facilitated;
- equipment for care and to support independence is provided if required;
- electronic assistive technologies may be available;
- catering facilities with one or more meal available (tends not to be evident in all);
- some communal facilities for example activity rooms; and
- staff offices and facilities.

(King 2004, Baker 2002)

***NB the Barn Halt model provides a combination of 'care' and 'support'.***

Optional features may be the provision of intermediate care, rehabilitation services or day care. However, these will often be located in a separate facility (DOH 2003).

***The underpinning value is to support quality of life, not just quality of care.***

### **3.2.8. What does good home care design look like?**

Specific issues facing commissioners and designers are identified within the Homes for Our Old Age report (Commission for Architecture and Built Environment, 2009). Ten case studies are provided to highlight that good home care design can come in diverse forms. The key points for consideration appear to be:

- design buildings that enable people to stay independent and allow contact with family and friends;
- ensure access to local amenities;
- design to support people living how they want;
- provide choice of buying or renting;
- inclusive design principles should be core to the concept;
- location is critical;
- build where the fabric of life is familiar, especially relevant when catering for multicultural groups; and
- design good homes – not care homes.

### **3.2.9. What are the key factors for 'success'?**

To understand how to design 'success' we must first identify what leads to 'failure' in terms of housing for older people. 'Delivering housing for an ageing population' (HOPDEV 2005) identified the factors below as contributing to older people feeling socially excluded and constituting barriers to a good quality of life:

- living in inappropriate or inadequate (non-decent) housing;
- lack of housing related services;
- low incomes;
- lack of access to leisure facilities;
- lack of accessible transport;
- fear of crime; and
- age discrimination.

To be 'successful', it is therefore vital that housing models develop and maintain strong links between health and social care strategies and planning to provide a focus on well-being and quality of life for older people. HOPDEV (2005) suggests it is critical to recognise not just what older people want and need, but also what they can contribute to the local environment and the local community.

In addition, during 2008 an evaluation was completed into the selected housing and housing with care schemes (Armstrong 2008) which identified 'defining elements' of the schemes, including:

- availability of self-contained accommodation;
  - appropriate non-intrusive equipment and assistive technology;
  - care staff including access to 24 hour care;
  - a range of planned social activity;
  - care based on individual assessment and care plans;
  - help with housing support tasks; and
  - integration with the wider community.

Gibson (2007) suggests that telecare and other assistive technologies play a key role in the various models of supported housing, promoting independence.

In addition, good practice that will contribute to success includes getting commissioners, developers and designers to talk to potential residents before and after occupancy. It is key that those providing the housing scheme and care have an awareness of ageing and disability. Furthermore, design for social care means future-proofing the buildings we already have so that a resident knows they can remain in their home as their needs change.

#### **3.2.10. Does it work?**

As people age they are less likely to move house. This is an issue for the mobility of the housing market and impact on availability of housing stock. The Housing and Older People Development Group (2005) identified that one of the main challenges facing older people as they decide whether to move or stay put is the lack of suitable alternatives. Older people need a range of local choices, not necessarily the provision of a retirement village. To support independent living in later life, good transport networks and local facilities are crucial.

The assumption within extra care housing is that it will be adaptable to the changing requirements of older people. However, the evidence to date is not convincing on this. Croucher (2006) stated that if the evidence does exist, it remains unreported in current literature. Likewise Riseborough and Fletcher (2008) found there to be no studies that categorically show that occupants can remain within the scheme in which they live under any circumstances.

Riseborough and Fletcher (2008) found that one of the major challenges to determining if this type of housing model works, and what the contributing factors might be, is the lack of available systematic evidence. They suggest that once agreed building standards have been applied, it is often the package of care provided around the scheme that will determine if a person can sustain living there or not. The value of care contribution was also highlighted in the Wanless social care review (2006) where the frailty of the individual was found not to limit the ability of a person to remain within a particular scheme.

### **3.3. Conclusion**

The literature does not identify one single dominant model of housing with care that is most effective (Croucher 2006). Whilst tenure mix (age, social background) may produce a demographic and social mix of itself, there is no evidence to suggest it will lead to greater interaction amongst the tenants. The literature highlights a lack of consistency relating to design and environmental specification and that, whilst many older people would welcome two bedroom specification as a minimum provision, often single provision is the norm.

Alongside this, planning requirements are cited as a barrier to the development of extra care provision due to the classifications attached to this type of facility. A recent report by the [Commission for Architecture and the Built Environment](#) (2009) stated that the reality of an ageing population was putting huge pressures on planners, commissioners and designers. However, getting the building right is only part of the solution. (See Section [2.7.1](#) for a summary of what the literature review found to be the important 'social/emotional' factors that contribute to the quality of life for older people. It is significant that insights from research carried out elsewhere<sup>14</sup> concur with this view.)

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<sup>14</sup> Reference: Our Homes, Our Communities: The Aspirations and Expectations of Older People in South Australia - Prof Andrew Beer, Dr Debbie Faulkner, Dr Emma Baker, Dr Selina Tually, Dr Peta Raftery and Mrs Cecile Cutler, (Flinders Institute for Housing, Urban and Regional Research) For ECH Inc May 2009  
<http://www.ech.asn.au/documents/ECHAHURIBooklet-OurHomesOurCommunitiestheAspirationsandExpectationsofOlderPeopleinSouthAustr.PDF>

## 4. SUMMARY OF METHODOLOGY

The following methodology was agreed with the Steering Group and was detailed in our proposal to NIHE (dated 20<sup>th</sup> May 2009). In summary, the approach involved:



### **Stage 1: Project Initiation** **(May 2009)**

Met Steering Group.  
Agreed methodology and timescales.  
Identified documentation and contacts etc.



### **Stage 2: Literature Review** **(May-October 2007)**

High level desk-based review to identify:

- key aspects of quality of life for older people; and
- learning from elsewhere re: housing with care.

(See Appendix A - Bibliography)



### **Stage 3: Fieldwork** **(June-September 2009)**

- Survey of tenants (n=13);
- one focus group with carers;
- one focus group and a postal survey of service providers;<sup>15</sup>
- one-to-one interviews with the Senior Support Worker at Barn Halt and six randomly selected members of staff (two care staff and four support staff); and
- one-to-one interviews with four key stakeholders – policy makers and service providers.



### **Stage 4: Analysis of Costs** **(November-December 2009)**

Analysis of the costs of the current model of service provision at Barn Halt.



### **Stage 5: Produce Report** **(September 2009 to January 2010)**

Compiled draft final report of key findings, conclusions and recommendations in December 2009.  
Consideration of draft final report by Steering Group in December 2009.  
Final report scheduled for completion in January 2010.

<sup>15</sup> There was a very poor response to the focus group and survey. See Appendix J.

## **5. VIEWS OF TENANTS**

### **5.1. Survey questionnaire and data collected**

*Appendix B contains a copy of the questionnaire used. (The questions in Section D of the questionnaire were designed following a specific review of the literature in relation to the key domains that define 'quality of life' for older people. See Appendix A for a list of the source materials referenced.)*

### **5.2. Approach used – 'opt in'**

All tenants were verbally briefed (and also received an explanatory letter) about the purpose of the project and the survey in particular. All were asked if they wished to take part and only those who expressed a wish to take part and consented (n=13) were subsequently interviewed.

### **5.3. PROFILE OF TENANTS SURVEYED**

At the time of the survey (August 2009), Barn Halt had 30 tenants of whom just over one third (11) were male and almost two thirds (19) were female. The profile of the 13 tenants surveyed reflected this closely with almost one third being male (4 out of 13) and just over two-thirds (9 out of 13) being female.

Whilst the survey gathered views from tenants in different age bands, a higher proportion of older tenants opted to take part in the survey. At the time of the survey, half of the 30 tenants at Barn Halt were 75 years of age or under; the remainder were over 75. In the survey sample less than one third (31%) were 75 years old or under; the remaining 69% were over 75.

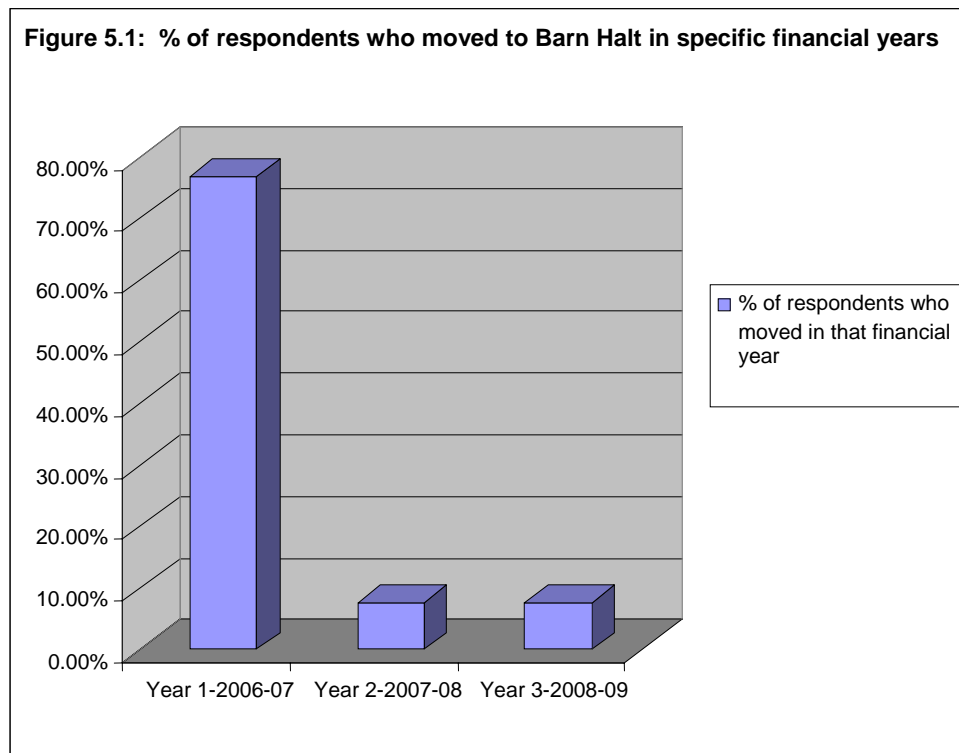
### **5.4. SECTION A - INTRODUCTION**

Section A of the survey was merely an introductory section confirming that the tenant had given their consent and that it was still their wish to take part. The sections below therefore set out a summary of the responses obtained from tenants in relation to Section B and onwards of the questionnaire.

## 5.5. SECTION B – LIFE BEFORE BARN HALT

### 5.5.1. B1 When did you move into Barn Halt?

Barn Halt was opened in 2006. Most of the respondents had moved into the scheme in the financial year 2006/7..

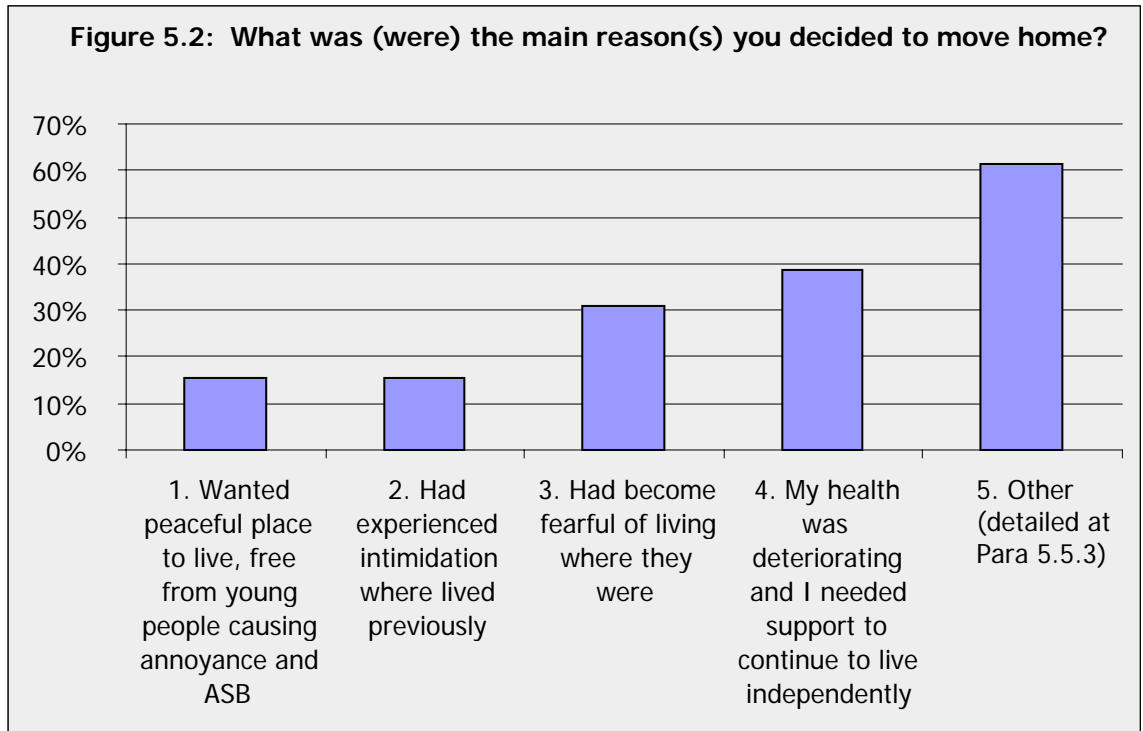


### 5.5.2. B2a Where did you live before that?

The vast majority of respondents had lived in NIHE accommodation before coming to Barn Halt (11 out of 13 had lived in a house; 9 out of 13 had rented and all of these had been NIHE tenants).

### 5.5.3. B3 What was (were) the main reason(s) you decided to move home?

Deteriorating health, fear of crime and anti-social behaviour locally, and current accommodation no longer suitable (steps etc, classified under 'Other') were key factors in respondents deciding to move home.



#### Some examples of open-ended comments:

"I was sick listening to fellas fighting at night"

Spouse died. House no longer suitable with health deteriorating. Dangerous getting up and down stairs

Own home needed major renovation. Health of spouse was declining... "I needed help with my husband"

Felt conspicuous as a member of the minority community locally.

"There were steps outside [at my former home] ... and I couldn't do steps"

"I couldn't go upstairs anymore [health deterioration]"

Tenant has been getting 'unsteady'. Had also been broken into.

Spouse's health was deteriorating. Spouse needed more support.



#### **5.5.4. B4. What was (were) the main reason(s) you (your family/carers) decided to apply for Barn Halt?**

The most frequently cited reason for applying to Barn Halt was the fact that 'help was at hand' on site – stated by five out of 13 respondents. However, a wide range of other reasons were given which suggested that family members, carers, doctors and social workers were also key in influencing the respondents' choices.

##### **Some examples of open-ended comments:**

"Don't know. It was family members who applied for Barn Halt, not me."

"My doctor recommended I come here."

"Social worker mentioned Barn Halt."

"Social worker got involved...knew I would need help in the longer term."

#### **5.5.5. B5. What other housing options did you (your family/carers) consider and why?**

Just over half (7) of respondents did not consider another housing option. Just under a quarter (3) considered one other option and a lesser number (2) considered more than one other option. (One respondent did not answer this question.)

### **5.6. SECTION C – LIFE AT BARN HALT**

#### **5.6.1. C 1. What would you say are the main plus points of living here at Barn Halt cottages compared to your previous home?**

The analysis of the open-ended comments revealed that respondents valued the following:

- Care on site - Support (care) staff available.
- Peace and quiet- "Quietness... no trouble"
- Care - "The care is the best thing... someone being there."
- Social life and company - "The social life...I do like the social life... I [now] have a social life [that I did not have before...At last, you [I] can go out socially... you can even go out in your slippers! [via the interior corridor]"; "I just love it here... it's nice... the company is the main thing"
- Autonomy - "You can come and go as you please"
- Location - Handy for the shops.

The **sense of home** and the **reduced social isolation** were recurring themes in the positive points cited by respondents:

*"I cried [with joy] when I came [to Barn Halt]..."*

*"I thought I'd died and gone to heaven... I said, 'This is it' [where I want to be]."*

*My first night's sleep at Barn Halt] ... it was the first good night's sleep in a long time."*

*"If you live in the country it can be hard to get out in the winter time [i.e. might not see anyone for a day or two."*

*"At Barn Halt, people come to you."*

### 5.6.2. C 2. What would you say are the main downside points of living here at Barn Halt cottages, compared to your previous home?

Just under half of respondents (6) perceived there were no downsides.

The remainder identified a range of issues ranging from physical, social/emotional and operational, for example:

- **Physical/Practical**
  - "Lack of storage - No built-in wardrobe, need more shelves throughout."
  - "There is only one 2 bedroom, very big mistake... [in terms of having space for family staying over.]"
  - "Door bell could be a bit louder."
  - "I'm a bit too far away to walk to the shops with my limited energy... have to get taxis".
- **Social / Emotional**
  - "There's no 'life' here... the tenants are not as able as I thought they might be."
  - Loneliness - socially isolated, bereaved, no family near by, few visitors.
- **Operational**
  - Lack of clarity about staffs' roles – "No one is [seems to be] sure what the girls are allowed to do and not allowed to do."

There was no single issue that emerged as the main down side across all the tenants. Practical issues such as not being able to park outside one's front door, lack of storage space and loneliness were mentioned by individual tenants.

## 5.7. SECTION D – QUALITY OF LIFE OUTCOMES

### 5.7.1. SOCIAL ACTIVITIES D1. Do you take part in the social activities here at Barn Halt?

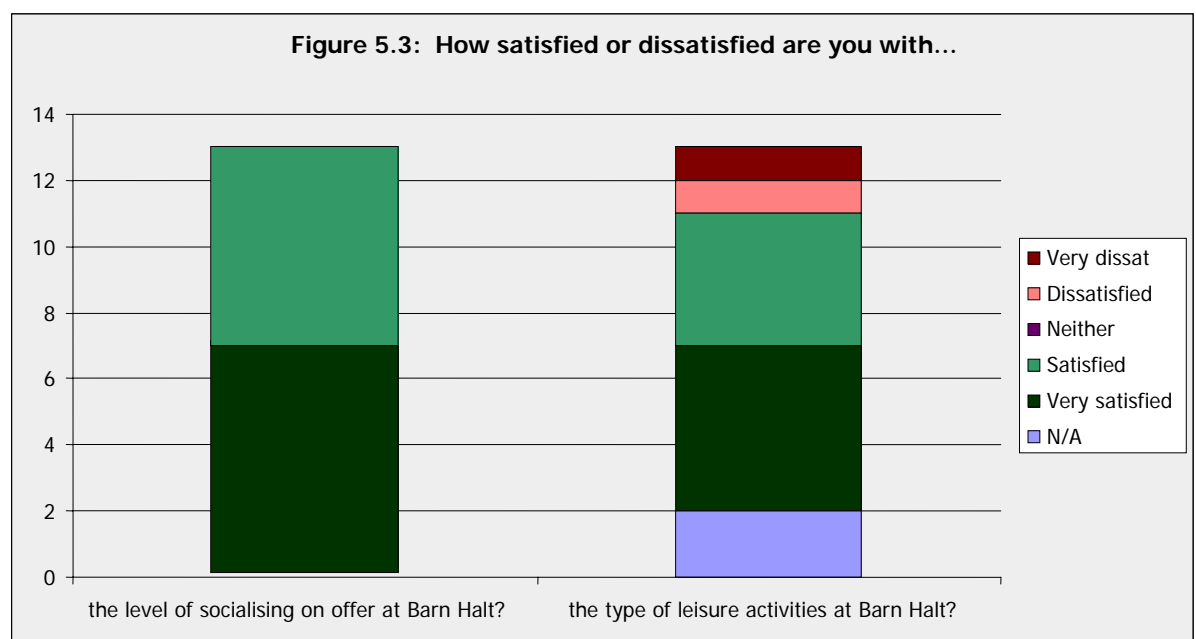
All 13 respondents indicated that they took part in the social activities at Barn Halt.

