

Coopers Court - Enter and View Report

Service: Coopers Court Extra Care

Provider: Creative Support

Date / Time: 20th August 2015 / 10.00am -13.30pm

Healthwatch Tower Hamlets Members: Juan Adriano, Janine Aldridge
(Healthwatch City of London)

Healthwatch Tower Hamlets Staff: Shamsur Choudhury

Lead provider contacts for the visit: Annita Barker (Centre Manager)

Address: Coopers Court Extra Care, 124 Eric St, London E3 4SW

Purpose of visit

1. To gather resident's feedback on their experiences of living at Coopers Court and the care provision received. The feedback discussions were centred around the following areas:

- likes and dislikes of living there
- How they feel about the staff and how they treat them (privacy and dignity, communication-language support),
- if there are same staff members attending to them (continuity of care)
- Do they feel they have sufficient staff support and daily interaction with staff (one to one, staff presence)
- Do they feel safe? Are buzzers responded to quickly?
- what activities they take part in and how they feel about these activities (are they tailored for their needs)
- Cleanliness of their flat (laundry and general cleaning)
- Do people from the community visit them and offer them social time (one to one interaction)
- how they get involved in deciding on provisions and activities

2. To gather resident's suggestions for improving the service? What they would like the care home to provide; (i.e. additional activities/ services) or what they would like to see changed.

Information on the service (discussed at meeting with management present)

- The majority of the residents at Coopers Court Extra Care fall into the higher needs category (n=37 residents), this means that they are less independent and receive more caring support. The number of hours of care each resident receives is based on their personal needs (i.e. someone with physical disability will get more hours of care) and in decision with their social worker, the minimum amount of support everyone receives is 12.25 hours and 4.5 hours of this is allocated to night staff and background support. The type of support residents receives from their carers ranges from receiving support with taking medication, preparing meals, shopping, showering, laundry, cleaning the flat once a week going and support with attending GP and hospital appointments. All of the residents have a care plan and they are also attached to a key worker that reviews their care plan every six to eight weeks.
- Coopers Court Extra Care is currently managed by Creative Support. Creative Support took over the management of this extra care service from Sanctuary Care in November 2014 as part of LBTH Adult Social Care retendering process. Creative Support is a national care agency and currently works across 63 local authorities.

Since November 2014 they have taken over four extra care provisions in Tower Hamlets from Sanctuary Care, they include Sonali Gardens, Coopers Court, Donny Brook and Duncan Court. LBTH has contracted Creative Support a total of 620 hours of care support per week for residents of Coopers Court.

- Coopers Court has 41 flats and at the time of visit there were a total of 40 residents receiving care support from Creative Support. The building is managed by Sanctuary.
- When Creative Support took over the contract the previous manager of the service (under Sanctuary Care) did not stay on, since then the Area Manager (Thandi Murambiwa) has been the registered CQC manager for Coopers Court (and Sonali Gardens) and they have employed a project manager (Annita Barker) to manage the service on a day to day basis. We were informed that vast majority of care workers from Sanctuary Care stayed on with Creative Support (tuped), therefore residents are still receiving support from carers they know and have established relationships with. The project manager mentioned that if there are shortages of staff or if permanent staff go on leave, replacement staff are recruited from their pool of bank staff.
- **Staff:** Staff Rotation: eight members of staff work in the morning shift (7 or 7:30 - 15:30): five members of staff work in the afternoon shift (14:00 - 21:30 or 22:30) and two members of staff work in the night shift (21:30 – 7:30). The manager mentioned that they do not have a high turnover of staff and most of the staff (carers) have been working at Coopers Court for a long time. The manager also mentioned that they pay the London living wage rate of £9.15 per hour and this contributes toward staff retention.
- **Training:** staff receive training around the following: Supporting residents to take medications, dementia awareness, food & hygiene, handling and lifting. Training is provided in house by Creative Support. When new staff are employed they shadow the project manager and they have supervision meetings every four to six weeks, the supervision meeting covers the following areas: if new caring staff have any concerns, improvements that could be made, challenges with working with residents, how to address residents (e.g. with dementia, incontinence, etc).
- **Activities:** Creative Support has employed an 'Development Officer' and an Activities Graduate Intern that supports all of their four contracted services in Tower Hamlets. The activities co-ordinator is based at Coopers Court and coordinates activities at least 2-3 times on different days each week. Currently they have activities such as bingo, classic film club, befriending, communal meals (fish and chips, Sunday buffet).
- **Involving Residents:** Monthly Tenants meetings are held as well as quarterly Event Forums and these meeting mainly involves discussing residents needs (see appendix 2 as example of meeting), they have also recently undertaken a survey with residents to get feedback on the care and provisions received (see attached Appendix 3), the survey findings will have actions attached to them.
- **Challenges:** At the weekends Coopers Court may be short by two members of staff and they have also petitioned LBTH for more weekly hours. Recently Creative Support have undertaken a resident's survey and they found that residents biggest concern is staff running late to attend to them and also found that residents have a dislike for agency staff.

