

# Case Study:

## Managing a wellbeing alert Procedure review



### Background

Platform's Specialist Housing team asked if we could speak to our Customer Sounding Board (CSB) members and Specialist Housing customers to seek their feedback on some proposed revisions to the 'Managing a wellbeing alert' procedure.

The procedure sets out clear information of the circumstances when Platform colleagues can enter the home of a customer in Specialist Housing.

The Specialist Housing team were keen to understand our customer's views on whether the procedure:

- Protects the independence and privacy of customers.
- Ensures the safety and wellbeing of customers.
- Supports Platform colleagues

### Customer Engagement

#### Customer Sounding Board

Our Customer Engagement team put together a survey pack for our Customer Sounding Board members who live in Specialist Housing, which included:

- Covering email with explanatory information and test scenarios
- Copy of the draft 'Managing a wellbeing alert' procedure
- Link to the feedback survey form.
- Deadline date for providing feedback.

#### Focus Group

To increase feedback from customers the team also carried out a focus group at a Specialist Housing scheme.



## Customer Feedback

- 100% felt the procedure, protected the independence and privacy of customers.

*“Time is given for the customer to get to the door and if entry is necessary calling the customer’s name should avoid any embarrassing situations.”*

- 100% felt the procedure ensured the safety and wellbeing of customers.

*“Should a customer be taken ill and couldn’t call the alarm this action may save a life.”*

*“It explains clearly what will happen should no contact be made. By contacting relatives or entering premises is a failsafe safeguard for said individuals.”*

- 100% felt the procedure supported Platform colleagues

*“It enables staff to safeguard clients very quickly in a way that also safeguards them.”*

*“If a member of staff is not given an assurance that they can enter the customer’s property it will cause unnecessary anxiety to the member of staff.”*

## Outcomes

As a direct result of our involved customers feedback, we:

- Launched the policy across Specialist Housing from July 2024.

