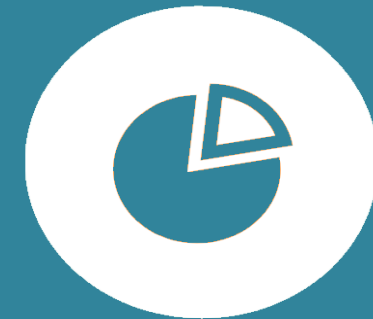


# Community Insight System (CIS)

## Housing: Trends Analysis Report



Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, good and bad, and report on their collective experience. In this report, we examine the experience of local people with housing needs.

Reporting Period: 1 October 2019 - 31 March 2021

# Report Index

## Data Source (Page 3)

Identifies the origin of the data.



## Top Trends (Page 4)

Identifies the top themes and topics.



## Services (Pages 5-6)

Identifies specialisms and services.



## Data Table (Pages 7-8)

The numbers underpinning the trends.

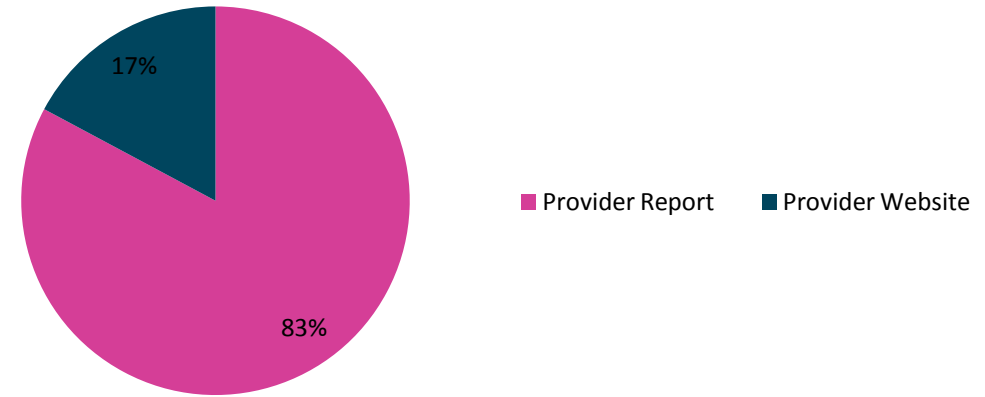
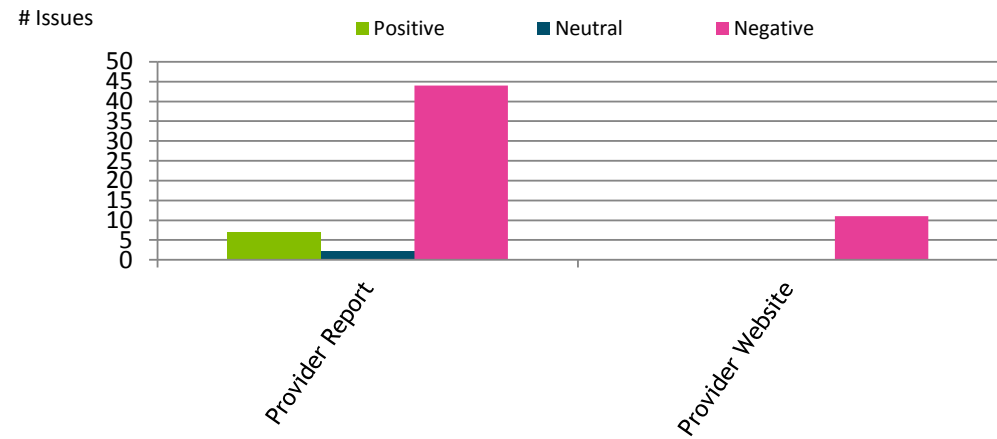


**Disclaimer:** The trends within this report are based on service user comments we have obtained from sources outlined on Page 3. Comments obtained from these sources may not be representative of all service users experiences or opinions.