*(Note: Question D2 asked 'If not, why not?' However, since all respondents took part, there are no responses to that question).*

### 5.7.2. SOCIAL ACTIVITIES D3. How satisfied/dissatisfied are you with the social activities here at Barn Halt?

All of the respondents reported being either 'satisfied' or 'very satisfied' with the level of socialising on offer at Barn Halt.

The majority (9) reported being either 'very satisfied' or 'satisfied' with the type of leisure activity available at Barn Halt. Two respondents were 'dissatisfied' or 'very dissatisfied'. The remaining two respondents said this question was not applicable to them.



### Some examples of open-ended comments:

As regards **social activities**, the general view was highly positive in terms of the type of social activities. However, it seems that different tenants can cope with and wish for different amounts of social activity:

- “I enjoy listening to the singing and the fella playing the guitar and the girl singing... Keeps my mind occupied.”
- Socialising - “Lots of parties for tenants... many birthday parties are shared... Concerts are good... can have a few drinks and a few laughs... I would like more concerts [say] 2 a month, not 1.”
- “The girls [staff] organise things in the community room... They run different trips and outings... very satisfied... anymore would be too much [for me].”
- There are sales, knitting classes... “It's what I like to do.”
- Social activities are “good for anyone who's interested in them...they [staff] would have a cup of tea or coffee for you... I don't have time for socialising! [plenty of family members visit].”
- Social activities, “quite good crowds come to the concerts... activities started well, but new ones [tenants] tend not to come.”
- “[I was] used to singing... not many places you would get [this much] entertainment.”

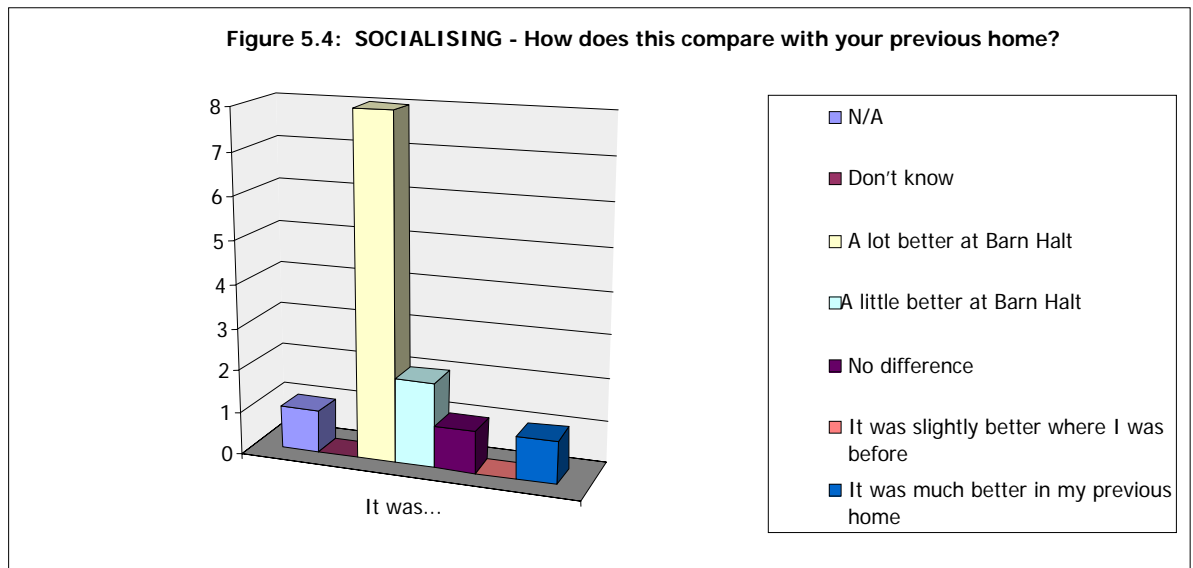
### As regards **leisure activities**:

- Leisure – “not much in the leisure activities for men.”
- “We have made suggestions [e.g. lunch clubs]... but nothing happens... no feedback [on why suggestions not taken up]”
- “The bingo is too slow a pace for me and [at times] I like my own company too.”
- “It's hard to get people [tenants] to come [to the leisure activities]... Also, you have to wait on the staff ... I don't like to trouble them.”
- “[As regards leisure] I just like my own space...I organise my own leisure.”
- Dissatisfied with leisure activities on offer. However, tenant acknowledged they were not sure what they would like instead.

### 5.7.3. SOCIAL ACTIVITIES D4. How does this compare with your previous home?

The vast majority of respondents perceived the level of socialising and the type of leisure activities on offer were 'better' at Barn Halt. More than two-thirds (8) perceived them to be a 'lot better' with around one sixth (2) reporting them to be 'better'.

Some tenants who reported that these dimensions had been better for them in their previous home qualified their answer by explaining that their health had been much better then and they had been in a better position to socialise at that time.



#### Some examples of open-ended comments:

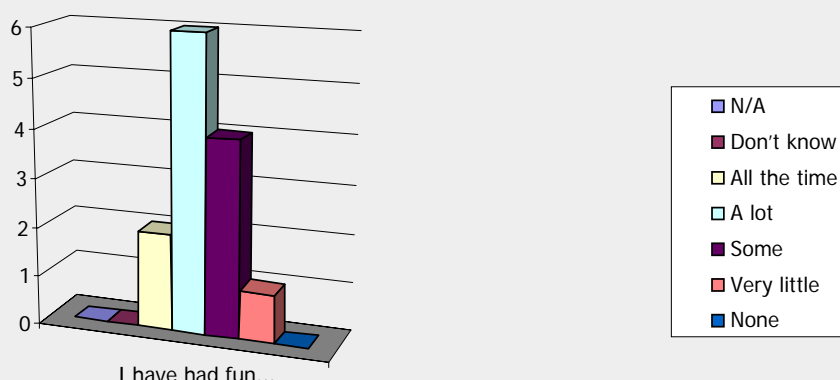
- "Barn Halt a lot better because there was no entertainment [available at previous home] ... You just depended on the odd one coming in and out."
- Spontaneous, natural and unstructured socialising was also facilitated by the design of the building – "It's good that you can mix more with your neighbours [At Barn Halt compared to previous home]... more in contact with them." (The interior back corridor seems to act as an indoor 'street'.)

#### 5.7.4. SOCIAL ACTIVITIES - D5 Looking back over all the time since you have been here, how much fun would you say you have had living at Barn Halt, i.e. good times, laughing with friends, playing and joking etc...?

The vast majority of respondents perceived that they had experienced fun since coming to Barn Halt. Almost half (6) reported having 'a lot' of fun, and two reported having 'fun all the time'. Around a quarter, (4) indicated that they have had 'some' fun.

Again, one tenant who reported that they had not had much fun since coming to Barn Halt qualified their answer by explaining that their health had been much better when they were living in their previous home and, consequently, they were in a better position to take part in social and leisure activities at that time.

Figure 5.5: Looking back over all the time since you have been here, how much fun would you say you have had living at Barn Halt, i.e. good times, laughing with friends, playing and joking etc?



### 5.7.5. SOCIAL ACTIVITIES D4. How does this compare with your previous home?

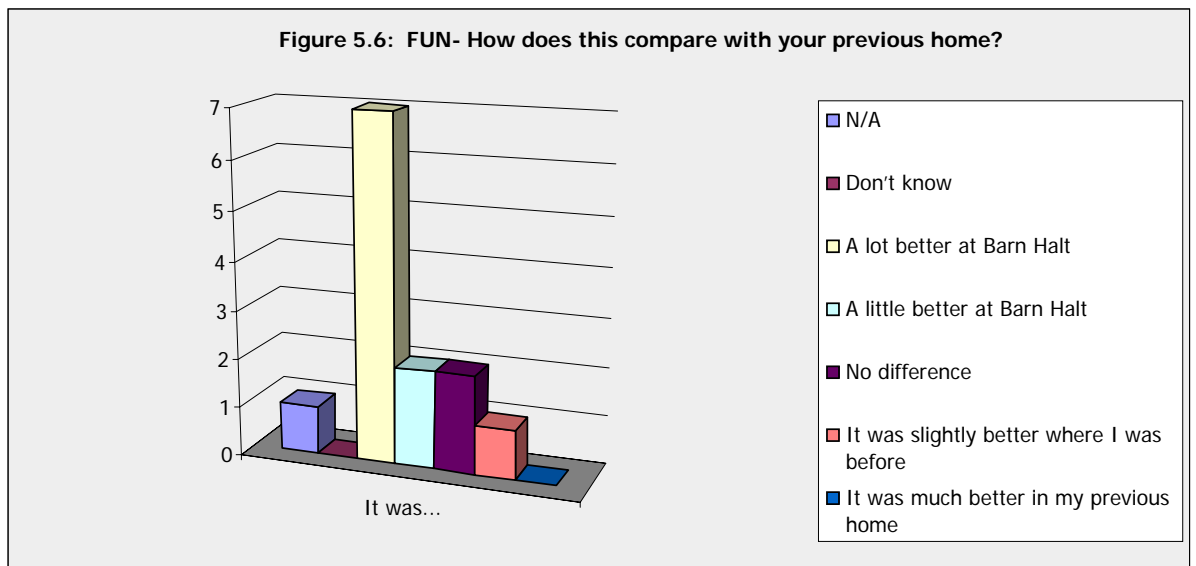
The vast majority of respondents perceived they had more fun at Barn Halt compared to their previous home.

More than 50% of the respondents (7) perceived the level of fun was 'a lot better' at Barn Halt. Two respondents described it as 'a little better'.

Well over half (8) perceived it to be a 'lot better' with around one sixth (2) reporting it to be 'better'.

Two tenants perceived it was 'no different'.

Again, one tenant who reported that these dimensions had been better for them in their previous home qualified their answer by explaining that their health had been much better then and they had been in a better position to get involved in fun activities at that time.

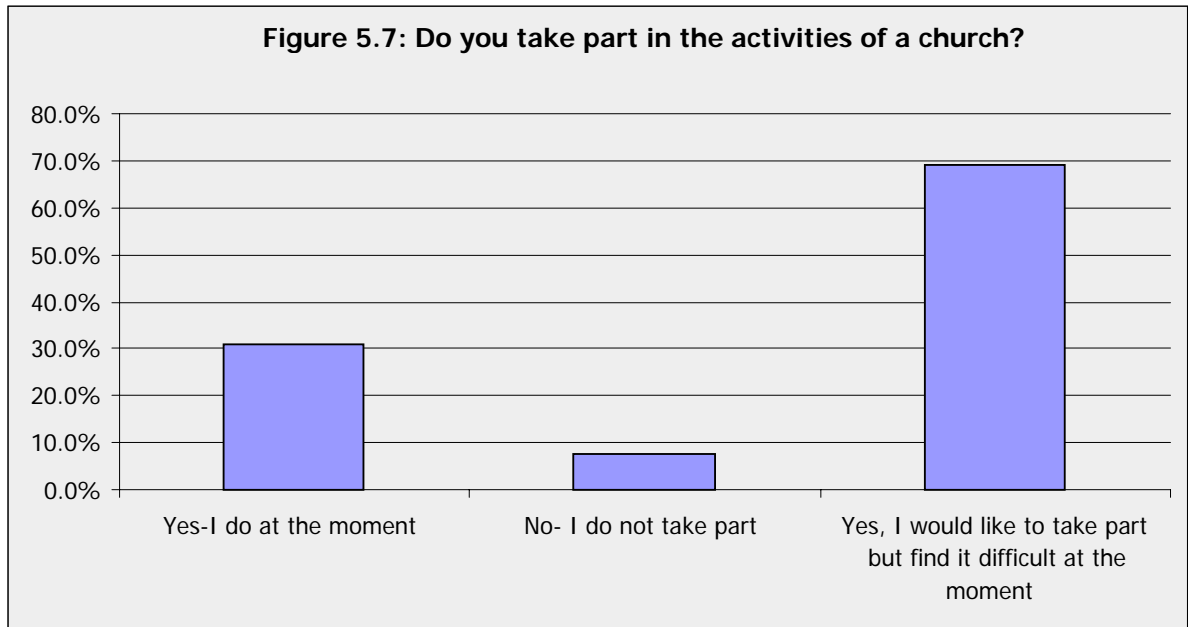


#### Some examples of open-ended comments:

- “At [previous] home, there was nothing like this level of socializing.”
- [In respondent's previous home] “I would just have been looking at cars going up and down the road... watching the kids playing 'chicken' on the road.”

### 5.7.6. RELIGIOUS ACTIVITIES - D7. Do you take part in the activities of a church?

All but one of the respondents (12) indicated that they do take part in the activities of a church. However, three quarters of these (9) indicated that they find it difficult to do so at the moment, largely because of health deterioration.



#### Some examples of open-ended comments:

The open-ended comments suggested that some tenants, with health challenges, would find it very difficult to sit comfortably for one hour at a service.

- "I would like to be able to go out to church... but couldn't sit for all that time..."

The arrangement whereby church leaders came to Barn Halt to attend to the pastoral needs of tenants appeared to be important in enabling the tenant to continue to practise their own faith and, crucially, maintain the important social link with their church community:

- "Minister comes when he can... tapes the service for me... they [my church community] haven't forgotten me."
- Church leader comes to visit tenant once a month. "It's really enjoyable that you can keep [practising] your own religion."

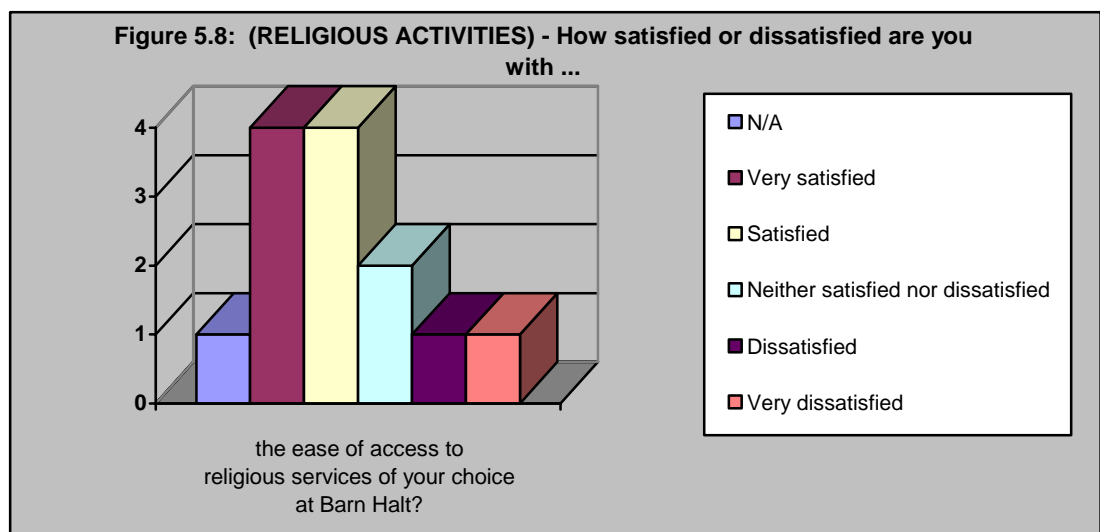


### 5.7.7. RELIGIOUS ACTIVITIES<sup>16</sup> - D8 How satisfied or dissatisfied are you with the ease of access to religious services of your choice at Barn Halt?

Of the 12 tenants who indicated that they take part in the activities of a church, two-thirds (8) were either very satisfied (4) or satisfied (4).

Two respondents were neither satisfied nor dissatisfied.

Two respondents were dissatisfied/very dissatisfied. The open-ended comments suggested their dissatisfaction was because they would prefer that the relevant church leader could come to them at Barn Halt.



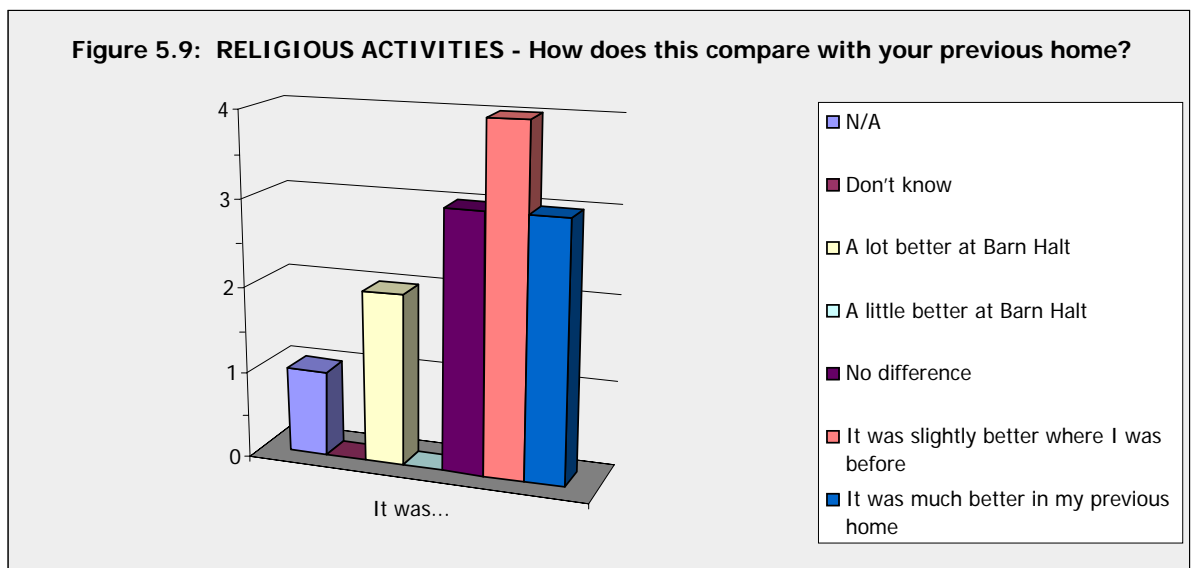
<sup>16</sup> A few months before the survey (i.e. August 2009), Barn Halt started an inter-denominational church service at Barn Halt.

### 5.7.8. RELIGIOUS ACTIVITIES - D9 How does this compare with your previous home?

Just over half (7) of respondents perceived that it was 'slightly better' or a 'lot better' at their previous home. However, the reason given by many was that in their previous home, their health had been much better and they had been more able to get out to church. Also, in some cases, the church leader had come to them.

A small number of respondents (2) perceived that the access to religious services was 'a little better' at Barn Halt.

Three respondents indicated that it made no difference.



**5.7.9. RELATIONSHIPS - D10 I would like to understand how it feels for you living here at Barn Halt so I am going to read you out three statements, one by one, and I would like you to tell me whether you agree or disagree with each of one of them.**

The answers suggest that the vast majority of respondents felt some degree of connection with other tenants at Barn Halt – some felt close to a few; some felt close to many.

One tenant, however, reported feeling cut off from the other tenants.

Answer Options	Agree	Disagree	N=
I feel distant/cut off from most of the other tenants at Barn Halt	1	12	13
I feel close to a few of the other tenants at Barn Halt	5	8	13
I feel close to most of the tenants at Barn Halt	7	6	13

**Some examples of open-ended comments:**

- “I get on with them all... there is a good mix of people in here.”
- “I get on with them [tenants] all... you go to the communal room and they are all there... you get a laugh.”

### 5.7.10. RELATIONSHIPS- D11. How does this compare with your previous home?

For the vast majority of respondents (10), relationships with people around them were deemed to be better at Barn Halt.

