

## This is a short report about changing support in Supported Living Houses.



In Durham the people who provide support in some supported living houses might have changed.



Durham County Council used to provide the support but now it is a company called Embracing Care.



The Council asked Healthwatch County Durham to talk to people in houses where Embracing Care is the new support provider.



The council wanted to see if there have been any changes in how people are supported.



We visited 9 supported living houses in March 2019.



All of the people we spoke to were happy to talk us about Embracing Care.

## What people told us



Most people said they had not noticed any difference when Embracing Care took over.



Some people said they were not given enough information before the change.

They would have liked more information during the change too.



Some people said they would have liked to see the new managers when the changes were happening.



Some of the staff changed.  
People found this difficult.

Getting to know new staff can  
take time.



Using agency staff who didn't  
know people very well made  
some people anxious. People  
like staff that they know.



In some houses support hours  
were shared between people.  
This meant it was difficult for us  
check that people got all of their  
support hours.



People also talked to us about other things that happened in their home. These things had nothing to do with the changes but it is important that we listen to them.

## More things that people told us



It is really important for people to have the right support to go out and do activities.



People knew who to talk to if they had a problem.



Sometimes you might not be able to do what you want because it might affect other people you live with.

This stops people from living their life how they want to.



When staff leave you might miss them.



After talking to people we have written some ideas in a report.

The ideas tell the council how they can make things better when they change peoples support.

## Our ideas



**1** Commissioners should talk to new providers about:

- How the service might change.



- Are there enough staff and managers.



- Are there any problems giving people the support they need.



Commissions are the people who pay for services in the council.



2

If there are more changes the council should let people know about it before it happens.



3

If a person is choosing where to live staff must think about other people who live there too.



Staff must check how they can support everyone to live their life the way they want to.





4

Services should use less agency staff.

People feel worried when they do not know the staff who are supporting them.



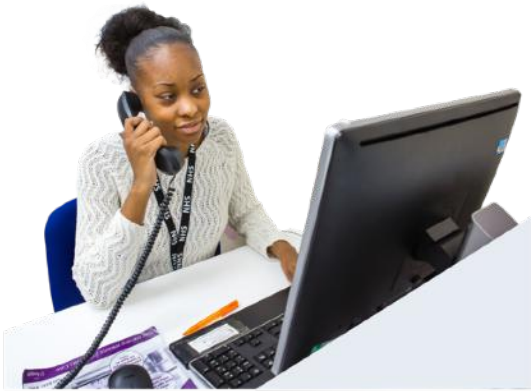
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Staff must check that people have the right support.



6

People should have support to do activities inside their home and out in the community.



7

If staff think a persons needs are not being met they should contact social services to let them know.