



Health and Wellbeing Board
21st July 2021

Joint Healthwatch Hackney and Shelter report "We are still human"

Sept 2020, 27 households interviewed about their experiences of living in temporary accommodation

Report recommendations

All residents should have access to wi-fi. So, they can work, study, and socialise without having to depend on unreliable and expensive phone data.

All residents should have access to laundry facilities that work, are within walking distance, and available at a reasonable price – if not free.

Residents must be given information when they move about where they are moving to, how to access local services, and what rights they have.

Residents should feel supported, with clear access to information about their case and consistent support from the local authority for their wellbeing.

Residents should feel empowered. They should be listened to, have their concerns addressed, and be involved in open forums, meetings, and service design.

Repairs and maintenance

- Elderly residents need help to replace light bulbs and fix broken appliances
- Lift broken, with no idea when it will be repaired
- Problems with emergency repairs to fix water leaks, with Newlon and Peabody

Home adaptations

- Case study

Resident had physiotherapy at Homerton Hospital.

Her property was measured for the installation of rails in her bathroom, and an assurance given that recommendations would be sent to her Housing office who, as her Landlord, would be required to do the work.

Her Housing Association say they have no record of a request from Homerton Hospital.

As a result resident is unable to use her bath.

Social support

- Many residents in sheltered housing benefit from mutual support
- Some residents in sheltered housing do not have visitors and are isolated
- Communal space in schemes is very under used

Key themes

- Communication and information needs improving (this is also resident issue in health & care)
- Residents to be better informed about repairs (when they take place and times/landlord standards to carry out repairs, odd jobs service for the elderly)
- Social isolation - landlords need to link into local work on isolation e.g. Connect Hackney