Answer Options	It was much better in my previous home	It was slightly better where I was before	No different	A little better at Barn Halt	A lot better at Barn Halt	Don't know	N/A
It was...	0	1	2	3	7	0	0

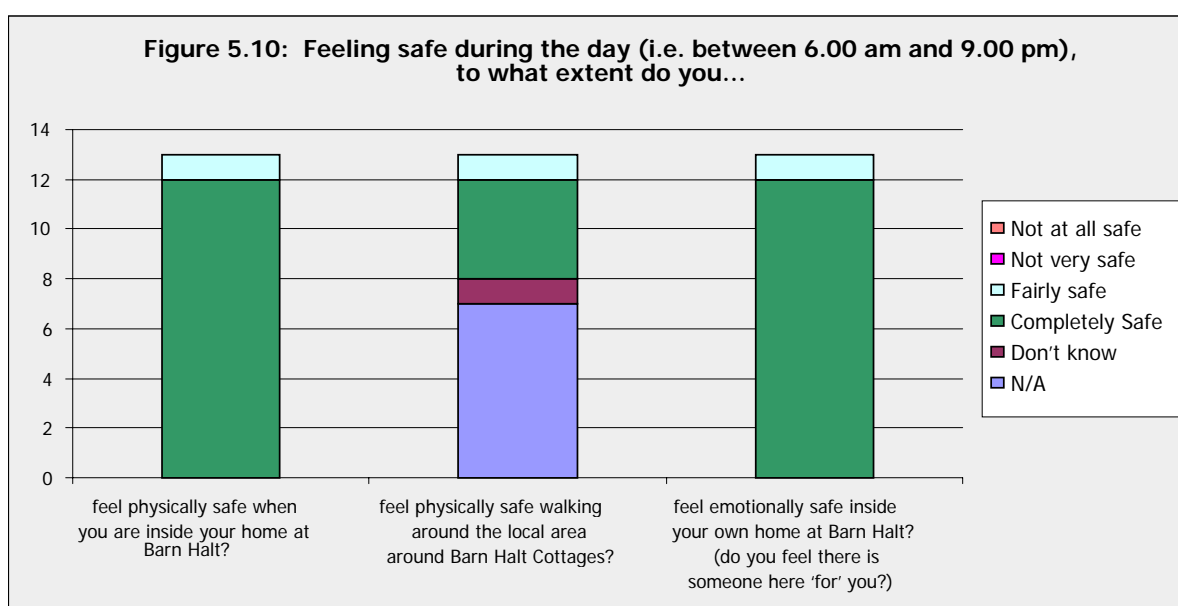
#### Some examples of open-ended comments:

- “Neighbours now have no time [for people]... I would be closer to the people here...”
- “Neighbours are on hand [at Barn Halt]”
- “I have more contact with the neighbours here [compared to my previous home]...”
- “I would have more contact with people here... If you're lonely you can go down the corridor or go to the community room for an event.”
- One tenant, however, appeared to be experiencing the loss of former social networks: “More social contact in previous home – my [former] neighbours would have called in and made me soup and all. They were great.”

### 5.7.11. SAFETY – DAY TIME D12. During the day (i.e. between 6.00 am and 9.00 pm), to what extent do you feel safe?

The vast majority of respondents (12) indicated that they feel completely safe, both physically and emotionally, when inside their home at Barn Halt during the day. The remaining respondent felt ‘fairly safe’ in these respects.

More than half (7) of respondents said they did not walk around the local area during the day. Of the remainder, most felt safe walking around the area during the day (4 completely safe and 1 fairly safe). One respondent did not know.



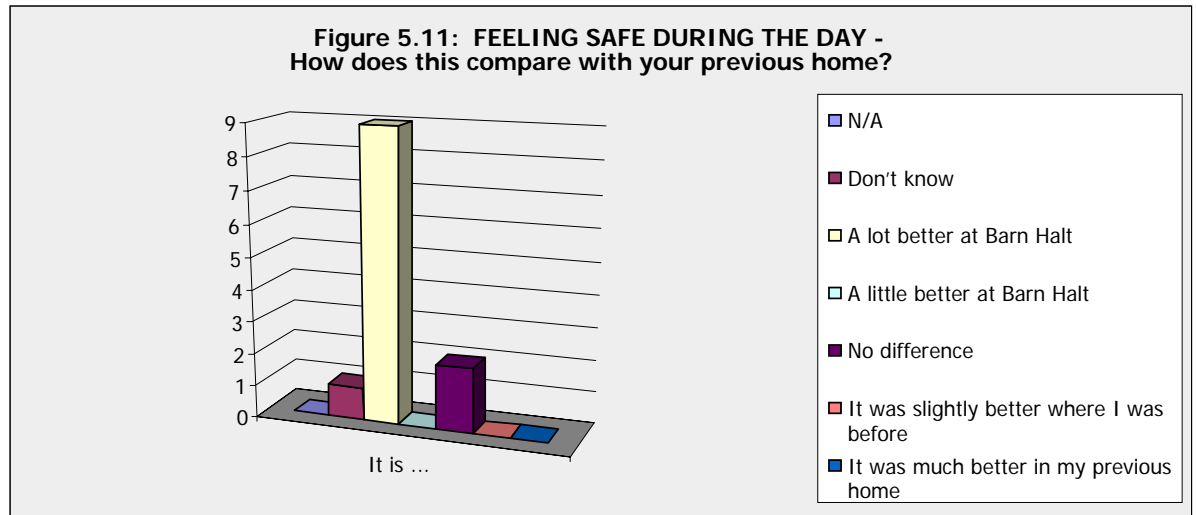
#### Some examples of open-ended comments:

Electronic assistive technology appears to play an important role in contributing to respondents' feelings of safety:

- "It's very handy to have the buzzer."
- "I know all I have to do is press that buzzer and speak to someone."

### 5.7.12. SAFETY – DAY TIME D13. How does this compare with your previous home?

The vast majority of respondents (9) indicated that their feeling of safety was a lot better at Barn Halt. For a few (2), it was no different and one did not know. (One respondent did not answer this question).

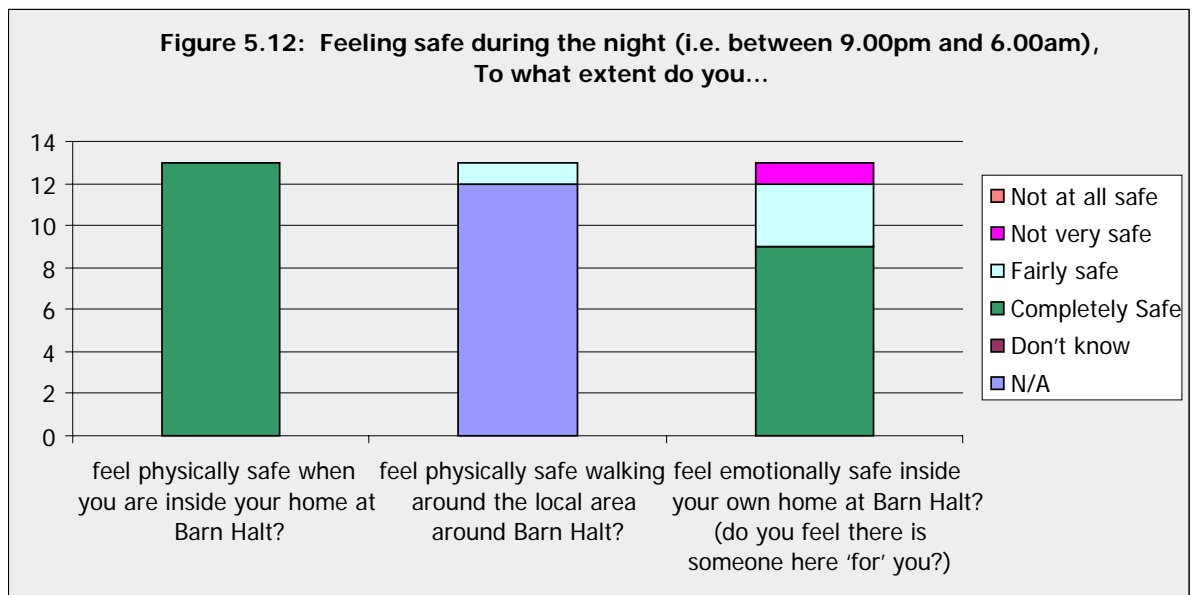


### 5.7.13. SAFETY – NIGHT TIME D12. During the night (i.e. between 9.00 pm and 6.00 am), to what extent do you feel safe?

All respondents who answered this question (12) indicated that they felt completely safe physically inside their home at Barn Halt during the night.

Around three quarters (9) indicated that they felt completely safe' emotionally. Three indicated that they felt fairly safe and one reported feeling not very safe emotionally. The remaining respondent felt fairly safe.

Almost all respondents (12) indicated that they did not walk around the local area at night. The remaining respondent, who did so, felt fairly safe.



#### Some examples of open-ended comments:

Again, the electronic assistive technology appears to play an important role in contributing to respondents' feelings of safety:

- "I have a buzzer I can use and then [if need be] my family can come."
- "[If I need help], All I have to do is press the buzzer and the voice on the wall comes on."

The positive relationship with the staff seems to be another important factor:

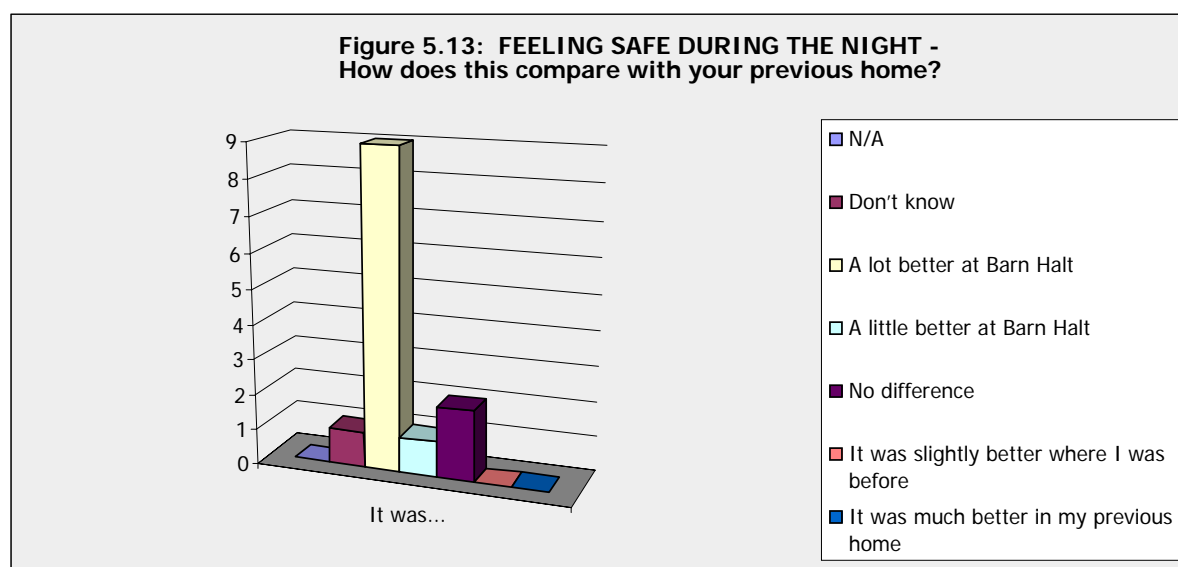
- "I trust the staff here."

Indeed, amongst a few, there was a distinct desire for a staff presence at night time.<sup>17</sup>

<sup>17</sup> Note: The Barn Halt model did not propose staff cover at night. See Open Day Brochure, Appendix I.

#### 5.7.14. SAFETY – DAY TIME D13. How does this compare with your previous home?

The majority of respondents (9) indicated that their feelings of safety at night were a lot better at Barn Halt. For one respondent, they were a little better. For a few (2), they were no different. One respondent did not know.



#### 5.7.15. INDEPENDENCE – AUTONOMY - D16 How does this compare with your previous home?

Around half of respondents (6-7) perceived that their level of independence and autonomy was unchanged since moving to Barn Halt. For a few (3-4) it had increased, and for a smaller number (2) it had decreased.

Compare with how you felt in your previous home	Reduced a lot	Reduced a little	Remained unchanged	Increased a little	Increased a lot	DK	N/A
Your level of independence	1	1	6	1	3	1	0
The feeling that you are in control of your own life/ making your own decisions	0	2	7	2	1	0	0

#### Open-ended comments:

Any reported decrease in independence/autonomy was mainly attributed to deteriorations in health status rather than anything to do with the arrangements at Barn Halt.



However, one tenant reported a change in family dynamics since coming to Barn Halt. They reported that sometimes family members now speak to them as if they were a child. They felt that, since coming to Barn Halt, some family members perceived them as more vulnerable and seemed to want to try to control their choices.

#### **5.7.16. INDEPENDENCE / AUTONOMY –Suggestions - D17. In what way(s) are you able to decide/make suggestions about the various activities and services here Barn Halt?**

The table below details the open-ended responses to this question. (Note: Some respondents cited more than one way in which they felt able to make suggestions.)

<b>Ways respondents felt able to make suggestions</b>	<b>N=</b>
Use suggestion box	5
Don't know	3
Talk to Senior Support Worker	3
Would not make suggestions	2
Speak to carer	2
Make suggestions when tenants meet	2
Speak to staff	1

The most frequently cited method was use of the suggestion box. However, two respondents indicated that they feel tenants do not get feedback on the suggestions made via this method and there was a sense that this lack of feedback was demotivating.

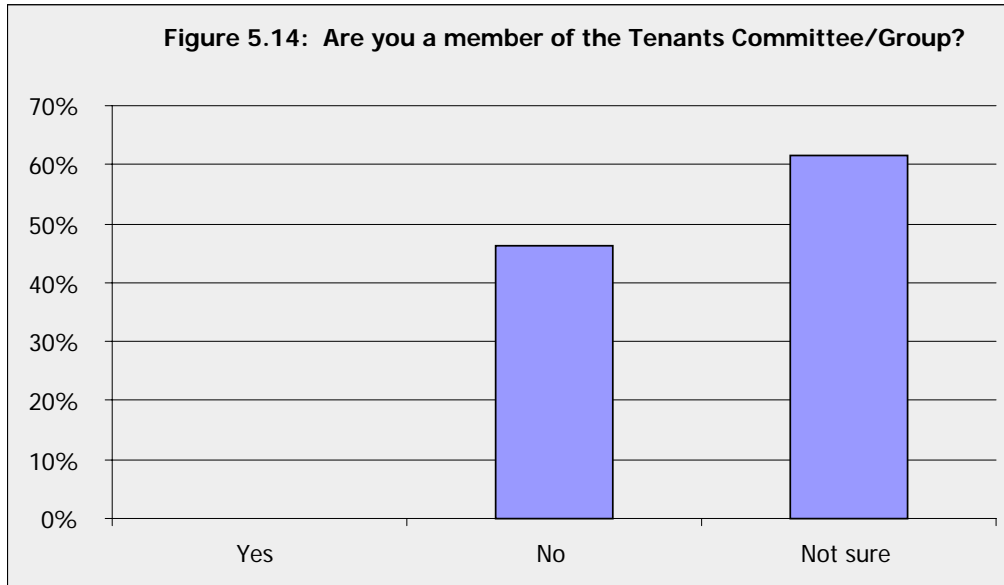
Whilst about one sixth of the respondents (2) indicated that they did not make suggestions, it is noteworthy that almost a quarter (3) indicated that they did not know how to make a suggestion.

Just under a quarter of the respondents (3) indicated that they would speak to the Senior Support Worker with around one sixth indicating that they would speak to a member of staff, their carer or bring it up when the tenants met.

A few respondents perceived that some staff were more predisposed to listening to and taking forward their suggestions than others and this perceived variation in receptiveness was a further barrier to them coming forward with suggestions.

### 5.7.17. INDEPENDENCE/AUTONOMY -D18. Are you a member of the Tenants' Committee/Group?

There appeared to be considerable confusion over whether or not a Tenants' Committee existed. See graph below and sample of open-ended comments



#### Some examples of open-ended comments:

The views of respondents varied from not being sure if a Tenant's Committee existed through to the 'Committee' meeting regularly. (There seemed to be confusion between the meetings of tenants and a specific Tenant's Committee):

- "Don't know"
- "Tenant's group does not exist"
- "There is a meeting of the tenants and staff every month"
- "I heard they were supposed to be starting one [a Tenants' Committee] but I never heard anymore about it... Nobody's ever mentioned it again."

There was reference to past 'vote' on the issue of whether or not there should be a Tenants' Committee. There was a perception amongst a few respondents that the results of this 'ballot' were not shared with tenants and that it was not properly explained why a Tenant's Committee had not been formed. This appeared to be a source of annoyance and frustration for some.

Some raised points about what they perceived as the unfairness of individual tenants being allowed to assume responsibility for certain activities, e.g. managing money, managing social events etc. Whilst there was a clear sense of gratitude that these tasks were being performed and performed well, there was a sense that others wanted to be supportive and to share in these activities but, without a structure in which to do so (a Tenants' Committee) they felt themselves to be 'treading on the toes' of fellow tenants.

The view was expressed that the management of Barn Halt should share in the responsibility of running events etc and (as it seemed to some respondents) not just leave such matters to the voluntary efforts of a small number of tenants. It was felt by some that it placed too great a burden of responsibility on these tenants and also potentially made the running of events too dependent on certain individuals, rather than it being a 'Barn Halt' matter.

#### 5.7.18. INDEPENDENCE/AUTONOMY:

**D19 How satisfied or dissatisfied are you with these meetings?**

**D20 If dissatisfied or satisfied, say why.**

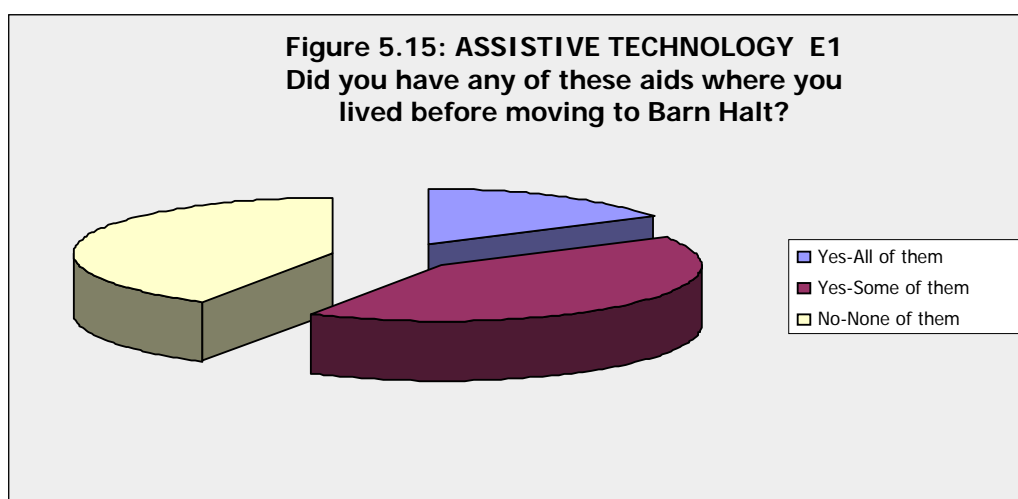
**D21 How do these meetings compare with your previous home?**

Given the responses to Question D18, the vast majority of respondents (11) indicated that these questions were not applicable.

### 5.8. SECTION E – ELECTRONIC ASSISTIVE TECHNOLOGY

#### 5.8.1. E1. I am aware that you have a range of various aids, alarms, etc in your cottage. Did you have any of these aids where you were living before, i.e. before you came to Barn Halt cottages?

