

Why this review?

Purpose of the theme To ensure that our Home Adaptations Service is operating to its highest effect in making ateb homes suitable for all our customers.

Why undertake this theme? To identify areas for improvement in enabling ateb customers to have appropriate homes meeting their needs.

When did we undertake the survey? Throughout August and into September 2019.

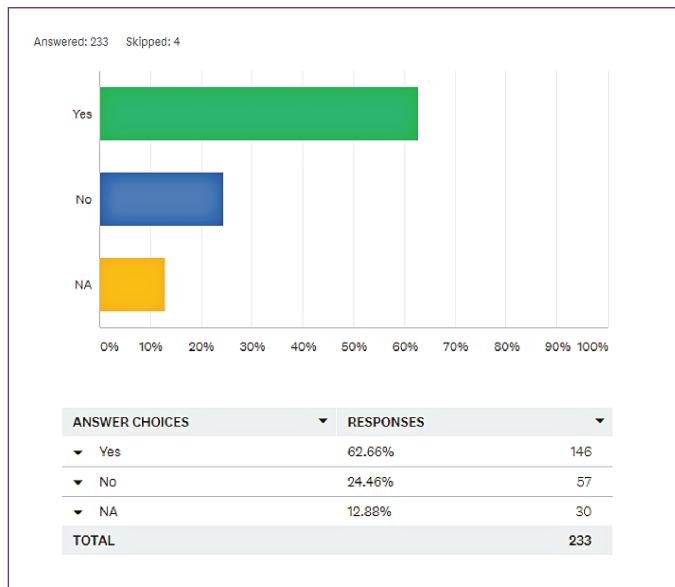
You said...

Thank you for your support!

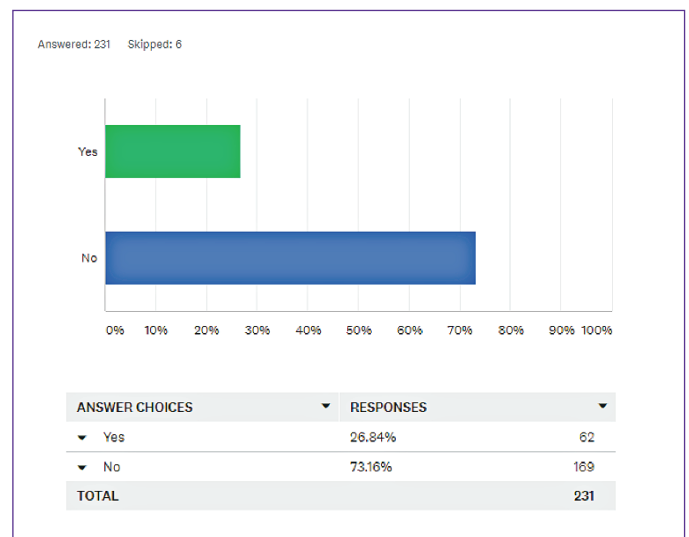
We received information from **237** of our customers

These were the responses our e2i Co-ordination Team received:

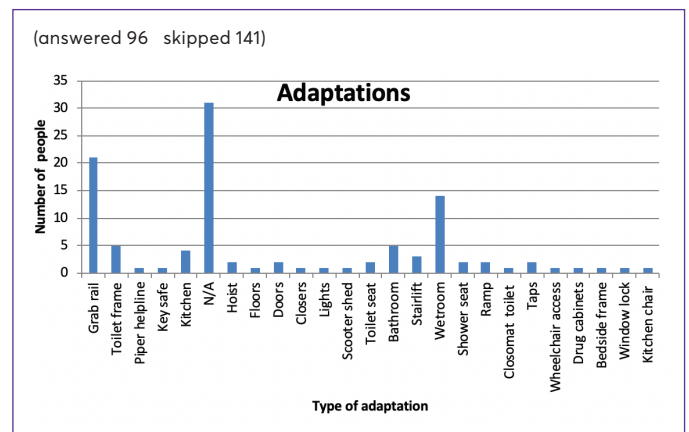
1/ All customers: Do you feel that you have enough information about home adaptations available from ateb?