# 1. Data Source: Where did we collect the feedback?

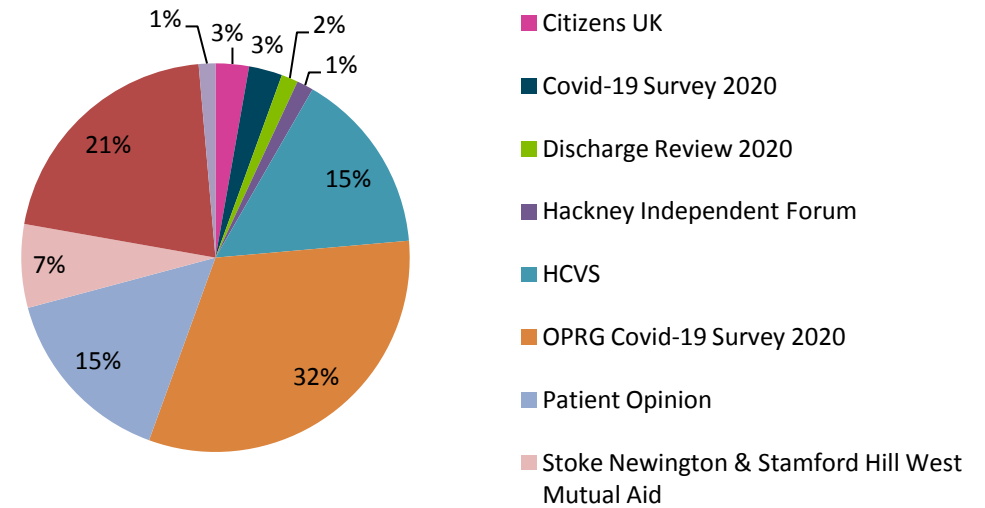
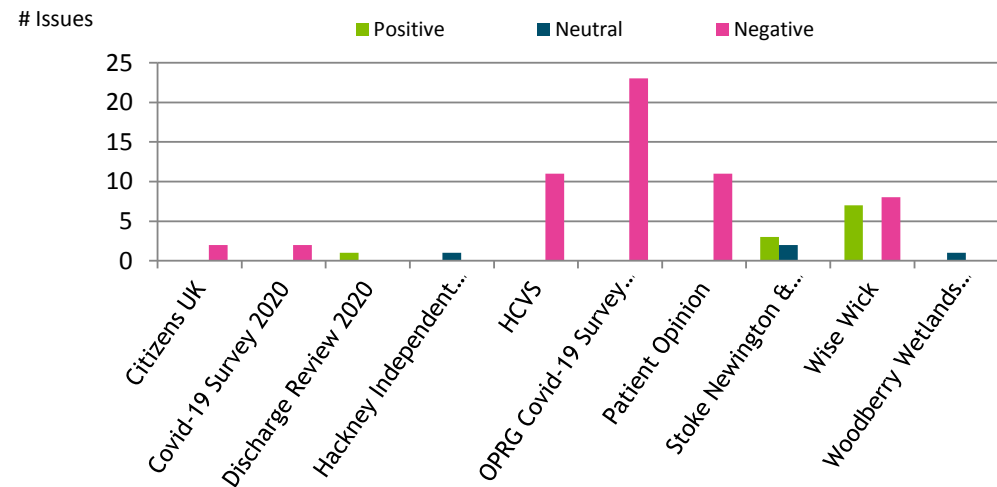