Only a small number of respondents (2) said that all of the aids and appliances in their Barn Halt cottage had been present in their previous home. Around two fifths (5) had some of them in their previous home and the same proportion had not.



**5.8.2. E2 From your own point of view, what are the main PLUS POINTS of having the various aids, alarms etc in your cottage now compared to your previous home (assuming participant did not have such aids there)?**

The most frequently cited plus point was the reassurance that if they needed help they could access it quickly. The assistive technology was a key factor in enabling this.

The other frequently cited points related to the aids and appliances enabling increased mobility and independence.

**Some examples of open-ended comments:**

***Reassurance***

- "The pendant is very handy. If you press it, the carers (staff) are down on the spot"
- "...I can get support from the support worker if I press the buzzer. It's a real person, not just a voice."
- "If you are in dire need, someone will talk to you in the middle of the night."

***Increased mobility and independence***

- [Reference to a wheelchair] "It's the only way to get out with my family [and cover any distance]."
- With the rollator, "I can take a walk around the building by myself."

**5.8.3. E3 Which ONE aid or appliance has been the most useful to you personally and why?**

Since not everyone had the same range of aids and appliances, the responses to this question were necessarily diverse. However, analysis of the open-ended comments reveals the same points as were raised in response to Question E2, i.e. the aids and appliances (e.g. assistive technology) that provided reassurance and the potential for a prompt support in times of need were highly valued, as were the aids and appliances that increased mobility and independence.

**5.8.4. E4. Again, from your own point of view, are there any DOWN SIDES to having these various aids and so on in your cottage? And E5 What are the downsides based on your own experience?**

Five of the respondents identified downsides. Their open-ended comments revealed the following sorts of issues:

- "Wheel chair takes up a lot of space".
- Hospital bed – "Don't like the hospital bed" – feels caged in."<sup>18</sup>
- Telependant – the ribbon irritates the tenant's neck.

<sup>18</sup> SRC was subsequently advised by the Steering Group that the choice of such equipment would have been made by the tenant.

## 5.9. SECTION F – FAMILY AND FRIENDS

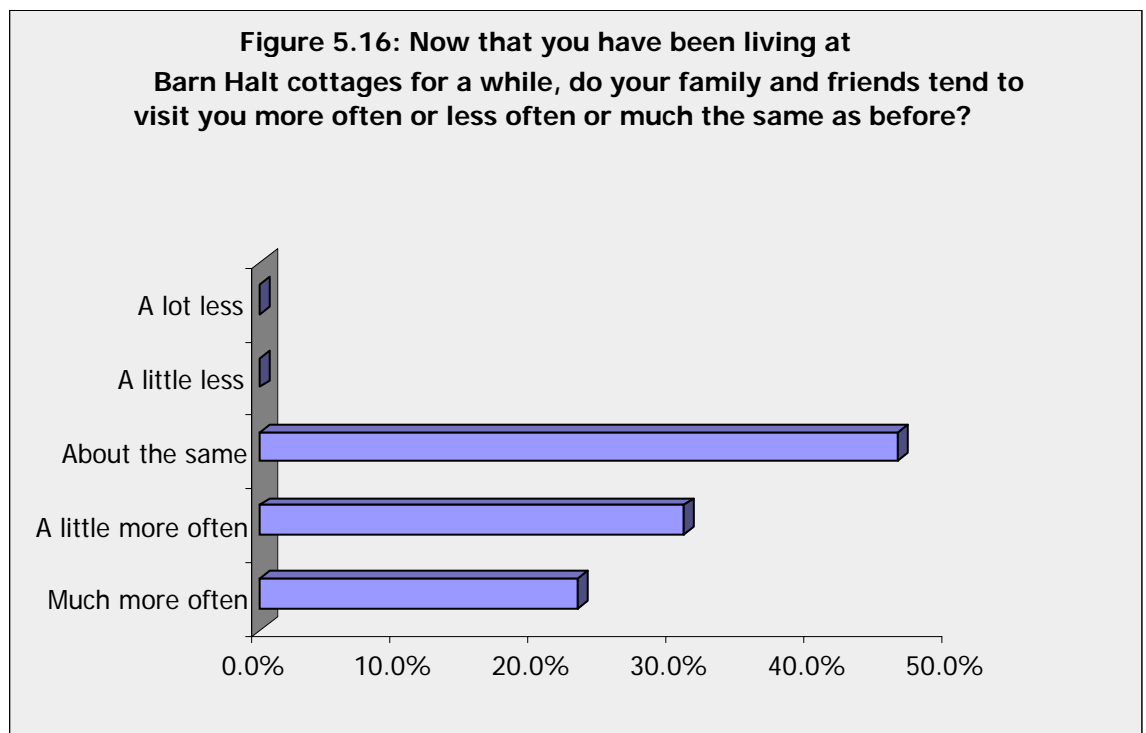
**5.9.1. F1. Now that you have been living at Barn Halt cottages for a while, do your family and friends tend to visit you more often or less often or much the same as before?**

**F2. If 'more often' or 'less often', please tell me what you think might be the reason for that?**

Just over half (7) of respondents indicated that, for them, visiting by family and friends was a 'little more often' or 'a lot more often' since they had moved to Barn Halt.

Just under half (6) reported that, for them, levels of visits were unchanged.

None of the respondents reported a reduction in visiting by family and friends since moving to Barn Halt.



### Some examples of open-ended comments:

Barn Halt was perceived as a welcoming, sociable place with a sense of 'home'. This, combined with its location (close to family members), appeared to be key in helping to maintain and indeed, in some case, increase the level of visits:

- "My family love this place.... They do a bit of housework when they are here. Also can stay overnight if they wish."
- "Barn Halt is closer to them. Also I now have friends at Barn Halt and we have birthday parties together"
- "They [family] are at hand... only a few minutes away."
- Because tenant is at Barn Halt "I am 'en route' now when the family are out and about", easier for them to call in.
- "Family live further away [now that tenant lives at Barn Halt but family] ... visit more often. The cottage has become like a focal point for the family, a regular meeting place, a meeting place where they [family and tenants] catch up on all the gossip."
- "They [family] enjoy the place... they enjoy visiting [me] in [my] own home."

#### 5.9.2. F3 To what extent are you encouraged by the staff at Barn Halt cottages to maintain your existing links with your family, friends and community?

Just over half (7) of respondents indicated that they were not actively encouraged in this way. However, there appeared to be no expectation that staff would/should encourage residents to maintain these links, unless a tenant was unwell. Some respondents considered this a private matter. There was widespread acknowledgement that, whilst staff did not seem to actively encourage the maintenance of links, staff commented positively when family and friends made visits. It was clear to tenants and appreciated that staff seemed to take the time to get to know carers and family members by name and develop a positive working relationship with them.

	Not at all	Very little	Some	A lot	Always	DK	NA
To what extent are you encouraged by staff to maintain your existing links with your family, friends and community?	7	0	2	1	1	1	1

### Some examples of open-ended comments:

- “If you're [I'm] not well, they will encourage you to get the family to visit.”
- Staff “make an effort to get to know your family” (perceived as positive).
- “They [the staff] don't delve into my family.” (Perceived visiting patterns to be a private matter.)

#### 5.9.3. F4 How does this compare with your previous home?

Almost half (6) of the respondents indicated the level of encouragement to maintain links with family and friends was no different from where they had lived previously.

However, just under a quarter (4) perceived it to be a lot better at Barn Halt.

	It was much better in my previous home	It was slightly better where I was before	No difference	It is a little better at Barn Halt	A lot better at Barn Halt	DK	NA
Barn Halt...	0	0	6	0	4	1	2



## 5.10. SECTION G – PERCEPTIONS OF STAFF AND SERVICES

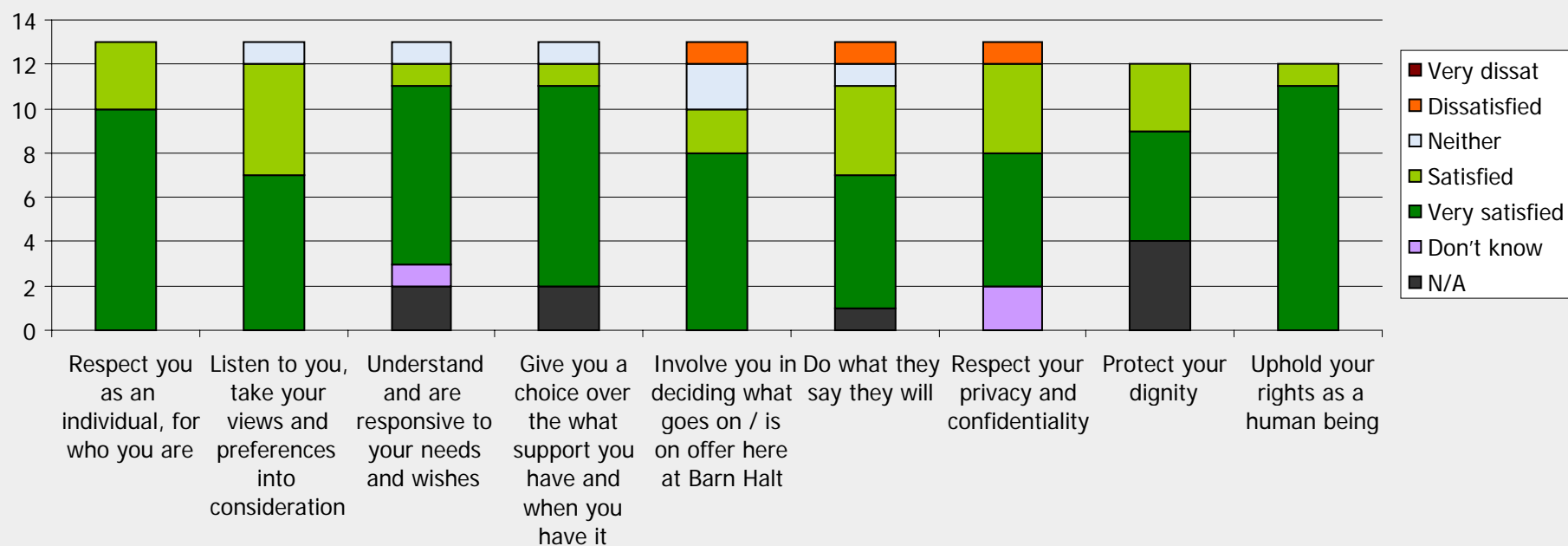
### G1. How satisfied or dissatisfied are you with the way staff at Barn Halt treat you?

As the table below and the graph overleaf show, the vast majority of respondents were 'satisfied' or 'very satisfied' with staffs' treatment of them.

How satisfied or dissatisfied are you with the way staff at Barn Halt...	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	N/A
Respect you as an individual, for who you are	10	3	0	0	0	0	0
Listen to you, take your views and preferences into consideration	7	5	1	0	0	0	0
Understand and are responsive to your needs and wishes	8	1	1	0	0	1	2
Give you a choice over the what support you have and when you have it	9	1	1	0	0	0	2
Involve you in deciding what goes on/is on offer here at Barn Halt	8	2	2	1	0	0	0
Do what they say they will			1	4	6	0	1
Respect your privacy and confidentiality			0	4	6	2	0
Protect your dignity			0	3	5	0	4
Uphold your rights as a human being			0	1	11	0	0



**Figure 5.17: PERCEPTIONS OF STAFF AND SERVICES AT BARN HALT COTTAGES (PROCESS OUTCOMES.../ Perceptions of being 'heard' / understood/responded to) G1. How satisfied or dissatisfied are you with the way staff at Barn Halt...**

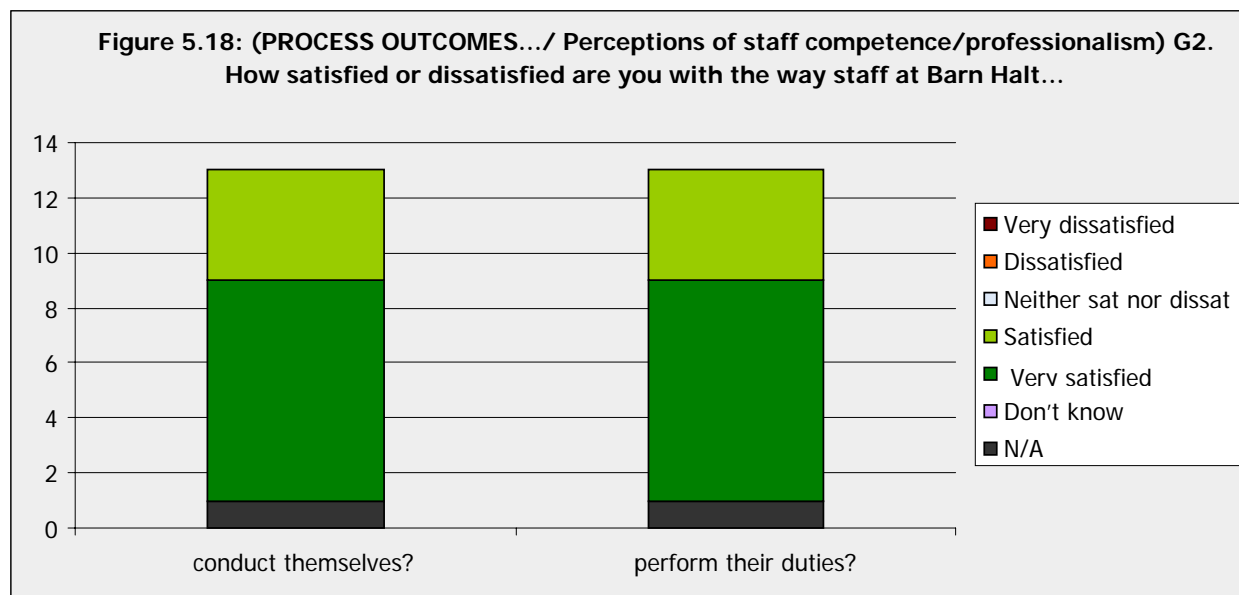




### 5.10.1. G2. How satisfied or dissatisfied are you with the way staff at Barn Halt conduct themselves?

As the table and the graph below show, there was a strong positive perception of the competence and professionalism of the staff with virtually all respondents indicating that they were very satisfied/satisfied with staff's conduct and performance of their duties. (The perception of one respondent who indicated N/A was that s/he did not receive support from staff and therefore did not feel in a position to comment).

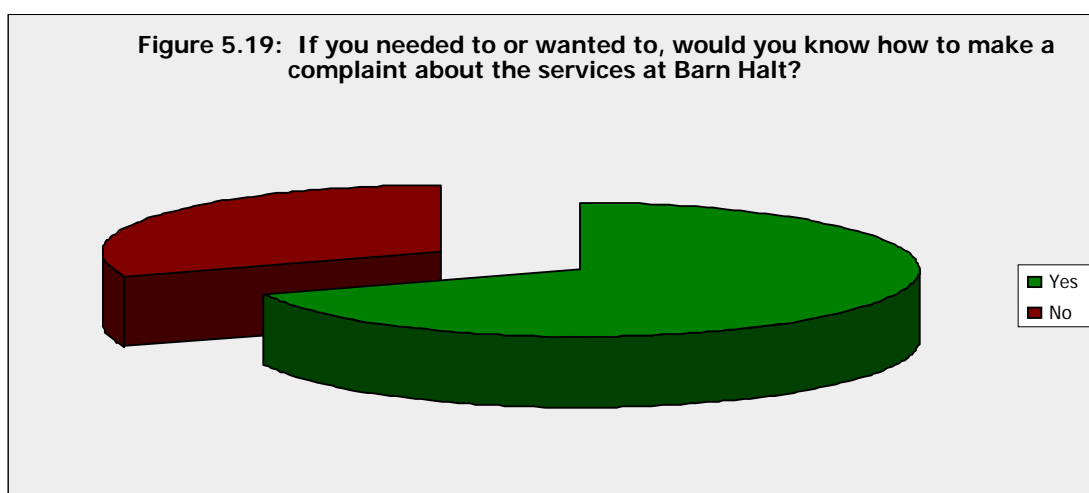
How satisfied or dissatisfied are you with the way staff at Barn Halt...	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Very dissatisfied	Dissatisfied	Don't know	N/A
conduct themselves?	8	4	0	0	0	0	1
perform their duties?	8	4	0	0	0	0	1



### 5.10.2. COMPLAINTS - G3. If you needed to or wanted to, would you know how to make a complaint about the services at Barn Halt?

Around two-thirds of respondents (9) indicated that they would know how to make a complaint. However, the process they proposed they would use varied. Four of the nine indicated that they would ask for the Senior Support Worker; and one would speak to a member of staff; another said they would leave it to their carer. Others, who indicated that they would know how to make a complaint, did not articulate how they would go about it.

Almost one third (4) reported that they would not know how to make a complaint.



### 5.10.3. COMPLAINTS

**G4. Have you ever had occasion to make a complaint about any aspect of the service at Barn Halt?**

**G5 If Yes, please say what was it in relation to.**

**G6 How satisfied or dissatisfied are you with the way in which your complaint was handled?**

**G7 Whatever the rating, please say why.**

Most of the respondents (10) indicated that they had not had occasion to make a complaint.

However, just under a quarter (3) indicated that they had made a complaint. Two of these related to requests for structural repairs which were subsequently sorted to the satisfaction of the tenants. The other complaint was in relation to requests for support which the tenant perceived they were entitled to receive but felt they were not being given. The respondent reported being 'very dissatisfied' with the way their complaint had been handled. They thought a number of other tenants, whose needs they

perceived to be similar to their own, were consistently given preferential treatment and that their repeated requests for support were not being prioritised in the same way. (Note: SRC reports the responses as given by the respondents. However, we must point out that SRC is not qualified to assess the validity or otherwise of any the requests made or complaints raised).

## **5.11. SECTION H – YOUR SUGGESTIONS FOR IMPROVEMENTS**

### **5.11.1. H1. If I were to say to you ‘How could we make Barn Halt cottages a better place for the people who live here?’ what would you suggest?**

The vast majority of respondents indicated that they were broadly very happy with Barn Halt and, for the most part, any suggestions put forward were in the context of refinements. (The one notable exception is the suggestion that staff cover is provided at night. Whilst SRC has no opinion on this issue, it should be noted that this provision would constitute a departure from the current model of housing at Barn Halt. Note: The original model did not propose staff cover at night. See Open Day Brochure, Appendix I.)

The suggestions included:

#### ***Night cover***

- Provide staff cover at night.

#### ***Cottage***

- Provide more space overall;
- a desire for more storage space and ‘clever’ storage to make use of small spaces;
- have more natural light coming in;
- make the door bell louder;
- put security chains on the exterior doors.

#### ***Furniture***

- Procure necessary chairs etc faster;
- provide a suitable alternative to a hospital bed.

#### ***Privacy***

- Would like to know when fellow tenants are in hospital;
- would like privacy to talk to the other tenants in the social room.

#### ***Religious activities***

- Have a suitable church service at Barn Halt - once a week or once a month.

#### ***Committee***

- Establish a Tenants’ Committee



### ***Staff***

- Clarify the roles of care staff vs support staff vs what carers and tenants are expected to do etc. (The issue of who does the cleaning is a key one to clarify.)
- Have a system whereby carers can leave instructions for staff that are sure to be applied e.g. in relation to medication for tenant etc.
- Ensure that all tenants are treated to and attended to equitably and in accordance with need.
- Improve staffs' knowledge of key health issues e.g. dementia.

### ***External***

- Change the parking policy so that tenants have priority especially those with reduced mobility;
- tidy up the bin area more regularly.

