

Amaze Parent / Carer feedback re. housing / support

What parents said they found difficult:

- Difficulties of where to start looking for housing, especially if you don't have a good relationship with your social worker
- Feel like you aren't always told 'what's out there' only the cheapest provision, that might not be suitable for your young person
- Social worker / duty worker not knowing the young person and their needs in detail e.g. being sent to look at a house where the toilet was two floors below the potential bedroom, and with young person's mobility difficulties, that would be an issue
- Social worker seems to be off an awful lot and is part-time: hard to get hold of so difficult to know what's going on
- Provision needs to be age appropriate for young person – parent shown a residential home, where youngest person was in their 30's and no one was supported to go out in the evenings
- Honesty of how long social worker is going to get back to you – not to say 'I'll get back to you about that in 2 weeks' hear nothing, when you ring them after 3 weeks they say 'give me a couple of weeks and I'll get back to you' and so on, would prefer it if person was honest and said 'I'll get back to you in 6 months about that' and if they get back to you before that you'd think they were great, not feel furious and frustrated with them for fobbing you off continually and getting nowhere
- When a young person is living somewhere, having a staff team that is constantly changing – difficult for young person and also for communication with family / parents and potential for problems developing, things get missed, go wrong
- For young people leaving college and home at the same time e.g. St Johns if they've lived there
- Feel very powerless and left out of process.
- Also unprepared: what will be consequences financially when Id person moves out. What happens if it doesn't work out, etc. The full picture is not really explained.

What parents say they find helpful:

- Much better to have a named social worker, than having a duty social worker

What parents say they would find helpful:

- To have a named social worker, someone who really knows young person and what their support needs are and who is full time or job sharing
- To know what sort of leisure provision is nearby that their young person might access

- Knowing where to 'look' for provision e.g. a booklet about local housing provision and support as well as this info on the local offer so parents can go and have a look at what's available
- A more transparent, easier process
- Regular updates (email/phone/face to face) planned in advance
- Have a holistic approach re young person's place of living: plan with awareness of important activities: if it's incredibly hard to access chosen activities because of poor transport links this is an issue – especially if person has additional mobility issues.
- Actually hearing of other parents/carers experiences, good and bad

Feedback about Supported Living

Challenges

System is not set up for people who become seriously ill / have complex health needs.

Big staff team (around 17 people), so when young person had serious health issues, couldn't rely on or "trust" staff to properly take care of him. Couldn't rely on them sharing important information e.g. very restricted diet after operation, no flexibility to support him (e.g. not well enough to go to college). Had to bring young person home to live – felt like a 'backward' step