## 1.1 Source: 72 issues from 26 people



Sources providing the most comments overall

## 1.2 Origin

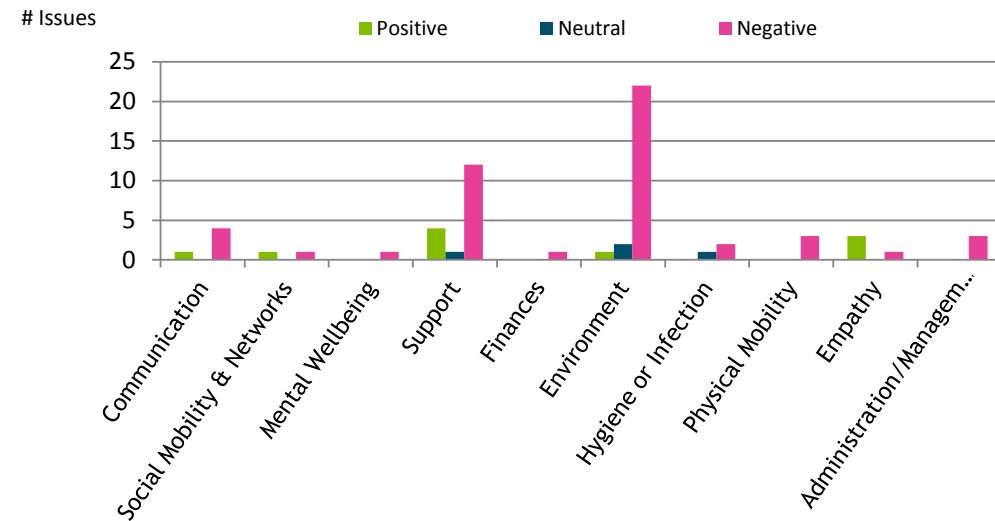


Origins providing the most comments overall

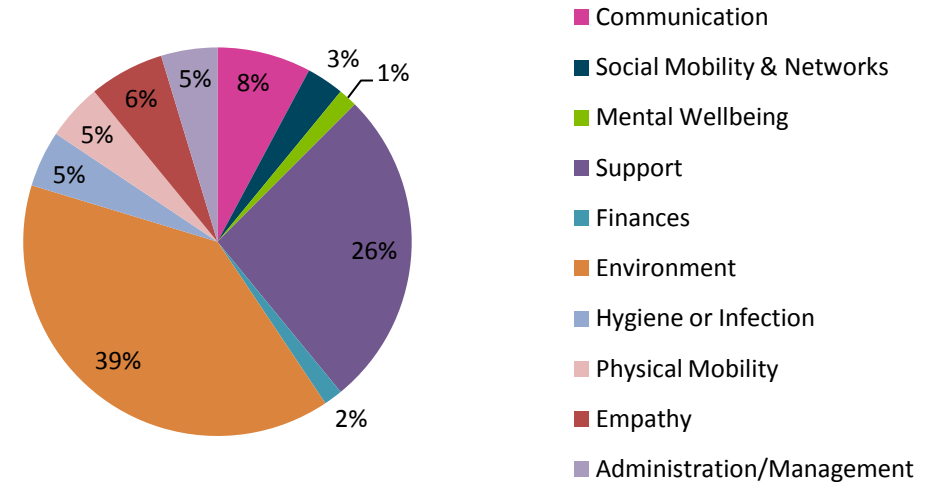
## 2. Which service aspects are people most commenting on?



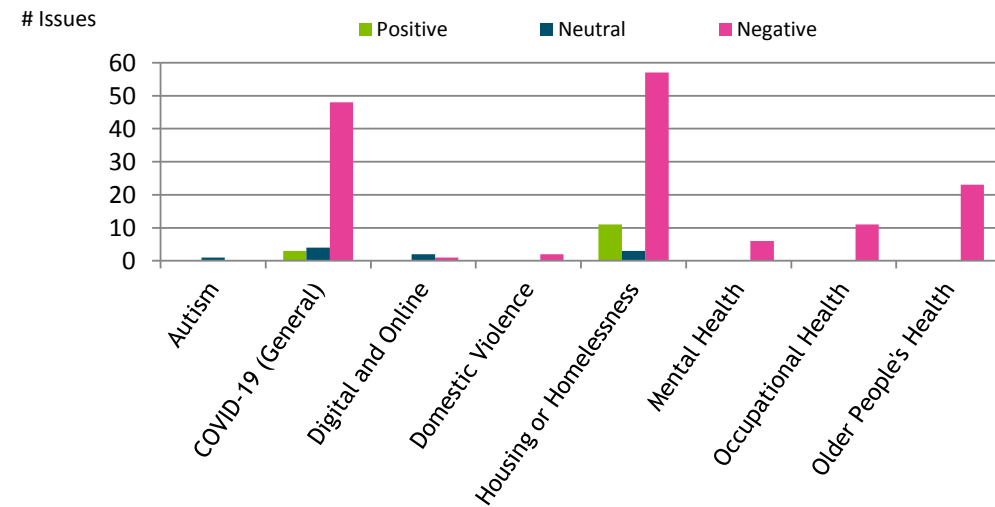
### 2.1 Top Trends: 72 issues from 26 people



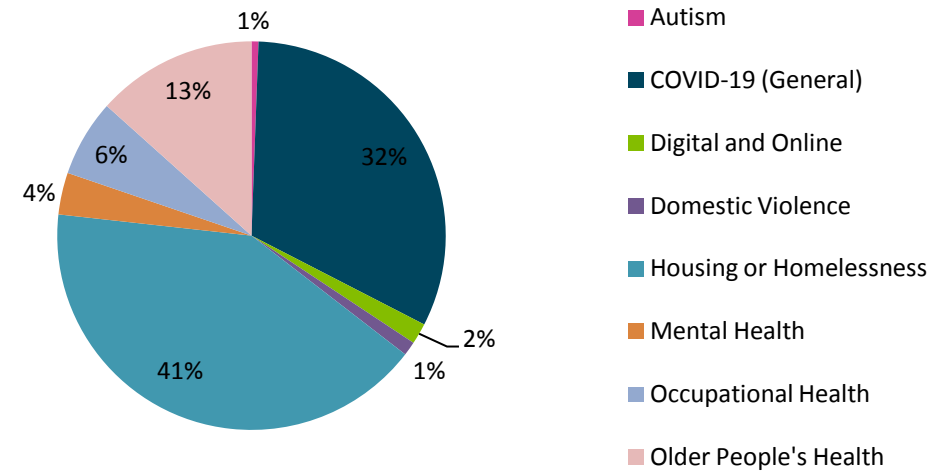
Issues receiving the most comments overall.