### ***Environmental***

- Support tenants who need help to recycle waste;
- improve use of energy (to reduce overall running costs).

### ***Facilities***

- Provide facilities for tenants to keep fit, mobile and strong e.g. a gym.

## 6. VIEWS OF CARERS

### 6.1. SURVEY QUESTIONNAIRE AND DATA COLLECTED

*Appendix C contains a copy of the agenda used for the focus group with carers. (The questions in Sections B and C of this agenda were based on findings from a specific review of the literature in relation to the key domains that define 'quality of life' for older people and carers respectively. See Appendix A for a list of the source materials referenced.)*

### 6.2. APPROACH USED – 'OPT IN'

All of the carers were issued with a short letter explaining the purpose of the project and the focus group in particular. Within the letter, all carers were invited to attend an information session where the rationale for the project and the overall methodology were explained verbally. All carers had the opportunity to take part in the study but only those who expressed a wish to take part and consented (n=5) were subsequently invited to take part in the focus group.

### 6.3. PROFILE OF CARERS CONSULTED

The focus group was held on 3<sup>rd</sup> September 2009, at Joymount House Residential Unit, Joymount Court, Carrickfergus. Five carers attended. All were female. Two of the carers were in the 25-50 years age band. The remaining three were aged between 51 and 64.

The sections below set out a summary of points raised by carers during the focus group.

### 6.4. SECTION A – LIFE BEFORE BARN HALT

#### 6.4.1. How long has your family member/relative<sup>19</sup> been at Barn Halt?

All of the family members had been at Barn Halt within one year of it opening.

#### 6.4.2. Where did your family member live just before that?

Most of the family members had been tenants in NIHE accommodation. One family member had owned their own home.

<sup>19</sup> 'Family member/relative' was the term used throughout the focus group. However, to simplify the text, the remainder of Chapter 6 will use the term 'family member'.

#### 6.4.3. Why did the family member decide to move home?

The main reasons given by carers were consistent with those cited by the tenants, namely:

- deteriorating health, needed more help;
- accommodation no longer suitable for needs e.g. problems with steps/ stairs; needed more living space due to aids and appliances, e.g. wheelchair etc;
- feeling vulnerable e.g. fear of crime / anti-social behaviour locally; and
- experiencing social isolation – “Wanted more company”; “Wanted to be nearer me [carer]”.

#### 6.4.4. Why did the family member decide to apply for Barn Halt?

Again, the main reasons reported by carers were mirrored the reasons given by the tenants, for example:

- there was a distinct sense of home – “You [the tenant] had your own house... your own front and back door”. *This was viewed as a crucial feature and was in sharp contrast to carers’ negative perceptions of a conventional ‘old people’s home’;*
- support and care available on site;
- “Quiet, safe place”;
- pleasant surroundings – “It had gardens”;
- family member would have greater opportunity for independence;
- “Barn Halt could offer the whole package.”



## 6.5. SECTION B – PERCEIVED IMPACTS FOR FAMILY MEMBER/RELATIVE

There are several things that we know are particularly important in terms of an older person's quality of life. What difference (either positive or negative, or none) has living at Barn Halt made to your family member, compared to where they lived before ....in respect of a variety of quality of life outcomes such as...

### 6.5.1. Social and Leisure Activities/Having Fun

The general view was these aspects were much better at Barn Halt.

#### **Some examples of open-ended comments:**

- “[Tenants] don’t have to go outside [far]” to socialise. Perceived to be more convenience and a distinct advantage for those with reduced mobility. “They never have to go out in the cold” – avoids risk of becoming cold or falling if there was ice etc.
- Convenient – “It [socialising] is all organised”; “They are brought down [by staff] to it [social events in the social room]”.
- Friendships – “They [tenants] have made new friends”.
- Birthday parties for tenants where “everyone’s invited”.
- Sense of community at Barn Halt – “It’s like a wee village”.

However, it was pointed out that.

- the same tenants tend to socialise while some do not - “it’s the same faces join in”; “There are quite a few who are private”, or so it seemed to the carers who took part in the focus group.

### 6.5.2. Religious Activities

Opinion on religious activities within the scheme was divided. Some perceived that being at Barn Halt had not had any effect on the family member's access to religious services. However, others felt that access to religious activities (at the time of the focus group, September 2009) was not as good at Barn Halt as it had been in the family member's previous home. There was a desire for a suitable religious service to be held weekly at Barn Halt.

### **6.5.3. Relationships with other people [staff, other tenants] around them [i.e. the tenants]**

One carer indicated that their family member was finding it hard to maintain relationships with people around them because they had recently been bereaved. Their difficulties were not due to being at Barn Halt.

All others perceived that their family member enjoyed a better range and strength of relationships with the people around them at Barn Halt. The many semi-structured (e.g. outings and trips) and unstructured opportunities to interact with other people were thought to be highly valuable.

#### **Some examples of open-ended comments:**

- “They [the tenants] have more friends [at Barn Halt]”; and
- “the staff coaxing [of tenants to ‘mix’ and socialise together] helps”.

### **6.5.4. Feeling safe during the day**

All of the carers considered that their respective family member felt safer during the day at Barn Halt than they had felt in their previous home. Again, mirroring the comments of the tenants, the general view was that staff were on hand and the assistive technology was in place, all of which contributed to increased levels of reassurance compared to where tenants had lived previously.

#### **Example of an open-ended comment:**

- “I [carer] feel better knowing that there is somebody there.”

### **6.5.5. Feeling safe at night**

There was considerable comment on this aspect. Some carers considered that their respective family member felt safer during the night at Barn Halt than they had felt in their previous home.

Others perceived that their family member did not feel as safe at night, but this appeared to be related to factors other than living at Barn Halt per se. For example, in one case, the carer considered that their family member was more fearful at night following the death of their spouse. Another carer was aware that their family member had fallen in the recent past and the fear of/ potential for a fall was perceived to be greater at night.

There was a distinct desire amongst some carers for staff 'cover' at night. Some carers also remarked that, at the Barn Halt 'open day' – before their family member moved in - they had been given to understand that staff would be present at night time. These carers now wondered how it had come about that this was not now the case. *(Note: There appears to be a misunderstanding about this issue. The information provided to SRC about the features of the Barn Halt model, which we are given to understand was shared with carers and prospective tenants during the Open Day, did not state that staff cover was available at night. See Brochure in Appendix I.)*

Concerns were expressed about the risks to health and safety of the tenants if a fire were to break out during the night and staff were not on hand. The question was asked, 'How would the tenants, especially those with reduced mobility, be evacuated?' *(NOTE: The Steering Group indicated to SRC that regular fire and evacuation drills are carried out.)*

#### **6.5.6. Being/feeling as independent as possible**

Again, there were mixed views on this.

For some carers, Barn Halt was thought to have made no difference to their family member's being/ feeling independent. It was acknowledged that health deterioration was the main cause of a loss of independence rather than the arrangements at Barn Halt.

Other carers perceived that their family member's sense of independence had increased since moving to Barn Halt. The family member's ability to organise a social life of their own and their own hair appointments etc were perceived as positive steps in maintaining and regaining autonomy.

*(SRC notes that the ethos of Barn Halt which seeks to promote independence as much as possible is an important factor in maintaining, and where possible, re-gaining, levels of independence).*

#### **6.5.7. Being able to make suggestions about things that go on where they [the tenants] live**

In contrast to the views expressed by tenants, carers considered that, in general, the ability to make suggestions was not as good at Barn Halt as it had been where the family member had lived previously.

Carers perceived that their family member did not trust staff fully and that there were inconsistencies in the 'helpfulness' of different members of staff which constrained trust building in general.

Carers also perceived that tenants were not always afforded sufficient privacy and confidentiality by staff.

### Some examples of open-ended comments:

- “Tenants are afraid to make suggestions.”
- “There is a lack of trust [between tenants and staff].”
- “Some people [tenants] are concerned that things [in every day conversation] are ‘carried back’ to management... Felt like they were being ‘watched.’”

#### 6.5.8. Being visited/keeping up links with family and friends

Most considered that this was no different at Barn Halt compared to where their family member had lived before. One carer, however, considered that the links with family were stronger for the family member simply because Barn Halt was convenient for them to visit.

#### 6.5.9. Having the assistive technology available

The majority of carers considered that assistive technology impacted positively on the quality of life of their family member. One carer indicated that it made no difference to their family member.

#### 6.5.10. What would you say is the single biggest plus point, from your family member’s perspective, about living at Barn Halt, compared to where they were before?

Carers identified two main aspects:

- personal safety and well-being of their family member (due to “staff being in and out” and the presence of the assistive technology); and
- the social aspect – “The company [of other people]”.

#### 6.5.11. What would you say is the single biggest downside, from your family member’s perspective, about living at Barn Halt, compared to where they were before?

The lack of staff presence at night was the only issue raised in relation to this. *(Note: The Trust has indicated that it did not advise at any time, either to carers or to tenants, that staff would be on duty over night at Barn Halt. See Open Day Brochure, Appendix I for list of features of Barn Halt).*

#### 6.5.12. Just to make sure that we are not missing something that could be important, I would like to check if you have any specific concerns about the quality of life of the cared-for person beyond anything you may have told me already

The issues raised at this point related to a lack of clarity around whether staff or carers were responsible for certain tasks, e.g. aspects of hygiene which could affect the health and well-being of their family member. (The need to clarify roles was a recurring theme and is cited again in the suggestions for improvements at Section 6.6.4.)

## 6.6. SECTION C – PERCEIVED IMPACTS FOR CARERS

There are several important things that you [the carers] have said are particularly important to your quality of life - things like: health and wellbeing, opportunities to have a life of your own, having a positive relationship with the person cared for and freedom from financial hardship.

What difference (either positive or negative, or none) has the fact that your relative/family member is now living at Barn Halt made to your life, compared to where they lived before ....in respect of: ...

### 6.6.1. Carer's Health and Well-Being

The overall perception was that the general health and well-being of the carer was not radically or directly impacted by whether their family member was living at Barn Halt or elsewhere. *(However, see below where some carers identified positive improvements in their relationship with their family member as well as increased opportunities to have a life of their own, each of which contributes to health and well-being).*

There was a view that the same amount of care was being provided, albeit in a more relaxed atmosphere (i.e. where staff were sharing in the caring tasks).

### 6.6.2. Opportunities for carers to have a life of their own

There was a unanimous view that, with the family member now living at Barn Halt, carers had a much greater opportunity to have a life of their own. For example, they were free to take up employment opportunities and take holidays while staff at Barn Halt cared for their family member. They could allow staff to cook a meal for the family member at times – rather than feel they had to cook for them every day etc.

### 6.6.3. Having a positive relationship with the family member

Carers' views on this aspect were mixed. Some considered that their relationship with their family member was unchanged. Others felt that they had developed a more positive relationship since their family member had moved to Barn Halt because they [the carer] were "less stressed... I know they [the staff] are there".



**6.6.4. Is there anything else that you think the service [Barn Halt] could or should do for you as a carer that is not happening at the moment? (See also questions in Section C2 and onwards of the focus group agenda.)**

Carers would like to see the service supporting them in the following ways:

- **Listen to carers** - They want to be listened to as carers and their wishes acted upon. Carers perceived that their views were “not treated seriously”.
- **Be more approachable** – Some carers were reticent about asking for assistance/making suggestions/comments because they perceived that a) their suggestions were not always welcomed and b) they got a different ‘reception’/‘reaction’ from different members of staff. They wished to see staff being more approachable, in general, and a greater consistency across staff in this respect.
- **Clarify roles of staff vs carers** – This appeared to be a source of confusion and frustration. There was a specific request for “paper to say what staff do and don’t do” – at the moment carers are unclear. There was also a specific request for documentation *explaining* why staff are not permitted to undertake certain functions which carers perceive as part of staff’s role.
- **Establish a carers’ forum** – Create, support and operate a structure whereby carers of tenants at Barn Halt can, on a regular and structured basis, exchange ideas and suggestions with one another and with the staff and management of Barn Halt.

## 7. VIEWS OF STAFF

### 7.1. INTERVIEW FORMAT

*Appendix D contains a copy of the agenda used for the interviews with staff. (As with the carers' focus group agenda, the questions in Sections B and C of the staff interview were based on findings from a specific review of the literature in relation to the key domains that define 'quality of life' for older people and carers respectively. See Appendix A for a list of the source materials referenced.)*

### 7.2. APPROACH USED – RANDOM SELECTION

All staff received a short letter explaining the purpose of the project and the focus group in particular. The Senior Support Worker and a Trust representative from the Steering Group were subsequently verbally briefed all staff about the rationale for the project and the overall methodology.

### 7.3. PROFILE OF STAFF INTERVIEWED

At the time of the study, six Trust staff and 12 Fold staff were working at Barn Halt. All of these staff were female. The six members of staff who were selected for interview were identified using a randomisation process. The staff identified – two Trust staff (care) and four Fold staff (support) – were subsequently invited to take part in the study. The Senior Support Worker was also invited to take part in a one-to-one interview with SRC. All of these staff consented to take part. The interviews were held in September 2009. The interview with the Senior Support Worker took place at Barn Halt whilst the interviews with staff were conducted at Joymount House Residential Unit, Joymount Court, Carrickfergus.

The sections below set out a summary of points raised by the Senior Support Worker and the staff during the interviews. To protect confidentiality, we simply report on the key themes.

### 7.4. SECTION A – LIFE BEFORE BARN HALT

#### 7.4.1. Please summarise for me what you know, in general, about the housing history of the tenants at Barn Halt and their reasons for applying for Barn Halt.

In general, the staff interviewed had little specific knowledge of the housing history of the individual tenants. However, from the snippets that they had picked up in general conversation with tenants over the years they were



aware of a variety of reasons why tenants had moved to Barn Halt. These echo the views expressed by the tenants and carers and included:

- desire for social contact and recreation;
- health deterioration and/or bereavement – leading to recognition of the need for greater support;
- previous accommodation no longer suitable e.g. steps/stairs;

## **7.5. SECTION B – PERCEIVED IMPACTS FOR FAMILY MEMBER/RELATIVE**

*NOTE: In many cases, staff who were interviewed did not possess detailed knowledge of the previous housing circumstances of the tenant. Consequently, many of the responses given to these questions were somewhat speculative. The only way in which many of those interviewed could answer this question was by giving their perceptions of the tenants' quality of life since arriving at Barn Halt.*

There are several things that we know are particularly important in terms of an older person's quality of life. What difference (either positive or negative, or none) has living at Barn Halt made to the tenants compared to where they lived before ... in respect of a variety of quality of life outcomes such as...

### **7.5.1. Social and leisure activities/having fun**

The general view was that these aspects were much better at Barn Halt.

#### **Some examples of open-ended comments:**

- "There's more [socialising] at Barn Halt... there's bingo, knitting classes... they [tenants] can chat to someone in the corridor... birthday parties... Christmas party". All of this was available on an opt-in basis.

### **7.5.2. Religious activities**

There was reference to the fact that Barn Halt had recently started providing a religious service on site once a month. This was generally felt to be a positive step and was felt to add considerably to the quality of life for the tenants.

It seemed difficult for many of those interviewed to say categorically whether access to religious services was better at Barn Halt or where the tenant had lived before:

- "It depends on where they [the tenant] lived (i.e. near their church or not) ... and what sort of lifts they got."



The point was also made that some tenants may have less access to religious services, not because such services are not available at Barn Halt, but because the tenant's own frail health would make it difficult for them to attend even if it was on site.

### **7.5.3. Relationships with other people [staff, other tenants] around them [i.e. the tenants]**

There was a view that moving to any new place in later life, when one had been established in another place for a long time, could be challenging. It was recognised that moving away from one's community and long-established relationships required considerable effort and could prove more problematic for some than others – "The relationships could have been stronger where they [tenants] were before... they were a long time there."

Whilst there appear to be opportunities to interact at Barn Halt, this did not seem to automatically remove the risk of emotional isolation – "A lot of tenants don't go in and out .... there's a lot of them lonely in it... they don't have company every day... there's not an activity every day ... Saturday and Sunday [without an activity] can be a long day."

The view was also expressed that "some [tenants] will want to remain private and we need to respect that".

Some of those interviewed perceived that staff could benefit from having more time to 'sit with' and 'be with' the tenants to provide support and company.

### **7.5.4. Feeling safe during the day**

All of those interviewed believed that tenants felt safer at Barn Halt during the day compared to where they had lived before.

#### **Some examples of open-ended comments:**

- "No one can get in."
- "It's a quiet place."
- "They [the tenants] only have to push a button and someone [staff] is there."
- "No one [of the tenants] says they feel unsafe."

### **7.5.5. Feeling safe at night**

Those interviewed perceived that some of the tenants (not all) would feel safer at Barn Halt compared to where they had lived before. The security systems and the assistive technology were a key part of this. Some commented that somehow tenants and carers "had thought there would be someone here at night". It was not clear how this idea had been conceived

but it seems this misunderstanding has given rise to carers and tenants having expectations that this would be available. It seems that the absence of staff cover at night has been a surprise to some carers and tenants and, consequently, a feeling amongst a few that Barn Halt is not as safe at night as they had previously hoped it would be.

#### **7.5.6. Being/feeling as independent as possible**

The views of staff were mixed regarding tenants' independence.

Most of the staff interviewed considered that the combination of aids, assistive technology and support and encouragement from staff at Barn Halt had enabled some tenants to regain important aspects of their independence that they had 'lost' in their previous accommodation.

A few, however, held a different view contending that some tenants had become more dependent since coming to Barn Halt, because such tenants (and potentially their carers) mistakenly held the view that the staff were there to 'look after' tenants rather than 'support' them. As one person put it, "There is a real challenge in reminding them [tenants and carers] of this role [of staff in terms of supporting]."

Several of those interviewed also raised the question: When do a tenant's needs become greater than what can be supported by the Barn Halt model? It seems that the criteria on this have not yet been fully determined. Some were of the opinion that the care needs of some current tenants warranted 24-hour nursing care (currently not provided at Barn Halt). This led to a view that the Barn Halt model may no longer be the most appropriate one for housing tenants with complex needs and that alternatives needed to be considered.

#### **7.5.7. Being able to make suggestions about things that go on where they [the tenants] live**

There were mixed views on this issue. Some commented that tenants were able to make suggestions using the suggestion box. Others said that they had never seen the suggestion box being used.

#### **7.5.8. Being visited/keeping up links with family and friends**

Those interviewed found it difficult to answer categorically because of the variation in family circumstances:

- "Families are all very different";
- "A lot depends on what [pattern of] visiting there had been before";
- Some family members had the view that there is less need for them to visit the tenant at Barn Halt because the staff are there 'looking after them'.

Most considered that visits made to tenants and maintenance of links with family and friends were not any different at Barn Halt than where the family member had lived before. One carer, however, considered that the links with family were stronger for the family member, simply because Barn Halt was convenient for them to visit.

#### **7.5.9. Having the assistive technology available**

There was a unanimous view that the assistive technology had impacted positively on the quality of life of the tenants. It provided reassurance and confidence.

#### **7.5.10. What would you say is the single biggest plus point, from the tenant's perspective, about living at Barn Halt, compared to where they were before?**

Those interviewed identified the following:

- company and social activities,
- support and care on hand;
- assistive technology to provide reassurance and access to help as needed.

#### **7.5.11. What would you say is the single biggest downside, from the tenant's perspective, about living at Barn Halt, compared to where they were before?**

Few downsides were mentioned. Indeed, the key one was:

- having to down-size and shed personal effects and the treasured memories that go with them.

We note this is not unique to Barn Halt but would be a common feature of any change of accommodation.

#### **7.5.12. Just to make sure that we are not missing something that could be important, I would like to check if you have any specific concerns about the quality of life of the tenants beyond anything you may have told me already.**

No further issues were raised here.