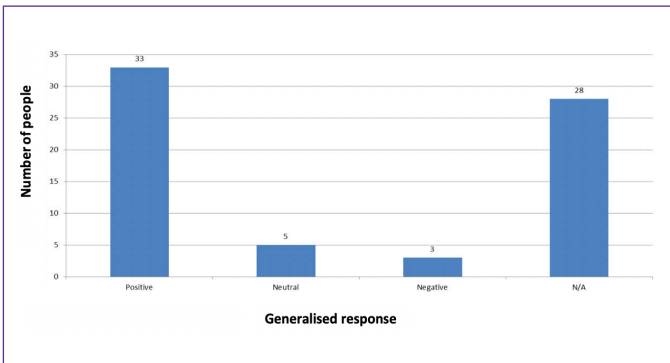
2/ Have you had a home adaptation through ateb?



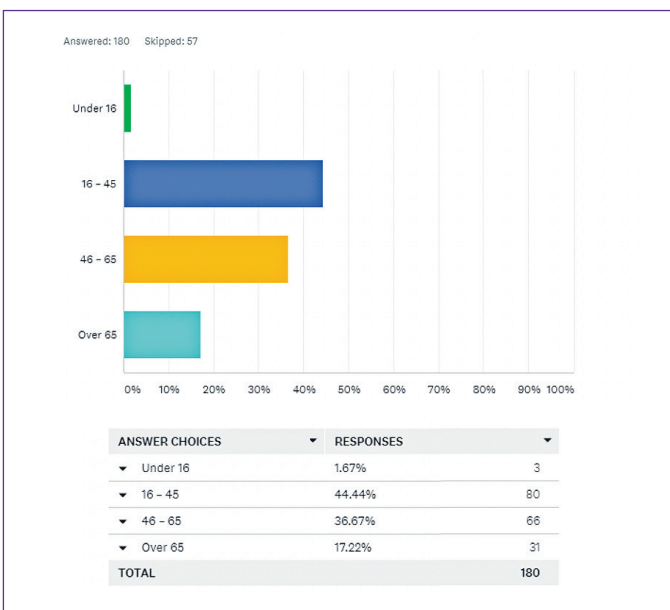
3/ What kind of adaption did you have?



4/ How did you find the whole process, from first enquiry to completed installation?



5/ What age category does the person for whom the adaption was made into?



These were some of the comments we captured:

- > Very quick and very helpful
- > Within a week of asking for a grab rail for shower Lleucu visited and within a few weeks all 4 adaptations were made. Very pleased and delighted at speed adaptations were completed. Could you please convey my sincere thanks to Lleucu – a dedicated professional person – diolch yn fawr.
- > Fine. But disappointed with toilet seat coming loose all the time so it needs to be tightened regularly

- > Very happy with the whole process
- > Okay – still waiting to hear about new kitchen walls though
- > Brilliant as always
- > Carers helped; I just took it as it came; no carbon monoxide detectors
- > Very Good, work quality was fantastic.
- > Nightmare – contractors fault took over 6 months to complete
- > It took 6 months
- > It was great, I just rang and referred to Pembrokeshire County Council, Occupational Therapist came to visit to check what I needed and they reported to you. The improvements were done
- > Took a while, due to grant application and going through red tape. Big job installing the ramp, but it was done within a year. Happy with the whole process
- > Customer found out by chance of what was available – had no idea that he could apply for this; apart from that, pretty good
- > Done pretty quickly, and the guy that did it was lovely

Summary

Overall, this was a very positive investigation – most customers felt happy with the procedure. All that were not, have been contacted. Any issues to do with timing of the adaptations were related to grant applications for more major adaptations and the work of contractors.

We did...

Based on the e2i theme findings we intend to undertake the following Improvement Action:

- 1/ When the Contact Centre send a referral to Care & Repair, could that referral please include: the customer's name, full address, DoB & phone number, plus the customer requirements.

We really appreciate all those involved in this theme review.

Need to know more or raise an issue?

e2i / If it matters to you, it matters to us.

Drop us an email: engage@atebgroup.co.uk

Visit our website: www.atebgroup.co.uk

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