Gabriel House

House Meeting

Notes.

Date. 14.10.26

Principles of the meeting are.

- The Meetings are to improve the lives of people living in Gabriel House
- We should work hard to improve the lives of everyone
- Allow others to comment, to be heard and show respect
- Comments should not be personal
- Avoid talking over each other.
- Agree to meet fortnightly

Present.

Mike K, Anton, Charlotte

Notes

Gabriel House, Exeter – Residents' Meeting Notes

Date: 14 October 2026

Meeting purpose: To gather residents' feedback on the service at Gabriel House, understand its impact on customers, identify what is working well, and explore opportunities to improve service delivery.

Participation: Two residents contributed feedback.

1. What Residents Like About the Service

1.1 Feeling Safe

Residents identified feeling safe at Gabriel House as a positive aspect of the service.

Feedback:

- Gabriel House provides a sense of safety.

Potential implications:

- Maintaining a safe and secure environment is important to residents' wellbeing.
- This positive aspect should be protected and built upon when considering service improvements.

1.2 Positive Relationships with Support Workers

Residents spoke positively about the support workers.

Feedback:

- Residents value the support workers and recognise the positive contribution they make.

Potential/perceived implications:

- Positive relationships between residents and staff are an important foundation for effective support.
- For one customer these relationships could be strengthened through more consistent engagement, proactive support and opportunities for residents to discuss their needs.

2. What Residents Dislike or Feel Needs Improving

2.1 Management and Organisation of the Service

One resident expressed concerns that Gabriel House is not being run effectively and lacks structure, however the other resident felt secure in how the service was run.

Feedback:

- The service has been experienced in a variety of ways – good/bad
- There is a perceived lack of structure and organisation – this opinion is not always shared by others.

Potential/perceived implications:

- Residents may perhaps benefit from greater clarity about how the service operates, what activities and support are available, and what they can expect from staff.
- Greater consistency in routines, communication and service delivery may help improve residents' confidence in the service.

2.2 Quality and Availability of Support

One resident described an incident in which they felt they had to support a friend experiencing a mental health breakdown because night staff were not sufficiently helpful.

Feedback:

- A resident felt that staff support was inadequate during a friend's mental health crisis.
- The resident felt they had to take on a supportive role themselves.

Potential/perceived implications:

- This feedback raises questions about residents' experiences of accessing appropriate support when someone is experiencing a mental health crisis.

- It would be helpful to explore whether residents understand how to access support, how staff respond to urgent situations, and whether residents feel confident that their concerns will be taken seriously.
- Residents should not necessarily feel that they are responsible for managing another person's mental health crisis in place of appropriate staff support, although supporting each other has value and can aid personal growth.

Suggested follow-up:

- Explore this feedback with the relevant service manager, maintaining appropriate confidentiality.
- Review whether residents understand the process for seeking urgent support and whether staff responses meet residents' needs.

2.3 Resident Engagement and Involvement

One resident highlighted the need for people living at Gabriel House to be more actively engaged.

Feedback:

- Residents want to feel more involved and engaged in the service – although residents also have responsibility to take up offers of support/engagement opportunities.
- There is a perceived need for residents to be better supported to participate in activities and everyday life.

Potential/perceived implications:

- More opportunities for involvement could help residents feel valued, listened to and connected to their community.
- Residents should have opportunities to influence the activities offered and contribute ideas about how the service is run.
- Engagement should be inclusive, recognising that residents will have different interests, abilities, confidence levels and support needs.

2.4 Meaningful Activities and Social Opportunities

Residents suggested that more activities, including quiz nights, would improve their experience of living at Gabriel House.

Feedback:

- Quiz nights were suggested as an example of an activity residents might enjoy.
- Residents would like more opportunities to socialise and participate in meaningful activities.

Potential/perceived implications:

- A programme of resident-led or resident-informed activities could help reduce isolation, encourage social connections and improve wellbeing.
- Activities should reflect residents' interests rather than being determined solely by staff.
- Residents could be invited to suggest, organise or help facilitate activities, with appropriate support.

Suggested follow-up:

- Ask residents what activities they would like to see introduced.
- Explore the feasibility of a regular quiz night and other low-cost social activities.
- MK - Identify whether residents would like to help plan and organise activities.

2.5 Structure, Routine and Purpose

One resident identified the need for greater structure, routine and meaningful opportunities to occupy their time; and another about how rent increase disincentivises people to seek work.

2.6 Rent, affordability and incentives to work

A customer raised concerns that living in supported accommodation can disincentivise people from seeking employment or increasing their earnings because higher income may result in increased rent and accommodation costs. This can leave customers feeling that taking up work or progressing into better-paid employment offers limited financial benefit.

Suggestion: Explore whether a more gradual, sliding-scale approach to rent increases could be introduced, allowing customers to retain a meaningful proportion of any additional earnings. This could help ensure that moving into employment, increasing working hours or progressing in a career is financially worthwhile, supporting independence, financial stability and successful transitions out of supported accommodation.

2.7 Meaningful Activities

One resident wants more structure and routine and that there is a need for greater encouragement and support to participate in meaningful activities.

Potential/perceived implications:

- A more predictable programme of activities and opportunities for engagement may help residents develop routine and a stronger sense of purpose.
- Meaningful activity could include social events, hobbies, volunteering, learning opportunities, physical activity and activities that support residents' individual goals.
- Residents should be involved in shaping any programme to ensure it reflects their interests and aspirations.

3. Summary of Key Themes

The feedback identifies a few strengths to build upon and areas requiring further exploration.

Strengths

- Residents value feeling safe at Gabriel House.
- Positive relationships with support workers are recognised.

Perceived areas for improvement – identified by one person's feedback

- The organisation and day-to-day structure of the service.
- Residents' experiences of accessing effective support, particularly during mental health crises.
- Opportunities for resident engagement and involvement.
- The availability of meaningful activities and social opportunities.
- Greater consistency, routine and purpose in everyday life.

4. Suggested Actions for Consideration

- **Management and organisation:** Discuss residents' concerns about how the service is run and identify opportunities to improve consistency, communication and structure.
- **Support provision:** Explore the feedback about the reported mental health crisis and consider whether support arrangements and escalation procedures are clear and effective.
- **Resident engagement:** MK to let residents how they can be involved in shaping the service and how their feedback can influence decisions.
- **Activities programme:** Work with residents to develop a programme of meaningful activities, starting with ideas such as quiz nights and other social events.
- **Routine and structure:** Explore whether a regular weekly timetable of activities and opportunities for engagement would be helpful.
- **Feedback and accountability:** Share the meeting outcomes with the relevant staff and residents, agree priorities where possible, and provide updates on actions taken.
- **Potential financial barrier to employment and independence -** raise with BCHA's Housing and Finance teams to explore how rent-setting arrangements and any relevant benefits entitlements affect customers as their earnings increase?

5. Closing Reflection

The meeting provided an opportunity for (albeit only 2) residents to share their experiences – and so cannot be assumed to be representative of GH whole cohort - and identify practical ways to improve life at Gabriel House. While residents value the safety of the accommodation and the contribution of support workers, one person's feedback suggests that greater structure, occasionally more effective support, and increased opportunities for meaningful engagement could improve their overall experience.

Feedback is being used as a starting point for further discussion with residents and staff, ensuring that residents can see how their contributions influence service development and improvement.

Next Meeting

28.10.25 11 - 12pm