## **7.6. SECTION C – PERCEIVED IMPACTS FOR CARERS**

There are several important things that carers have said are particularly important to their quality of life - things like: health and wellbeing, opportunities to have a life of their own, having a positive relationship with the person cared for and freedom from financial hardship.

What difference (either positive or negative, or none) has the fact that the tenant is now living at Barn Halt made to the lives of the carers, compared to where their family member/relative lived before ....in respect of: ...

### **7.6.1. Carers' Health and Well-Being**

The general view was that carers were happier and more relaxed now that the family member was living at Barn Halt, "they [the carers] have lost a lot of responsibility... they know their family member is being taken care of ... that there's a doctor there if needed".

### **7.6.2. Opportunities for Carers to have a life of their own**

There was a unanimous view that, with the family member now living at Barn Halt, carers had a much greater opportunity to have a life of their own. Staff's comments mirrored those of the carers themselves. There was a clear recognition of the opportunity and value of carers now being free to visit a little less if they wished, and to take holidays. Staff perceived that carers felt free to do these things knowing that staff were there to support their family member.

### **7.6.3. Having a positive relationship with the Family Member/Relative**

Some felt that the relationship between carer and family member had improved since their family member moved to Barn Halt – "It [the relationship] is not as stressed now [rather than focusing exclusively on care tasks] carers have time to sit and have a cup of tea now [with their family member]" – more opportunities for a relaxed interaction were possible.

### **7.6.4. Is there anything else that you think the service [Barn Halt] could or should do for carers that is not happening at the moment?**

No major points were raised here.

### 7.6.5. Support to Manage the Caring Role

Those interviewed explained that carers are involved in the reviews of their family member and in this way, they do have a say in the services provided to the tenant. Whilst staff perceived that carers felt part of the 'support and care partnership', the views of carers differed.

### 7.6.6. Perception of relationship between staff, tenants and carers

Generally, these relationships were perceived to be positive. However, tensions and frustrations were evident in relation to the lack of clarity around the various roles and responsibilities, of support staff vs care staff; staff in general vs carers and tenants. This lack of clarity appears to have led to unrealistic expectations developing as regards what staff are 'supposed' to do. SRC understand that efforts have been made in the past to clarify these roles; however, it seems to us that there will need to be immediate, consistent and repeated work done in this area to ensure clarity. (See improvement suggestions later in this Section.)

### 7.6.7. Staff performing their duties

Those interviewed were broadly content with the way staff performed their duties. A number of suggestions for improvements were made:

- **Ensure that all staff are trained in key topics** – One of these topics appeared to be 'dementia'. At the time of the interviews, SRC was given to understand that some staff had received training in dementia care whilst others had not. The requirement to train all staff in this and other relevant topics may merit a review.
- **More time to be invested in support tasks with tenants** – There was a view that tenants' quality of life could be enhanced if support staff were enabled to spend more time directly supporting tenants to do 'every day' activities, such as going shopping. Whilst shopping could be done *for* a tenant, there was deemed to be an important social value and capacity-building dimension when the client was *supported* to do their own shopping.
- **Clarify roles and model of care** – The distinct roles and responsibilities of care staff, support staff and tenants and the enabling model of care (i.e. supporting rather than 'doing' wherever possible) seem to need to be rearticulated clearly and consistently to staff and tenants alike.

## 7.7. SECTION D – OVERALL IMPROVEMENTS (SUGGESTED BY STAFF)

### 7.7.1. What improvements would you suggest?

Those interviewed made the following suggestions for improvements to the model:

- **Clarify the model for tenants, carers and staff –**
  - Explain clearly to tenants and carers that the model is ‘housing with support’ (independence-focused) not ‘being looked after’ (dependence-focused).
  - Clarify the roles of support staff vs care staff; and staff vs carers.
  - Make it clear what level of care and support is available at night. If staff cover is not available, this needs to be made clear.
  - Consider the need to review the suitability of tenants for Barn Halt at specific periods. Have arrangements in place to bring suitable services in or, where this cannot be done, have clear criteria and a clear process to refer tenants on to services that better suit their needs.
- **Have a welcome session –** For example, have an informal gathering (a coffee morning) so that new tenants are introduced to the other tenants at Barn Halt.
- **Have activities on offer every day, including the weekend –** It would help reduce the risk of social/emotional isolation of tenants if there is an informal activity every day to provide an opportunity to interact with others every 24 hours.
- **Take tenants out more, especially informally –** it was suggested that staff should carry out more activities with the tenants, e.g. go shopping etc, simply to give them a refreshing change of scenery and experience. The social experience was perceived as highly valuable: “There’s people there [tenants] that get their shopping [brought] in... but it’s not the same as getting out... it would make the day shorter... they need to get out.”
- **Develop a more meaningful ‘care and support partnership’ –** i.e. one that fully integrates the valuable perspective that carers have to offer in terms of the care and support of the family member.
- **Ensure appropriate training for all staff –** Ensure that all staff are trained in the full range of expertise necessary to undertake their duties. Knowledge of dementia and its effects appears to be an important area.



- **Have a bigger social room** – The current area was thought to be too small by the time, for example, amplification equipment and all of the tenants etc were in the room at the same time. It was thought that a room twice the size would be needed.
- **Have two-bedroom cottages rather than one-bedroom** – This would enable family members to stay over if required.
- **Have more car parking and have designated car parking spaces for tenants outside their front door** – This would greatly assist those with reduced mobility.

## 8. VIEWS OF KEY STAKEHOLDERS

### 8.1. INTERVIEW FORMAT

*Appendix E contains a copy of the agenda used for the interviews with key stakeholders. (As with the carers' focus group agenda and the interviews with staff, the questions in Sections B and C of the key stakeholder interview were based on findings from a specific review of the literature in relation to the key domains that define 'quality of life' for older people and carers respectively. See Appendix A for a list of the source materials referenced.)*

### 8.2. APPROACH USED – SPECIFIC INDIVIDUALS IDENTIFIED

All of the stakeholders approached for interview were already involved, at a strategic level, either in developing policy around housing for older people or in overseeing the management of the services at Barn Halt. All of these individuals were already familiar with the rationale for the project and the overall methodology being used.

### 8.3. PROFILE OF KEY STAKEHOLDERS INTERVIEWED

Four one-to-one interviews were conducted, two with senior staff from NIHE's Supporting People Unit, one interview with a senior representative of the Northern HSS Trust, and the remaining interview was with a senior representative of Fold Housing Association.

The sections below set out a summary of points raised during the interviews. To protect confidentiality, we simply report below on the key themes.

### 8.4. SECTION A – LIFE BEFORE BARN HALT

#### 8.4.1. Please summarise for me what you know, in general, about the housing history of the tenants at Barn Halt and their reasons for applying for Barn Halt

Whilst not all of those interviewed could comment to the same level of detail (e.g. in relation to individual cases), all were aware of a variety of reasons why tenants had moved to Barn Halt. These echoed the views expressed by the tenants, carers and staff and included:

- desire for social contact and recreation;
- health deterioration and/or bereavement – leading to recognition of the need for greater support;
- previous accommodation no longer suitable to their needs/capacities, e.g. steps/stairs, garden too big to manage etc; and
- desire for greater level of personal safety and reassurance.



## 8.5. SECTION B – PERCEIVED IMPACTS FOR FAMILY MEMBER/RELATIVE

There are several things that we know are particularly important in terms of an older person's quality of life. What difference (either positive or negative, or none) has living at Barn Halt made to the tenants compared to where they lived before ...in respect of a variety of quality of life outcomes such as...

*NOTE: As with the staff, in some cases, those interviewed did not possess detailed knowledge of the previous housing circumstances of the tenant. Consequently, some of the responses given to these questions were somewhat speculative. The only way in which some of those interviewed could answer this question was by giving their perceptions of the quality of life they believed the tenant has had since coming to live at Barn Halt.*

### 8.5.1 Social and Leisure Activities/Having Fun

The general view was these aspects were much better at Barn Halt.

#### **Some examples of open-ended comments:**

- “Definitely positive– wide varied range on offer, always well attended and supported”

### 8.5.2 Religious Activities

As with the staff interviews, there was reference to the fact that Barn Halt had recently started providing a religious service on site once a month. The key stakeholders shared the view that this was a positive step.

#### **Some examples of open-ended comments:**

- As well as Barn Halt offering the church service on site, SRC was told that “tenants are always encouraged and supported to sustain their church attendance”.

### 8.5.3 Relationships with other people [staff, other tenants] around them [i.e. the tenants]

Key stakeholders generally considered that the extent and quality of relationships was or was likely to be better at Barn Halt compared to where a tenant had lived previously.

#### **Some examples of open-ended comments:**

- “[At Barn Halt]...many new friendships have been forged, [tenants] often visit each other and confide in each other.”

### 8.5.4 Feeling safe during the day

All of those interviewed believed that tenants felt safer at Barn Halt during the day compared to where they had lived before.

**Some examples of open-ended comments:**

- “Some [tenants] have suffered anti social behaviour, isolation and vulnerability. Staff maintain a balanced approach in maintaining good security.

### **8.5.5 Feeling safe at night**

Those interviewed perceived that many of the tenants (not all) felt safer at Barn Halt at night compared to where they had lived before. In common with the comments from tenants, carers and staff, they thought the security systems and the assistive technology were a key part of this.

Whilst there was understanding of the desire by some tenants and carers for a staff presence at night, it was acknowledged that making this provision would represent a material change to the housing model.

**Some examples of open-ended comments:**

- “Some tenants felt insecure at night at the start of their tenancy... [because there were] no night staff on duty... a feeling, which in [the] majority of cases passes. Some tenants feel [that providing] night time cover turns the scheme into a [residential] home.”

### **8.5.6 Being/feeling as independent as possible**

In common with the views expressed by some staff, the key stakeholders interviewed considered that the combination of aids, assistive technology and support and encouragement from staff at Barn Halt had enabled some tenants to regain important aspects of their independence that they had ‘lost’ in their previous accommodation.

**Some examples of open-ended comments:**

- “...tenants have evidently now a greater say in the control of their own lives and are supported by staff to remain so.”

*Several of those interviewed also raised the question re: When do a tenant’s needs become greater than what can be supported by the Barn Halt model? It seems that the criteria on this have not yet been fully determined. Some were of the opinion that the care needs of some current tenants warranted 24-hour nursing care (which currently is not available at Barn Halt). This led to a view that the Barn Halt model may no longer be the most appropriate model of housing for tenants with complex needs and that alternatives needed to be considered.*

### 8.5.7 Being able to make suggestions about things that go on where they [the tenants] live

The feedback from some key stakeholders on this was mixed. Some suggested that there were several ways in which tenants could make suggestions. Others took the view that tenants need much more support to do this.

#### Some examples of open-ended comments:

- “[Tenants can make suggestions via]...regular tenants meetings, suggestion box, regular newsletter”
- “There is [currently] no Tenant’s Forum [at Barn Halt]... There was previous a Tenant’s Forum but it was not encouraged.”

### 8.5.8 Being visited/keeping up links with family and friends

In common with the views expressed by staff, there were different perceptions of the effect that living at Barn Halt had on visiting patterns. Some took the view that more visiting occurred and attributed this to a belief that a visit was more pleasurable because some of the care tasks were being performed by staff (which took the ‘pressure’ off the carer). Others took the view that there was a risk that visiting by families and carers might reduce if the carer/family believed that they were somehow ‘needed’ less if the care and support tasks were being performed by someone else.

#### Some examples of open-ended comments:

- “[Perception that] frequency of visits [has] increased [since tenants have moved to Barn Halt]... links improved largely because relatives know [the needs of their family member] are being met and [these] will not have to [be] address[ed] ... when they visit the tenant.”
- “Hard to answer... families feel that the person [tenant] is being cared for in a closer way...a safer way than at home...” This ‘security’ could result in a lesser number of visits.”

### 8.5.9 Having the assistive technology available

In common with the views of tenants, carers and staff, there was a unanimous view among stakeholders that the assistive technology had impacted positively on the quality of life of the tenants.

#### Some examples of open-ended comments:

- “[The technology has] proved invaluable in reassuring tenants, especially with tenants with early dementia and at times of illness”
- “It provides a ‘security net’... there is a [human voice] at the end of it [the technology]... it could be enhanced [still further]”.

#### **8.5.10 What would you say is the single biggest plus point, from the tenant's perspective, about living at Barn Halt, compared to where they were before?**

Those interviewed identified protection and independence as key plus points.

##### **Some examples of open-ended comments:**

- “Independence including a say in their lifestyle choices”
- “Minimisation of risk to their physical and emotional health”
- “Promotes independence, strives to be a home for life, gives people renewed control of their lives, promotes social inclusion and a sense of community belonging.”

#### **8.5.11 What would you say is the single biggest downside, from the tenant's perspective, about living at Barn Halt, compared to where they were before?**

Those interviewed identified the following: (Note: some of these are not unique to Barn Halt)

##### **Some examples of open-ended comments:**

- “Miss their former homes where they spent many years, their garden – the extra space they had.”
- “[Trying to get a balance between] privacy and protection ... [tenants] want to avoid institutionalisation.”
- “Concern about the risk of being ‘moved on’ inappropriately... Every case has to be looked at on its merits... Tenants need to be given the opportunity to try additional [support and care] packages including telecare... explore and test all options” and only after this consider alternative accommodation.

#### **8.5.12 To make sure that we are not missing something that could be important, I would like to check if you have any specific concerns about the quality of life of the tenants beyond anything you may have told me already?**

The one issue that was raised was the recent use of the social room for refreshments following a funeral service. The appropriateness of this, on an ongoing basis, was questioned and it was felt that this practice merited an urgent review given the considerable negative association that could arise from using the social room in this way.

## 8.6. SECTION C – STAKEHOLDERS' PERCEIVED IMPACTS FOR CARERS

There are several important things that carers have said are particularly important to their quality of life, like: health and wellbeing, opportunities to have a life of their own, having a positive relationship with the person cared for and freedom from financial hardship.

What difference (either positive or negative, or none) has the fact that the tenant is now living at Barn Halt made to your lives of the carers, compared to where tenant Family Member/Relative lived before ....in respect of: ...

### 8.6.1. Carer's Health and Well-Being

In common with the views expressed by staff, the general view amongst key stakeholders was that carers were happier and more relaxed now that their Family member was living at Barn Halt.

#### **Some examples of open-ended comments:**

- "Has improved health and well being of carers enormously as a lot of the concerns and needs are being met at Barn Halt Cottages"
- "[Health of carer] has got better.... Knows the person [Family member] is being cared for... [carer] not as worried [as previously]"

### 8.6.2. Opportunities for carers to have a life of their own

Again, in common with the views of the staff and carers, there was a unanimous view among stakeholders that, with the family member now living at Barn Halt, carers had a much greater opportunity to have a life of their own.

#### **Some examples of open-ended comments:**

- "[With the Family member living at Barn Halt, this frees] the carer up to pursue their own lives";
- "They [the carers] have more time to themselves... they don't feel they have to be on the phone all the time".

### 8.6.3. Having a positive relationship with the Family Member/Relative

Once more, the views of key stakeholders echoed the opinions and perceptions of most of the staff in that there was a generally held view that the relationship between carer and tenant was more positive now that the Family member was living at Barn Halt.

### **Some examples of open-ended comments:**

- “There is less tension there now... less expectation on the carer to ‘do’ something... [the carer] has help from the support workers ... going in there [to visit Family member] relaxed... [solidarity... carer has] someone [staff] to run things past”.

#### **8.6.4. Is there anything else that you think the service [Barn Halt] could or should do for carers that is not happening at the moment?**

The idea that carers needed to be listened to more seriously was raised and the establishment of a Carer’s Forum was also suggested. These aspects were thought to be very important. SRC was advised that some other housing schemes already have relatives’ meetings. However, the idea that carers needed to be listened to more was not recognised as a need by all of those interviewed.

### **Some examples of open-ended comments:**

- “They [the carers] are encouraged to approach staff with any concerns about service and suggestions”. This was thought to be sufficient.
- Another view that was expressed was that, “Sometimes carers don’t feel listened to... [Carers] need somewhere to air their views... [some carers] feel they cannot make a formal complaint without negative repercussions... There should be a Carer’s Forum as well as a Tenant’s Association... [Barn Halt] needs to listen to their [the carers’] worries and suggestions... can learn from them... they [carers] know their mothers and fathers better than [Barn Halt]... [also] Let carers get more involved in the ‘life’ of Barn Halt through, for example, fund raising events, organising parties etc.”

#### **8.6.5. Support to Manage the Caring Role.**

In common with the views expressed by staff, those stakeholders interviewed explained that carers are involved in the reviews of their family member and in this way, they do have a say in the services provided to the tenant, in partnership with the staff.

### **Some examples of open-ended comments:**

- “Support workers are involved in unobtrusive monitoring on a daily basis and any concerns are addressed”;
- “In general, carers are made to feel part of it [the caring team]”; and
- “Carers are invited to take part in tenant induction support planning and in the review process.”

#### **8.6.6. Stakeholders’ perception of relationship between staff, tenants and carers**

Generally, these relationships were perceived to be positive. The issue around the perceived lack of clarity re roles (which was raised by staff and carers) was not raised by key stakeholders.

### Some examples of open-ended comments:

- “Relationships are excellent with both groups. Staff pitch support at individually tailored levels and have built up good relationships and support with carers... Extremely satisfied, good team working, good rapport and communication with care team, very little sick or turnover and a highly motivated staff team which ... benefits ... tenants”; and,
- “Very good relationship... good rapport in general... [staff] responsive to needs [of tenants and carers].”

#### 8.6.7. Staff performing their duties

Stakeholders were broadly satisfied with the way staff performed their duties. However, it was felt that more could be done to ensure that staff’s knowledge and skills are adequately developed and maintained.

### 8.7. SECTION D – OVERALL IMPROVEMENTS

#### 8.7.1. What improvements would you suggest?

The stakeholders interviewed made the following suggestions for improvements to the model:

- **Clarify the model** – Consider the need to review the suitability of tenants for Barn Halt at specific periods. Have arrangements in place to bring suitable services in or, where this cannot be done, have clear criteria and a clear process to refer tenants on to services that better suit their needs.
- **Improve staff training** - Ensure that staff’s knowledge and skills are adequately developed and maintained.
- **Have two-bedroom cottages rather than one-bedroom** – This would enable family members to stay over if required.
- **Increase the size of the social room** – It was suggested that a room twice the size of the current one would be more suitable.
- **Have more car parking space and have designated car parking spaces for tenants outside their front door** – This would greatly assist those with reduced mobility.
- **Consider how owner occupiers, especially couples, might be enabled to come to Barn Halt if it is their wish** – At the moment, the support charge appears to be a barrier to entry to Barn Halt.



## 9. COSTS OF BARN HALT

### 9.1. COMPLEXITIES IN COST COMPARISON

The original terms of reference required SRC to “*Provide an overview of the costs of the scheme compared to other schemes in Northern Ireland designed to support frail older people to live independently*”. However, as the research proceeded it became more apparent that any attempt to compare the costs of Barn Halt with another housing model was likely to be highly problematic.

In any comparison of unit costs, there are always challenges in identifying the underlying reasons for differences. Possible reasons could include the following:

- differences in what is encompassed under the term “the service”;
- differences in the level of need of the clients/tenants;
- differences in type or mix of services provided;
- differences in form of residential provision;
- differences in staffing ratios;
- differences in staffing mix (e.g mix of grades, professions or qualifications);;
- differences in pay costs, pay scales or overtime/shift allowances;
- degree of co-funding by individuals/families;
- how services are procured – whether tendered out or subvented.  
(Are there block grants to service providers? Are services commissioned, competitively tendered? Are budgets allocated per head? Do budgets follow the person?)

