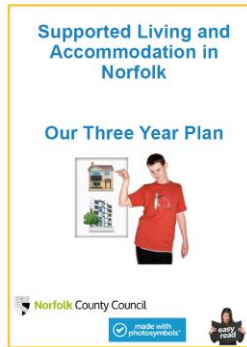


Supported Living and Accommodation in Norfolk

**Feedback from questionnaires and
webinars in May 2021**

Sharing our Three Year Plan



In May 2021 we invited people to come to a workshop to talk about our three year plan for supported living and accommodation. More than 70 people attended.

We held three workshops online. We used Zoom.

At the workshop we said we expect to increase choice by:

- Building more supported living
- Doing more staff training
- More people using shared lives
- Using less residential care



Getting your ideas



We asked people to tell us what they thought about our plans at the workshops.



We also sent people who came to the workshops a questionnaire.



We asked partners and providers to share the questionnaire. We said people who could not attend could use it to share their ideas.

What we asked



Do you agree with our plan?



What do we need to **include** in our designs for new supported living homes?



What do we need to **avoid** in our designs for new supported living homes?

What people told us

What people thought of our three year plan (1)



People agreed that there needs to be more choice of places to live



People told us that services need to support people to be as independent as possible



People agreed that staff need good training



People wanted to know about our plans after three years

What people thought of our three year plan (2)



Most people agreed that there should be more supported living



However, people also said there is not enough information about what is available



People also told us that preparing for a new home needs to start early and should be well planned. This includes support to parent/carers.



The County Council needs better information about services and how to find a place to live

Building design: what people said about outside spaces



Accessible for all -,
raised beds, flat
paths, no gravel



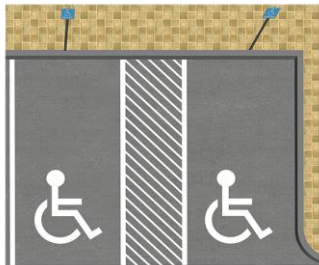
Garden storage and
buildings for hobbies



Being able to
entertain family and
friends outside (BBQ)



Secure, so people can
have a pet



Parking for staff,
visitors and mobility
vehicles



Feeling homely

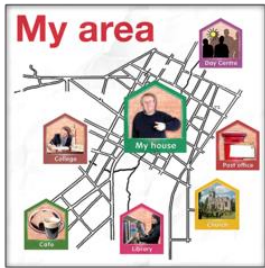


Feeling safe and
secure



Covered space for
rainy days

Building design: what people said about location



Close to work and day time opportunities



Good design, to fit in with the homes around it



Could be near other services e.g. for older people



Good access to transport, including public transport



Walking distance to shops, services and parks



Good views from windows



Having a choice of different locations



Market towns can be good places to live

Building design: what people said about inside the home (1)



Some people will need a wet room



It should feel like a home not a service



Large bedrooms with space for activities and storage



Some accommodation for couples



Able to choose decoration and furniture



Space for visual prompts in kitchens and by front door



Ensuite bathrooms and facilities for visitors



Space to work alongside support staff

Building design: what people said about inside the home (2)



Stable internet connections



Isolation switches for appliances and water



Able to seek help when needed (person centred solutions)



Well planned sockets for use of technology (including outside)



Water that doesn't get too hot or cold



Strong reinforced walls are important



Accessible spaces like corridors, kitchens and bathrooms



Large enough for hoists and specialist equipment

Building design: what people said about shared spaces and types of homes



Shared spaces are important



Some homes need space for people to do things together



Bungalows can be better for people who find it harder to walk



Blocks of flats can be too noisy for some people



Spaces that can change if more or less support is needed



Staff need space if they are staying overnight



Staff space should have a place to keep things and good light

Building design: what people said about sensory needs



Able to choose colours, materials and decorations



Flexible lighting and good day light



Heating that is easy to change. Staff know if it gets too cold.



Some homes need a sensory room, some need a sensory bath



Bedrooms need to be quiet and well insulated



Have less smells from things going on in the home (like cooking)



Have less noise from fans and heating equipment

Other things people told us (1)



It is too difficult to get good information about a choice of home



It takes too long to wait to move in to supported living



Moves in to supported living need to be well planned. There should be taster sessions and a good transition plan

Other things people told us (2)



Friends should be able to move in together.
People should have choice about who they live with.



There needs to be choice, so people do not have to 'fit' the home



Being close to family is important for some people

What Next - Developing the design guide



We will use the feedback from the workshops to create a design guide



We will also include other feedback sent in by emails and questionnaires



The design guide will describe what a good home looks and feels like



We will make sure that developers use the guide to design the new homes

What next – three year plan?



We are starting work with developers to plan the building of the new supported living homes



We will be talking to people about how to involve people and families in the design of individual services



We will use the website to share information about this

Staying involved



If you would like to be invited to any future workshops please let us know



Email us at LDCommissioning@norfolk.gov.uk



We need your permission to keep your email address and to use it for future invitations