### 2.2 Stated topics

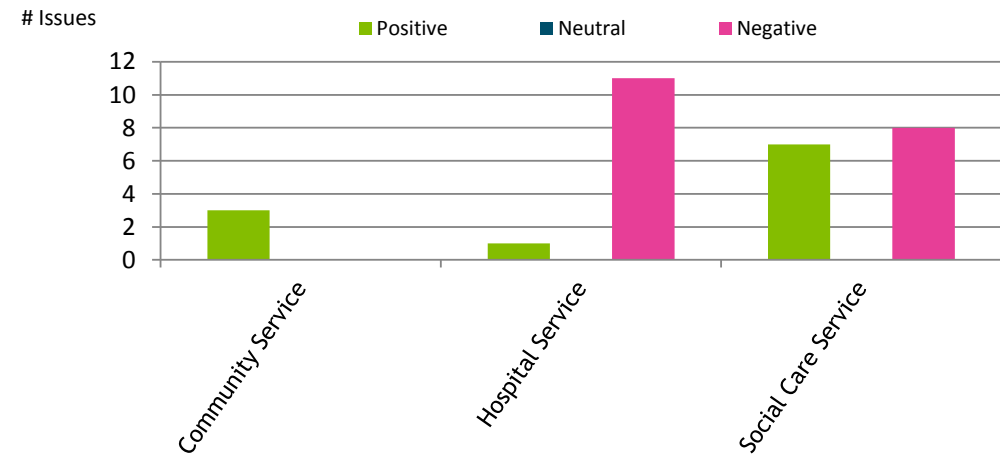


Topics receiving the most comments overall

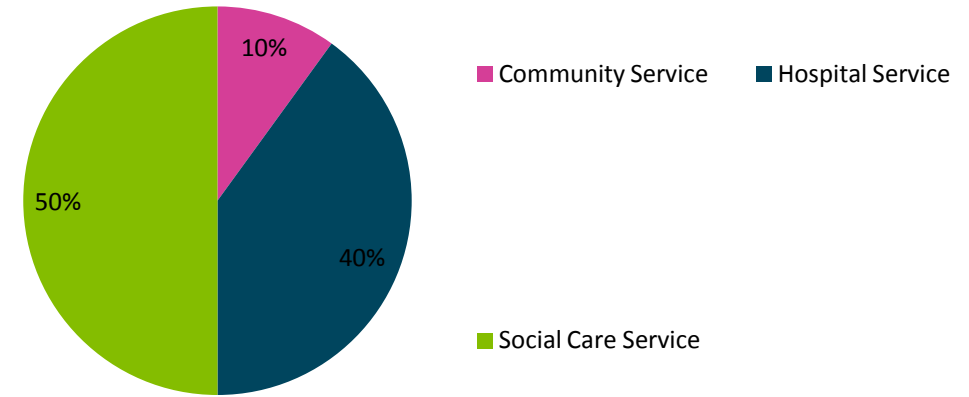


### 3. Trends: Which services are people most commenting on?

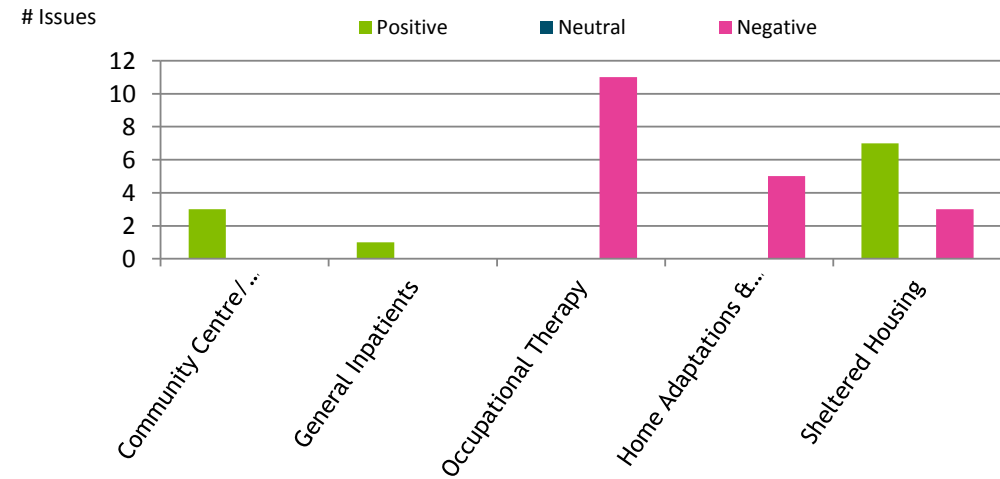