The unique and insurmountable challenge in the context of Barn Halt was that there are no housing developments within the UK with which it can meaningfully be compared / benchmarked. i.e. no other housing development offers this combination of care and support in this style of accommodation.

Our view, as independent researchers, was that if comparison were attempted with models that were not sufficiently similar, such an approach could be open to criticism (methodologically) and, allied to this, any such analysis could too easily be misunderstood and misinterpreted, i.e. the distinct differences in the underlying models and the consequent implications for the respective costs would be virtually impossible to disaggregate. These complications would generate considerable confusion and would, in our view, impair, rather than support, policymakers in determining whether or not this model represented value for money.

Consequently, after much deliberation on this issue with the Steering Group, it was agreed that this report would not attempt any cost comparison with other housing developments that were not sufficiently similar, but would simply include a summary of the costs for Barn Halt.



## 9.2. BARN HALT COSTS (2008-09)

Costs for the year 2008-09 totalled approximately £407,200, which equates to a weekly unit cost of approximately £300. See Appendix H for a more detailed breakdown of the sources of revenue to support these costs.

	£
Staffing	154,600
Rent / Rates	8,200
Maintenance	39,600
Insurance	1,500
Domiciliary Care*	145,400
Heat & Light	13,100
Central Overhead Apportionment	44,800
<b>Total</b>	<b>£407,200</b>

\* Care costs in respect of domiciliary care are provided on a peripatetic basis.

Costs were met from the following sources:

Supporting People	42%
Care	36%
Housing Benefit	18%
Rental Income	4%

# APPENDIX A: Bibliography

# APPENDIX B:

## Survey of Tenants



## Case Study: Barn Halt

### Survey of Tenants' Perceptions

## SECTION A: INTRODUCTION

Hello, my name is Eileen Beamish. I am from a local, independent research company called the Social Research Centre. As you know, we are carrying out a study on behalf of the Northern Ireland Housing Executive and the Northern Health and Social Services Trust to listen to what tenants, carers and staff think about living and working in Barn Halt cottages.

- A1. I know Shauna had arranged for us to have this hour together. Does it still suit you for me to ask you a few questions about your views on Barn Halt?

### TICK ONE ONLY

Yes	1
No	2

If 'No', then note preferred date / time / venue to reschedule .....  
Note phone number to do reminder phone call .....

- A2. Just before we begin, can I please tell you a little bit more about the project?

- ☐ Walk through 'Participation Information Sheet-Tenants'
- ☐ Leave the tenant a copy of the 'Participant Information Sheet'

## SECTION B: LIFE BEFORE BARN HALT

- B1. When did you move into Barn Halt cottages (approximate date)?

Date	
------	--

This will be verified by FOLD, this is simply just an opening question.

- B2a Where did you live before that?

Own house	1	Go to B2b
Sheltered accommodation	2	
Nursing Home	3	
Residential Home	4	
Other accommodation (Specify)	5	

Again, this will be verified by FOLD, this is simply just part of the opening questions.

- B2b Was it...

**TICK ONE ONLY**

Owned by you?	1	Go to B3
Rented?	2	Go to B2c

- B2c Was it...

**TICK ONE ONLY**

A Private landlord?	1
NIHE Property?	2

- B3. What was the main reason(s) you decided to move home?

--

- B4. What was the main reason(s) you (your family/carers) decided to apply for Barn Halt?

--

- B5. What other housing options did you (your family/carers) consider and why?

--

### SECTION C: LIFE AT BARN HALT FOR YOU

- C1. What would you say are the main plus points of living here at Barn Halt cottages compared to your previous home?

- 1.
- 2.
- 3.

Which ONE of these is the biggest plus point? Circle ONE

- C2. Again, based on your own experience, what are the downsides of living here at Barn Halt cottages, again compared to your previous home?

- 1.
- 2.
- 3.

Which ONE of these is the biggest draw back? Circle ONE.

## SECTION D: QUALITY OF LIFE

### QUALITY OF LIFE OUTCOMES...

#### Social Activities

D1. Do you take part in the social activities here at Barn Halt?

Yes	1	
No	2	Go to open ended comments

D2 If not, say why...

--

D3 How satisfied or dissatisfied are you with...

	Very dissatisfied	Dissatisfied	Neither sat nor dissat	Satisfied	Very satisfied	Don't know	N/A
The level of socialising on offer at Barn Halt?	1	2	3	4	5	6	7
The type of leisure activities at Barn Halt?	1	2	3	4	5	6	7

D4 How does this compare with your previous home?

It was much better in my previous home	It was slightly better where I was before	No difference	A little better at Barn Halt	A lot better at Barn Halt	Don't know	N/A
1	2	3	4	5	6	7

D5 Looking back over all the time since you have been here, how much fun would you say you have had living at Barn Halt, i.e. good times, laughing with friends, playing and joking etc...

None	Very little	Some	A lot	All the time	Don't know	N/A
1	2	3	4	5	6	7

D6 How does this compare with your previous home?

It was much better in my previous home	It was slightly better where I was before	No difference	A little better at Barn Halt	A lot better at Barn Halt	Don't know	N/A
1	2	3	4	5	6	7



## Religious Activities

D7. Do you take part in the activities of a church?

Yes	1	
No	2	Go to open ended comments

D8 How satisfied or dissatisfied are you with the ease of access to religious services of your choice from Barn Halt?

Very dissatisfied	Dissatisfied	Neither sat nor dissat	Satisfied	Very satisfied	Don't know	N/A
1	2	3	4	5	6	7

D9 How does this compare with your previous home?

It was much better in my previous home	It was slightly better where I was before	No difference	A little better at Barn Halt	A lot better at Barn Halt	Don't know	N/A
1	2	3	4	5	6	7

## Relationships

D10 I would like to understand how it feels for you living here at Barn Halt, so I am going to read you out three statements, one by one, and I would like you to tell me whether you agree or disagree with each of one of them?

Statement	Agree	Disagree
I feel <b>distant / cut off</b> from most of the other tenants at Barn Halt	1	2
I feel <b>close to a few</b> of the other tenants at Barn Halt	1	2
I feel <b>close to most</b> of the tenants at Barn Halt	1	2

D11 How does this compare with your previous home?

It was much better in my previous home	It was slightly better where I was before	No difference	A little better at Barn Halt	A lot better at Barn Halt	Don't know	N/A
1	2	3	4	5	6	7

## Feeling Safe

D12 During the **day** (i.e. (i.e. between 6.00am and 9.00pm), to what extent do you...

	Not at all safe	Not very safe	Fairly safe	Completely safe	Don't know	N/A
Feel physically safe when you are inside your home at Barn Halt	1	2	4	5	6	7
Feel physically safe walking around the local area around Barn Halt Cottages	1	2	4	5	6	7
Feel emotionally safe inside your own home at Barn Halt (do you feel there is someone here 'for' you?)	1	2	4	5	6	7

D13 How does this compare with your previous home?

It was much better in my previous home	It was slightly better where I was before	No difference	A little better at Barn Halt	A lot better at Barn Halt	Don't know	N/A
1	2	3	4	5	6	7

D14 During the **night** (i.e. (i.e. between 9.00pm and 6.00pm), to what extent do you...

	Not at all	Not very	Fairly safe	Completely safe	Don't know	N/A
--	------------	----------	-------------	-----------------	------------	-----

	safe	safe				
feel physically safe when you are inside your home at Barn Halt?	1	2	4	5	6	7
feel physically safe walking around the local area around Barn Halt Cottages?	1	2	4	5	6	7
feel emotionally safe inside your own home at Barn Halt? (Do you feel there is someone here 'for' you?)	1	2	4	5	6	7

D15 How does this compare with your previous home?

It was much better in my previous home	It was slightly better where I was before	No difference	A little better at Barn Halt	A lot better at Barn Halt	Don't know	N/A
1	2	3	4	5	6	7

### Independence/Autonomy

D16 To what extent, if any, has living at Barn Halt changed...

	Reduced a lot	Reduced a little	Unchanged	Increased a little	Increased a lot	Don't know	N/A
Your level of independence	1	2	3	4	5	6	7
The feeling that you are in control of your own life/ making your own decisions	1	2	3	4	5	6	7

D17. In what way(s) are you able to decide/make suggestions about what the various activities and services here Barn Halt?

--

D18. Are you a member of the Tenants' Committee/Group?

Yes	1	Go to D19
No	2	Go to D21

D19 How satisfied or dissatisfied are you with these meetings?

Very dissatisfied	Dissatisfied	Neither sat nor dissat	Satisfied	Very satisfied	Don't know	N/A
1	2	3	4	5	6	7

D20. If dissatisfied or very dissatisfied, say why.

--

D21 How does these meetings compare with your previous home?

It was much better in my previous home	It was slightly better where I was before	No difference	A little better at Barn Halt	A lot better at Barn Halt	Don't know	N/A
1	2	3	4	5	6	7

## SECTION E: ASSISTIVE TECHNOLOGY

- E1. I am aware that you have a range of various aids, alarms, etc in your cottage ([Provide a quick reminder from the list which will have been provided by FOLD](#)). Did you have of these aids where you were lived before i.e. before you came to Barn Halt cottages?

Yes	1
No	2

If 'Yes', then note the details of what participant previously had.

--------------

- E2 From your own point of view, what are the main plus points of having the various aids, alarms etc in your cottage now compared to your previous home (assuming participant did not have such aids there)?

1.
2.
3.

Which ONE of these is the biggest plus point? Circle ONE

- E3 Which ONE aid or appliance has been the most useful to you personally and why?

--------------

- E4. Again, from your own point of view, are there any downsides to having these various aids and so on in your cottage?

Yes	1	If 'Yes' GO TO E5
No	2	If 'No' GO TO SECTION F

- E5 What are the downsides based on your own experience?

1.
2.
3.

Which ONE of these is the biggest drawback? Circle ONE.

## SECTION F: FAMILY AND FRIENDS

- F1. Now that you have been living at Barn Halt cottages for a while, do your family and friends tend to visit you more often or less often or much the same as before? **TICK ONE**

Much more often	1
A little more often	2
About the same	2
A little less	3
A lot less	4

- F2 If 'more often' or 'less often', please tell me what you think the reason(s) for that might be?

--

- F3 To what extent are you encouraged by the staff at Barn Halt cottages to...

	Not at all	Very little	Some	A lot	Always	Don't know	N/A
Maintain your existing links with your family, friends and community	1	2	3	4	5	6	7

- F4 How does this compare with your previous home?

It was much better in my previous home	It was slightly better where I was before	No difference	A little better at Barn Halt	A lot better at Barn Halt	Don't know	N/A
1	2	3	4	5	6	7

## SECTION G: PERCEPTIONS OF STAFF AND SERVICES AT BARN HALT COTTAGES

### (PROCESS OUTCOMES.../ Perceptions of being 'heard'/understood/responded to)

G1. How satisfied or dissatisfied are you with the way staff at Barn Halt...

	Very dissat	Dissatisfied	Neither sat nor dissat	Satisfied	Very satisfied	Don't know	N/A
Respect you as an individual, for who you are	1	2	3	4	5	6	7
Listen to you, take your views and preferences into consideration	1	2	3	4	5	6	7
Understand and are responsive to your needs and wishes	1	2	3	4	5	6	7
Give you a choice over the what support you have and when you have it	1	2	3	4	5	6	7
Involve you in deciding what goes on / is on offer here at Barn Halt	8	2	2	1	0	0	0
Do what they say they will	1	2	3	4	5	6	7
Respect your privacy and confidentiality	1	2	3	4	5	6	7
Protect your dignity	1	2	3	4	5	6	7
Uphold your rights as a human being	1	2	3	4	5	6	7

### PROCESS OUTCOMES.../Perceptions of staff competence/professionalism)

G2. How satisfied or dissatisfied are you with the way staff at Barn Halt...

	Very dissatisfied	Dissatisfied	Neither sat/dissat	Satisfied	Very satisfied	Don't know	N/A
Conduct themselves	1	2	3	4	5	6	7
Perform their duties.	1	2	3	4	5	6	7

G3. If you needed to or wanted to, would you know how to make a complaint about the services at Barn Halt?

Yes	1
No	2

G4. Have you ever had occasion to make a complaint about any aspect of the service?

Yes	1	Go to G5
No	2	Go to G6

G5. If Yes, please say what was it in relation to...

G6. How satisfied or dissatisfied are you with the way in which your complaint was handled?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Don't know	N/A
1	2	3	4	5	6	7

G7. Whatever the rating, please say why...

## SECTION H: YOUR SUGGESTIONS FOR IMPROVEMENTS

- H1. If I were to say to you *'How could we make Barn Halt cottages a better place for the people who live here?'* What would you suggest?

--

## SECTION I: BACKGROUND QUESTIONS – THESE QUESTIONS ARE NOT ASKED, INTERVIEWER SIMPLY RECORDS THESE

- I1. Gender

Male	1
Female	2

- I2. Age

Under 75	1
Over 75	2

**THANK YOU VERY MUCH FOR TAKING PART IN THIS RESEARCH WHICH IS BEING CONDUCTED ON BEHALF OF THE NORTHERN IRELAND HOUSING EXECUTIVE**

# APPENDIX C:

## Agenda for Focus Group with Carers

## Case Study: Barn Halt, Carers' Focus Group

*In compiling these questions, SRC has been mindful of the specific items listed in the terms of reference for the Carers' Focus group and the good practice that is cited in "Do Health and Social Care Partnerships Deliver Good Outcomes to Service Users and Carers? Development of the User Defined Service Evaluation Toolkit (UDSET) - December 2007"*

### Proposed format for focus group

#### Standard pre-ambles

(30 mins)



- Introductions – Eileen Beamish, Independent Researcher, SRC. Participants introduce themselves by first name.
- Background to and purpose of the focus group and what will happen to the findings.
- Participants complete short monitoring form with details of age and gender only.
- Explain that the focus group is NOT a test. There are no right or wrong answers.
- We are not trying to reach consensus. We are simply interested in everyone's own experience and opinion.
- And your opinion can be completely different to anyone else's and as far as I am concerned it is 100% valid.
- Confidentiality and anonymity – What is said in this room between yourselves, stays in this room. Also, no one's name will appear anywhere in the final report.
- We have the facility to record this session on digital mini disc. This is simply to allow SRC to have a full record of what everyone said, to help us write up the report. Only SRC has access to this, no one else. It will be permanently and securely destroyed once our report has been signed off by the client. On that basis, would you be ok if we voice recorded this session?
- It might be helpful if we can speak to one person at a time so that we can hear and record the contributions from everyone.
- Outline the structure and duration of the session.



## Proposed Agenda

### SECTION A : LIFE BEFORE BARN HALT (OPENING QUESTIONS)

(10 mins)



- How long has your family member/relative been at Barn Halt?
- Where did your relative live just before that?
- Why did your relative decide to move home?
- Why did your relative decide to apply for Barn Halt?

### SECTION B : PERCEIVED IMPACTS FOR FMR

(30 mins)



There are several things that we know are particularly important in terms of an older person's quality of life. What difference (either positive or negative, or none) has living at Barn Halt made to your relative, compared to where they lived before ....in respect of:

#### QUALITY OF LIFE OUTCOMES...

- Social & leisure activities/having fun
- Access to religious activities/services
- Relationships with other people around them
  - Other tenants
  - Staff
- Feeling safe
  - during the day
  - at night
- Being/feeling as independent as possible
- Being able to make suggestions about things that go on where they live.
- Being visited/keeping up links with family and friends
- Having the tele-pendant and the 'voice on the wall' available?
- What would you say is the single biggest plus point, from your relative's perspective, about living at Barn Halt, compared to where they were before?
- What would you say is the single biggest downside, from your relative's perspective, about living at Barn Halt, compared to where they were before?
- Just to make sure that we are not missing something that could be important, I would like to check if you have any specific concerns about the quality of life of the cared for person beyond anything you may have told me already?

## SECTION C : IMPACTS FOR CARERS



(30 mins)

### C.1 Impact of Barn Halt on carer and his/her life

There are several things that carers have said are particularly important to their quality of life - things like: health and wellbeing, opportunities to have a life of their own, having a positive relationship with the person cared for and freedom from financial hardship.

What difference (either positive or negative, or none) has the fact that your relative is now living at Barn Halt made to your life as a carer, compared to where your relative lived before ....in respect of:

- Your own health and wellbeing
- Having opportunities to have a life of your own (includes social contact and employment and/or activities)
- Having a positive relationship with the cared for person
- Freedom from financial hardship.

Is there anything else that you think the service could or should do for you as a carer that is not happening at the moment?

Of all the differences you have mentioned, which would you say has been the biggest?

- Plus point for you as a carer? (if any)
- Downside for you as a carer? (if any)

### C.2 Support to manage the caring role

- Do you feel you can have a say in the services provided to your relative at Barn Halt?
- Do you feel that you are valued and respected by Barn Halt staff and that your expertise is recognised? In effect, do you feel that you are treated as a partner in the care of your relative?
- In your opinion, does Barn Halt respond to the changing needs of:
  - your relative?
  - you, as a carer?
- Do the staff at Barn Halt support you to make choices about caring, including whether to care, the extent of caring and having breaks from caring?

## C.2 Carers' perceptions of staff

- How would you sum up your relationship with the staff at Barn Halt?
- How satisfied or dissatisfied are you with the way staff at Barn Halt perform their duties?

### SECTION D : OVERALL VIEWS ON MODEL/IMPROVEMENTS?

(10 mins)



- What would you say are the main strengths and weaknesses of Barn Halt-type accommodation as a model of housing for frail older people?
- Looking back over your experience of Barn Halt, what have you learned and what would you suggest could/should be improved?

**Thank participants and close**

# APPENDIX D:

## Agenda for Interviews with Staff

## Case Study: Barn Halt, Interviews with staff

### Proposed format for interview

#### Standard pre-amble



(10 mins)

- Introductions – Eileen Beamish, Independent Researcher, SRC.
- Background to and purpose of the interview and what will happen to the findings.
- Confidentiality and anonymity - no-one's name will appear anywhere in the final report.
- We have the facility to record the interview on digital mini disc. This is simply allow SRC to have a full record of what every one said, to help us write up the report. Only SRC has access to this, no-one else. It will be permanently and securely destroyed once our report has been signed off by the client. On that basis, would you be ok if we voice recorded the interview?
- Outline the structure and duration of the session.

## Proposed agenda

### SECTION A: LIFE BEFORE BARN HALT (OPENING QUESTION)



(5 mins)

Please summarise for me what you know, in general, about the housing history of the tenants at Barn Halt and their reasons for applying for Barn Halt (This is simply an opening question because we already have some information on this and hope to have more complete information by the time we get to this stage).

### SECTION B: PERCEIVED IMPACTS FOR TENANT



(5 mins)

There are several things that we know are particularly important in terms of an older person's quality of life. What difference (either positive or negative, or none) has living at Barn Halt made to the tenants, compared to where they lived before ....in respect of:

#### QUALITY OF LIFE OUTCOMES...

- Social & leisure activities / having fun
- Access to religious activities / services
- Relationships with other people around them
  - Other tenants
  - Staff
- Feeling Safe
  - During the day
  - At night
- Being / feeling as independent as possible
- Being able to make suggestions about things that go on where they live.
- Being visited / keeping up links with family and friends
- Having the tele-pendant and the 'voice on the wall' available?
- Is there anything else we have not mentioned, which you feel is important, and why? How do you think this aspect is improved or not by a tenant living at Barn Halt?
- From the point of view of a frail older person, what would you say is the single biggest plus point about living at Barn Halt, compared to where they lived before?
- Again, from the point of view of a frail older person, what would you say is the single biggest downside compared to where they lived before?
- Just to make sure that we are not missing something that could be important, I would like to check if you have any specific concerns about the quality of life of the tenants beyond anything you may have told me already?

