Morwenna Court, Exeter – Residents' Meeting Notes

Principles of the meeting are.

- The House Meetings are to improve the lives of people living in GH
- 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

Notes

Date: 2.11.26

Location: Morwenna Court, Exeter

Facilitator: Mike Knowles – Customer Engagement Team

Attendance: 2 customers

1. Purpose of Meeting

The purpose of the residents' meeting was to provide customers with an opportunity to share their experiences of living at Morwenna Court, discuss the support they receive, identify any concerns and highlight areas where service delivery could be improved.

The meeting also provided an opportunity to understand customers' individual experiences and ensure their feedback informs ongoing service development and improvement.

2. Customer Feedback – What Is Working Well?

Customer 1 – Satisfaction with Staff Support

One customer expressed that she was happy with the service and support she currently receives from Morwenna Court staff.

- She reported being content with the support provided by staff.
- Her feedback indicated a positive experience of the service.
- No specific concerns or areas requiring improvement were raised by this customer.

Impact on Customer Experience:

This feedback highlights the importance of positive relationships between staff and customers and demonstrates that the support being delivered is meeting this customer's expectations.

It is important that this positive experience is maintained and that staff continue to provide consistent, supportive and person-centred assistance.

3. Customer Feedback – Areas of Concern

Customer 2 – Progression Towards Move-On Accommodation

The second customer raised concerns about what he perceives to be a lack of progress in securing alternative accommodation and moving on from supported housing.

Key points raised:

- The customer expressed frustration about the apparent lack of progress with his move-on arrangements.
- He is concerned about the length of time he has been living in supported accommodation without achieving his intended move-on outcome.
- There appears to be uncertainty from his perspective about when he might be able to move into alternative accommodation.
- The situation may be affecting his confidence in the move-on process and his ability to plan for the next stage of independent living.

Impact on Customer Experience:

The customer's feedback highlights the importance of ensuring that people living in supported accommodation feel that they are making progress towards their individual housing goals.

A lack of visible progress or communication about housing options can potentially lead to frustration, uncertainty and disengagement.

It is important that customers understand what steps are being taken, what barriers may be preventing progress and what practical actions can be undertaken to help them achieve their move-on aspirations.

4. Discussion and Areas for Improvement

The following areas were identified for consideration:

- **Communication:** Ensure the customer receives regular updates about the progress of his move-on arrangements.
- **Move-on planning:** Review the customer's existing support and move-on plan to establish what progress has been made and what remains outstanding.
- **Identifying barriers:** Establish whether there are particular issues preventing the customer from accessing alternative accommodation.
- **Managing expectations:** Provide realistic information about available housing options and potential timescales.
- **Person-centred support:** Ensure the customer is actively involved in decisions and discussions concerning his future accommodation.

5. Actions Arising from Customer Feedback

Action	Suggested follow-up
Review move-on arrangements	Relevant support staff to review the customer's current housing situation and progress towards move-on.
Clarify outstanding barriers	Identify any practical or administrative issues preventing access to alternative accommodation.
Improve communication	Agree how and when the customer will receive updates about his housing options and progress.
Review support plan	Ensure move-on objectives remain relevant, realistic and understood by the customer.
Maintain positive support	Continue the existing positive approach to staff support identified by the first customer.

6. Summary and Key Messages

The meeting highlighted two different customer experiences of the service at Morwenna Court.

One customer expressed satisfaction with the support received from staff, providing positive feedback about the service and the importance of maintaining good staff-customer relationships.

The second customer raised concerns about the apparent lack of progress towards securing alternative accommodation and moving on from supported housing. This feedback highlights the need for clear communication, proactive move-on planning and greater visibility of progress towards individual housing outcomes.

Both contributions are valuable in understanding the customer experience and identifying opportunities to improve service delivery.

Overall message: Morwenna Court should continue to build on positive staff-customer relationships while ensuring that customers who are ready to move towards greater independence receive appropriate support, clear communication and practical assistance to achieve their housing aspirations.