#### 3.1 Service Sector



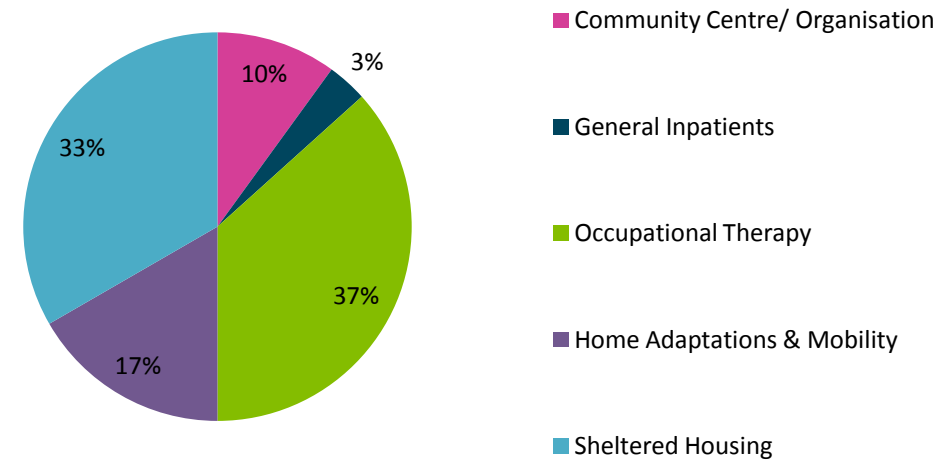
Service sectors receiving the most comments overall



#### 3.2 Service Type



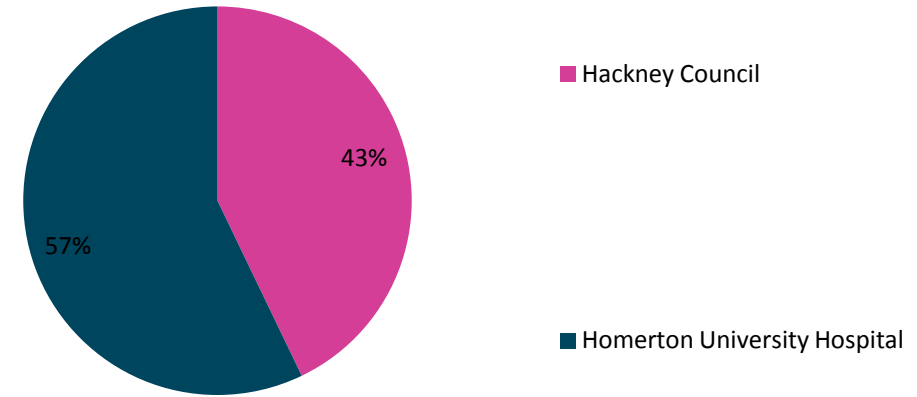
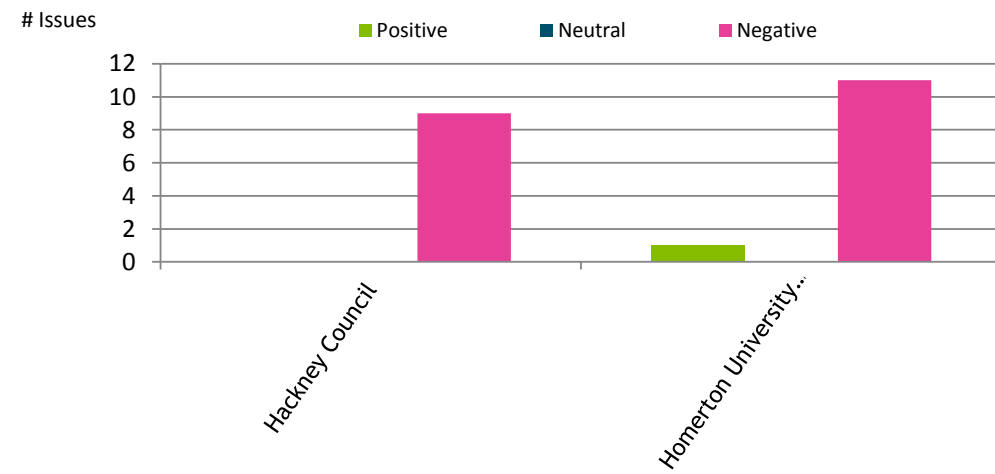
Service type receiving the most comments overall