### SECTION C: IMPACTS FOR CARERS



(5 mins)

#### C.1 Impact of Barn Halt on carer and his/her life

There are several things that carers in general (not the carers FG) have said that are particularly important to their quality of life - things like: health and wellbeing, opportunities to have a life of their own, having a positive relationship with the person cared for and freedom from financial hardship.

- What difference (either positive or negative, or none) has the fact that the frail older person is now living at Barn Halt made to the lives of carers....in respect of:
  - Carers' own health and wellbeing
  - Having opportunities to have a life of their own (includes social contact and employment and/or activities)
  - Having a positive relationship with the cared for person
  - Freedom from financial hardship.
- Of all the differences you have mentioned, which would you say has been the biggest:
  - Plus point for carers? (if any)
  - Downside for carers? (if any)
- Is there anything else that you think that Barn Halt could or should do for carers that is not happening at the moment?

## **C.2 Support to manage the caring role**

- In what way(s) do carers have a say in the services provided to the cared for person at Barn Halt? (i.e. What does Barn Halt do to help carers feel they are and are regarded as a real partner in the care of the tenants?)

- In your opinion, does Barn Halt respond to the changing needs of...
  - the tenants?
  - the carers?
- In what way(s) do the staff at Barn Halt support carers to make choices about caring, including whether to care, the extent of caring and having breaks from caring?

## C.2 Perceptions of staff In general

- How would you sum up your relationship between the staff at Barn Halt and ...
  - tenants?
  - carers?
- How satisfied or dissatisfied are you with the way staff at Barn Halt perform their duties?
- In terms of staff performing their duties, what do you perceive as the main ...
  - strengths?
  - areas for improvement?
  - priorities within the above?

## SECTION D: OVERALL VIEWS ON MODEL/IMPROVEMENTS?



(10 mins)

- What would you say are the main strengths and weaknesses of Barn Halt-type accommodation as a model of housing for frail older people?
- Looking back over your experience of Barn Halt, what have you learned and what would you suggest could/should be improved?

Thank interviewee(s) and close



# APPENDIX E:

## Agenda for Interviews with Stakeholders

*In compiling these questions, SRC has been mindful of the specific items listed in the terms of reference for the Key Stakeholder interviews and the good practice that is cited in “Do Health and Social Care Partnerships Deliver Good Outcomes to Service Users and Carers? Development of the User Defined Service Evaluation Toolkit (UDSET) - December 2007”*

## Proposed format

### Standard pre-amble



(10 mins)

- Introductions – Eileen Beamish, Independent Researcher, SRC. Participants introduce themselves by first name.
- Background to and purpose of the interview and what will happen to the findings.
- Confidentiality and anonymity – no one's name will appear anywhere in the final report.
- We have the facility to record the interview on digital mini disc. This is simply allow SRC to have a full record of what everyone said, to help us write up the report. Only SRC has access to this, no one else. It will be permanently and securely destroyed once our report has been signed off by the client. On that basis, would you be ok if we voice recorded the interview?
- It might be helpful if we can speak one person at a time so that we can hear and record the contributions from everyone.
- Outline the structure and duration of the session.

# Proposed agenda

## SECTION A : LIFE BEFORE BARN HALT (OPENING QUESTION)

(5 mins)



- Please summarise for me what you know, in general, about the housing history of the tenants at Barn Halt and their reasons for applying for Barn Halt (This is simply an opening question because we already have some information on this and hope to have more complete information by the time we get to this stage).

## SECTION B : PERCEIVED IMPACTS FOR TENANT

(20 mins)



There are several things that we know are particularly important in terms of an older person's quality of life. What difference (either positive or negative, or none) has living at Barn Halt made to the tenants, compared to where they lived before ....in respect of:

### QUALITY OF LIFE OUTCOMES...

- Social & leisure activities/having fun
- Access to religious activities/services
- Relationships with other people around them
  - Other tenants
  - Staff
- Feeling safe
  - during the day
  - at night
- Being/feeling as independent as possible.
- Being able to make suggestions about things that go on where they live.
- Being visited / keeping up links with family and friends
- Having the tele-pendant and the 'voice on the wall' available?
- Is there anything else we have not mentioned, which you feel is important, and why? How do you think this aspect is improved or not by a tenant living at Barn Halt?
- From the point of view of a frail older person, what would you say is the single biggest plus point about living at Barn Halt, compared to where they lived before?
- Again, from the point of view of a frail older person, what would you say is the single biggest downside compared to where they lived before?
- Just to make sure that we are not missing something that could be important, I would like to check if you have any specific concerns about the quality of life of the tenants beyond anything you may have told me already?

## SECTION C : IMPACTS FOR CARERS

(30 mins)



### C.1 Impact of Barn Halt on carer and his/her life

There are several things that carers in general (not the carers FG) have said that are particularly important to their quality of life - things like: health and wellbeing, opportunities to have a life of their own, having a positive relationship with the person cared for and freedom from financial hardship.

- What difference (either positive or negative, or none) has the fact that the frail older person is now living at Barn Halt made to the lives of carers....in respect of:
  - carers' own health and wellbeing?
  - having opportunities to have a life of their own (includes social contact and employment and/or activities)?
  - having a positive relationship with the cared for person?
  - freedom from financial hardship?
- Is there anything else that you think Barn Halt could or should do for carers that is not happening at the moment?
- Of all the differences you have mentioned, which would you say has been the biggest:
  - Plus point for carers? (if any)
  - Downside for carers? (if any)

## **C.2 Support to manage the caring role**

- In what way(s), do carers have a say in the services provided to the cared for person at Barn Halt? (i.e. What does Barn Halt do to help carers feel they are and are regarded as a real partner in the care of the tenants?)
- In your opinion, does Barn Halt respond to the changing needs of:
  - the tenants?
  - the carers?

- In what way(s), do the staff at Barn Halt support carers to make choices about caring, including whether to care, the extent of caring and having breaks from caring?

## **C.2 Stakeholders' perceptions of staff**

- How would you sum up your relationship with between the staff at Barn Halt and:
  - Tenants?
  - Carers?
- How satisfied or dissatisfied are you with the way staff at Barn Halt perform their duties?
- In terms of staff performing their duties, what do you perceive as the main:
  - Strengths?
  - Areas for improvement?
  - Priorities within the above.

## **SECTION D: OVERALL VIEWS ON MODEL / IMPROVEMENTS?**

(10 mins)



- What would you say are the main strengths and weaknesses of Barn Halt-type accommodation as a model of housing for frail older people?
- Looking back over your experience of Barn Halt, what have you learned and what would you suggest could / should be improved?

**Thank interviewee(s) and close**

# APPENDIX F:

## Agenda for Focus Group with Service Providers

*In compiling these questions, SRC has been mindful of the specific items listed in the terms of reference for the Service Providers Focus group.*

## Proposed format for focus group

### Standard pre-amble

(30 mins)



- Introductions – Eileen Beamish, Independent Researcher, SRC. Participants introduce themselves by first name.
- Background to and purpose of the focus group and what will happen to the findings.
- Participants complete short monitoring form with details of:
  - gender;
  - age;
  - type of service provided.
- Explain that the focus group NOT a test. There are no right or wrong answers.
- We are not trying to reach consensus. We are simply interested in everyone's own experience and opinion.
- And your opinion can be completely different to anyone else's and as far as I am concerned it is 100% valid.
- Confidentiality and anonymity – What is said in this room between yourselves, stays in this room. Also, no-one's name will appear anywhere in the final report.
- We have the facility to record this session on digital mini disc. This is simply allow SRC to have a full record of what every one said, to help us write up the report. Only SRC has access to this, no one else. It will be permanently and securely destroyed once our report has been signed off by the client. On that basis, would you be ok if we voice recorded this session?
- It might be helpful if we can speak one person at a time so that we can hear and record the contributions from everyone.
- Outline the structure and duration of the session.

## Case Study: Barn Halt, Service Providers' Focus Group

### Proposed Agenda

#### SECTION A : GENERAL EXPERIENCE OF PROVIDING SERVICES

(30 mins)



- How long have you been providing services to tenants at Barn Halt/ (Note the range of times given – for context)
- Through what process did you become involved in providing services to Barn Halt? Is that process still in place? Is it the 'right' process? Does it need to be modified or made more consistent in any way?
- How would you sum up your general experience of providing services to Barn Halt tenants over that period?
- How does this experience compare with your / your organisation's provision of services to:
  - similar housing schemes for frail older people?
  - Others to who you / your organisation provides services?
- Looking back, what sorts of things have made it:
  - Easy for you / your organisation to provide services to tenants at Barn Halt?
  - Difficult for you/your organisation to provide services to tenants at Barn Halt?
- Do you feel that you/your organisation's service is valued and respected by:
  - the tenants?
  - Barn Halt staff?
- good; When you provide your service at Barn Halt, to what extent do you feel:
  - As is you / your organisation are a true partner working with Barn Halt in relation to the overall care / well being of the tenants – i.e. that you are an important part of the overall package of care;
  - That the service you offer is somehow 'separate' from what Barn Halt staff offer and is standalone.
- To what extent do you feel Barn Halt understand and responds to your needs as a service provider (e.g. car parking / loading / unloading, accessing tenants etc)?
- Give examples of where Barn Halt's understanding and response has been:
  - 
  - weak.

If it has been weak, what are your suggestions on how this could be rectified and improved for next time?



## SECTION B : UNDERSTANDING OF TENANTS' NEEDS AND GAPS

(50mins)



- As a service provider, what way(s) do you have of knowing that the service you are offering continues to be what tenants want / need? (e.g. *Do they have a process of seeking feedback tenants? If so, what is it? Is this ad hoc or systematic?*)
- In what way(s) do the staff at Barn Halt support you/your organisation to understand the current and emerging needs of tenants in relation to your service?
- Thinking practically and realistically, how could you and Barn Halt be sure that the service you provide is, and continues to be, the best possible fit to tenants' needs and wants?
  - What would you / your organisation need to do?
  - What could / should Barn Halt do?
- Have any of the tenants ever indicated to you (directly or indirectly) that they would like a different type of service from you / your organisation (even slightly different) compared with the one you are currently offering? This 'different type of service' could come in many forms. For example, they might have wished your service was:
  - available more often;
  - closer by;
  - easier to access;
  - more comfortable to attend/avail of
  - cheaper;
  - In some different form, e.g. they might have wished that you supplied a particular product or service that currently you don't (e.g. in the case of farm foods, it could be stock a type of vegetable not currently stocked, or in the case of pastoral care, it could be more frequent visits to tenants who are very ill. (← *Hugh and Lorraine, I am only making up some possible examples here to get the participants thinking*)

## SECTION C: PROVIDERS' PERCEPTIONS RE IMPROVEMENTS

(10mins)



- What are your own thoughts on how the service that you/your organisation provides to tenants might be enhanced, e.g. in terms of:
  - quality
  - quantity
  - price to the tenant
  - other ways?
- Reflecting on the above and thinking practically and realistically:
  - What do you think you as service providers could/should do that you are not doing currently?
  - How best do you think Barn Halt could work with/facilitate you/your organisation in delivering an even better service to tenants?

**Thank participants and close**

# APPENDIX G:

## Postal Survey of Service Providers

## Case Study: Barn Halt, Service Providers' Postal Survey

### 1. Social Research Centre on behalf of Northern Ireland Housing Executive

Survey of Service Providers to Barn Halt Cottages

- \* 1. You have been selected to respond to this survey because you provide a service to tenants at Barn Halt Cottages.**

#### SECTION A : GENERAL EXPERIENCE OF PROVIDING SERVICES

**Please tell us which type of service provider you are?**

	NHSCT Provider	Independent Health Care Provider	Pharmacy	Pastoral	Other
Type of provider...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>				

- 2. For how many years have you provided your service to Barn Halt?**

	Less than 1	Between 1 and 3	More than 3
Years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- \* 3. How did you / your organisation become involved in providing services to Barn Halt?**

- \* 4. Do you think this process needs to be modified in any way? Please comment below**

- 5. How would you sum up your general experience of providing services to Barn Halt tenants over that period?**

	Very negative	Somewhat negative	Neither positive nor negative	Positive	Very positive
Your rating...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- \* 6. • How does this experience compare with your / your organisation's provision of services to**

	Other places are a lot better	Other places are a little better	No difference	Barn Halt is a little better	Barn Halt is a lot better
Similar housing schemes for frail older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others to who you / your organisation provides services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- \* 7. Looking back, what sorts of things have made it EASY for you to deliver your services to Barn Halt?

- \* 8. Looking back, what sorts of things have made it DIFFICULT for you to deliver your services to Barn Halt?

- \* 9. Do you feel that you / your organisation's service is valued and respected by:

	Not at all valued	Poorly valued	Neither valued / nor not valued	Valued	Highly valued	Don't know
The tenants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The management and staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- \* 10. SECTION B : UNDERSTANDING OF TENANTS' NEEDS AND GAPS To what extent do you feel Barn Halt understand and responds to your needs as a service provider (e.g. car parking / loading / unloading, accessing tenants etc)

	Does not understand/respond	Poor level of understanding / response	Adequate level of understanding and response	Good level of understanding and response	Excellent level of understanding and response	Don't know
Your rating...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. If the level of understanding and response has been weak, what are your suggestions on how this could be rectified and improved?

- \* 12. SECTION B : UNDERSTANDING OF TENANTS' NEEDS AND GAPS  
As a service provider, what methods do you use to check that the service you are offering to tenants at Barn Halt continues to be what tenants want / need?

- \* 13. In what way(s) do the staff at Barn Halt support you / your organisation to understand the current and emerging needs of tenants in relation to your service

**14. Thinking practically and realistically, how could you and Barn Halt be sure that the service you provide is, and continues to be, the best possible fit to tenants needs and wants?**

What would you / your organisation need to do?

What could / should Barn Halt do?

**15. Have any of the tenants ever indicated to you (directly or indirectly) that they would like a different type of service from you / your organisation (even slightly different) compared with the one you are currently offering? This 'different type of service' could come in many forms. For example, they might have wished your service was available:**

- More often;
- Closer by;
- Easier to access;
- More comfortable to attend / avail of
- Cheaper;
- In some different form e.g. they might have wished that you supplied a particular product or service that currently you don't (e.g. in the case of farm foods, it could be stock a type of vegetable not currently stocked, or in the case of pastoral care, it could be more frequent visits to tenants who are very ill

☐ Yes

☐ No

If yes, please specify:

## **16. SECTION C : PROVIDERS PERCEPTIONS RE : IMPROVEMENTS**

**What are your own thoughts on how the service that you / your organisation provides to tenants might be enhanced e.g. in terms of:**

- Quality
- Quantity
- Price to the tenant
- Other ways?

## **17. Reflecting on the above and thinking practically and realistically:**

What do you think you   
as service providers  
could / should do that  
you are not doing  
currently?

How best do you think   
Barn Halt could work  
with / facilitate you /  
your organisation in  
delivering an even  
better service to  
tenants?

Thank you for completing our survey

# APPENDIX H:

## Barn Halt Costs



<b>Barn Halt running costs and sources of revenue(2008-09)</b>					
Provider Name: Fold Housing Association					
Number of households: 26					
	<b>Total £</b>	<b>Care £</b>	<b>Supporting People £</b>	<b>Housing Benefit £</b>	<b>Rental Income £</b>
Staffing	154,600	0	145,600	7,400	1,600
Rent / Rates	8,200	0	0	6,700	1,500
Maintenance	39,600	0	£3,100	29,900	6,600
Insurance	1,500	0	0	1,200	300
Domiciliary Care*	145,400	145,400	0	0	0
Heat & Light	13,100	0	0.00	10,800	2,300
Central Overhead Apportionment	44,800.00	0	22,400	18,400	4,000
<b>Total</b>	<b>£407,200</b>	<b>£145,400</b>	<b>£171,100</b>	<b>£74,400</b>	<b>£16,300</b>

# APPENDIX I:

## Opening Day Brochure

**BARN HALT COTTAGES, TAYLORS AVENUE, CARRICKFERGUS**  
**'SUPPORTED HOUSING WITH CARE'**

**The scheme:**

Barn Halt Cottages is a housing development which opened in February 2007 on the outskirts of Carrickfergus, designed specifically for frail older people. It is an innovative form of supported housing with care. Homefirst tenants will receive personal care as appropriate and support workers are available to promote independence and to help individuals maintain their own tenancies and keep links with the community.

There are 26 Cottages, comprising of:   16 one-bed cottages  
  8 two-bed cottages (for 2 people)  
  2 two-bed cottages (for 3 people)

Barn Halt Cottages provides tenants with the opportunity to maintain their own life skills for longer and continue to enjoy daily living activities. Tenants needs are reviewed on a regular basis, and their care and support packages amended, as these individual needs change.

**The Partnership:**

**Barn Halt Cottages is a joint initiative with the Northern Trust (Homefirst Locality), Fold Housing Association and the Northern Ireland Housing Executive.**

**Eligibility for Tenancy:**

In order to be placed on the waiting list for Barn Halt Cottages, certain criteria must be met. Those with complex needs, (assessed care and support needs, eg assistance with personal care/household functions), and who require more help and support than that which is available in, for example sheltered accommodation, are invited to apply.

**APPLICATION FOR TENANCY:**

**THOSE CURRENTLY LIVING IN THE COMMUNITY SHOULD OBTAIN AN APPLICATION FORM FROM THE LOCAL HOUSING EXECUTIVE OFFICE.**

Those living in a sheltered dwelling or other Housing Association accommodation should initially apply to their organisation for a transfer.

Prospective tenants should receive a visit from a Housing Officer within four weeks of application, who will explain the eligibility criteria for acceptance to the scheme. Only those meeting the criteria will be placed on the waiting list.

**FURTHER INFORMATION:**

**If you feel that you, or someone you know might be a suitable tenant for Barn Halt Cottages, advice can be sought by contacting**

**'The Care Services Team' at Fold Housing Association**



Page 136

*BARN HALT COTTAGES (beside Carrickfergus Health Centre)*



# APPENDIX J:

## Efforts made to seek the views of service providers

## Efforts made to seek views of service providers to Barn Halt

At the time of the research, there were 18 providers delivering services to Barn Halt:

- 8 NHSCT providers;
- 3 Independent health care providers;
- 3 pharmacies;
- 2 pastoral service providers; and
- 2 other service providers.

All 18 service providers were issued with a short letter explaining the purpose of the project and the research methodology.

SRC made strenuous efforts to obtain the views of these service providers.

### *Focus Group*

Within the letter, each provider was invited to take part in a focus group. Only those who expressed a wish to take part and consented (n=3) were subsequently invited to take part in the focus group. The focus group was held on 23<sup>rd</sup> September 2009, at Joymount House Residential Unit, Joymount Court, Carrickfergus. Whilst three providers had consented to take part, only two attended on the day. These suppliers were also invited to complete the postal questionnaire before they left.

### *Postal Survey*

SRC also developed a short postal questionnaire based on the themes raised in the focus group. This was issued to all service providers. A pre-paid reply envelope was included. SRC received six further replies to the postal survey but in many cases, several of the responses given were incomplete or too specific to the provider to be generalised.

### *Our Conclusion*

Given the poor response to both the focus group and the survey, SRC could not treat the information obtained from either method as sufficiently reliable or valid and consequently, despite all our best efforts, it proved unworkable to obtain the level of response or insight we had anticipated within the budget and timescales available for this aspect of the research within the case study.