### 3. Trends: Which services are people most commenting on?



#### 3.3 Services



*Services receiving the most comments overall*

#### 4. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Patients/Carers	Advice/Information	<i>Communication, including access to advice and information.</i>	1	0	4	5
	Carer Involvement	<i>Involvement or influence of carers and family members.</i>	0	0	0	0
	Peer Involvement	<i>Involvement or Influence of friends.</i>	1	0	1	2
	General Comment	<i>A generalised statement (ie; "The doctor was good.")</i>	0	0	0	0
	User Involvement	<i>Involvement or influence of the service user.</i>	0	0	1	1
Systems	Administration	<i>Administrative processes and delivery.</i>	0	0	1	1
	Admission	<i>Physical admission to a hospital ward, or other service.</i>	0	0	0	0
	Booking	<i>Ability to book, reschedule or cancel appointments.</i>	0	0	1	1
	Cancellations	<i>Cancellation of appointment by the service provider.</i>	0	0	0	0
	Data Protection	<i>General data protection (including GDPR).</i>	0	0	0	0
	Referral	<i>Referral to a service.</i>	0	0	1	1
	Medical Records	<i>Management of medical records.</i>	0	0	0	0
	Medication	<i>Prescription and management of medicines.</i>	0	0	0	0
	Opening Times	<i>Opening times of a service.</i>	0	0	0	0
	Planning	<i>Leadership and general organisation.</i>	0	0	2	2
	Registration	<i>Ability to register for a service.</i>	0	0	0	0
	Support	<i>Levels of support provided.</i>	4	1	12	17
	Telephone	<i>Ability to contact a service by telephone.</i>	0	0	1	1
	Timing	<i>Physical timing (ie; length of wait at appointments).</i>	0	0	0	0
	Waiting List	<i>Length of wait while on a list.</i>	0	0	0	0
Values	Choice	<i>General choice.</i>	0	0	0	0
	Cost	<i>General cost.</i>	0	0	1	1
	Language	<i>Language, including terminology.</i>	0	0	0	0
	Nutrition	<i>Provision of sustenance.</i>	0	0	0	0
	Privacy	<i>Privacy, personal space and property.</i>	0	0	1	1
	Quality	<i>General quality of a service, or staff.</i>	1	0	1	2
	Sensory	<i>Deaf/blind or other sensory issues.</i>	0	0	1	1
	Stimulation	<i>General stimulation, including access to activities.</i>	0	0	0	0

#### 4. Data Table: Number of issues



	Issue Name	Descriptor	# Issues			
			Positive	Neutral	Negative	Total
Environment	Catchment/Distance	<i>Distance to a service (and catchment area for eligibility).</i>	0	0	0	0
	Environment/Layout	<i>Physical environment of a service.</i>	1	0	7	8
	Equipment	<i>General equipment issues.</i>	0	2	14	16
	Hazard	<i>General hazard to safety (ie; a hospital wide infection).</i>	0	0	1	1
	Hygiene	<i>Levels of hygiene and general cleanliness.</i>	0	1	1	2
	Mobility	<i>Physical mobility to, from and within services.</i>	0	0	3	3
	Travel/Parking	<i>Ability to travel or park.</i>	0	0	0	0
Staff	Omission	<i>General omission (ie; transport did not arrive).</i>	0	0	0	0
	Security/Conduct	<i>General security of a service, including conduct of staff.</i>	0	0	2	2
	Staff Attitude	<i>Attitude, compassion and empathy of staff.</i>	3	0	1	4
	Complaints	<i>Ability to log and resolve a complaint.</i>	0	0	0	0
	Staff Training	<i>Training of staff.</i>	0	0	0	0
	Staffing Levels	<i>General availability of staff.</i>	0	0	0	0
<b>Total:</b>			<b>11</b>	<b>4</b>	<b>57</b>	<b>72</b>