Observation of Enter & View Representatives

- Coopers Court internal communal areas looked clean and well maintained.
- The majority of the residents flat looked clean, it was personalised to resident's wishes and some of the flats had a very homely feel to it.
- There was substantial amount of residents that have high needs; a lot of residents were suffering from dementia.

- Residents seemed to have a good relationship with the project manager Annita. The project manager also seems very hands on and gets involved with the care of clients on a daily basis; this is greatly appreciated by residents.
- There was a thorough schedule of activities displayed on the board, however it didn't seem that activities are well communicated to residents as they could be and more could be done to get people out of their rooms and encouraged to join in.
- The flexibility of the food was a good thing as people could choose whether to eat the catered food provided by Meals on Wheels or make their own (they receive support preparing it) and then change according to their needs.]
- One of the residents did not have an emergency pendant around his neck (a requirement for all vulnerable residents to wear and to press in a emergency), he said that they took it off him at the time he went to hospital and since he has been back (few days) no one has given him a replacement pendant. This issue was raised with the manager and she said that they will look into it. A new pendant was given to resident on the same day.

Residents Feedback

Resident 1 (with advanced dementia and comments were inconsistent therefore hard to know how accurate)

I want to go back to the flat I had before. I didn't know there were any staff, we look after ourselves. I don't talk to the staff or see them (although she did talk to staff whilst Healthwatch representative was present). It's clean enough and I go out to the shops but I can't take part in the other activities...It could be worse.

Female, 70+, White

Resident 2 (wheelchair bound)

I don't like living here; I want to get a council place. The staff are OK; the manager is brilliant although I'm not as keen on some of the others. I cook my own food...I don't take part in the activities because of my disability. Most people here have dementia and I can't talk to them. I go out and do shopping for others as well as myself.

Female/ 60s / white

Resident 3 (has advanced dementia and seemed unsure of who the staff were which affected the comments, inconsistency in comments made)

I like living here and the food is nice. The staff aren't good and there are not a lot of activities.

Female/ 80s/ white

Resident 4

I am not happy here, I have been here 11 years and we do everything for ourselves. We are on the list to move. We want our independence back as there is no privacy here. The manager is a lovely lady but we shouldn't have been in here from the beginning. We do our own food and other personal care. The home is clean but being here is not agreeing with my mental health.

Female/ 40-50s/ white

Resident 5 (bed ridden and therefore not able to take part in activities or join other residents in communal areas)

I like it here, it's my own place. They come and get my food for me and my daughter gets my food. I feel safe and comfortable. I don't go down to the lounge much. It is clean and the staff clean the flats. My family comes and visits me every day. People come and change the sheets. I don't see people from other flats. I was friendly with one other person but now she's in hospital.

Female/over 80/white

Resident 6

It's nice here. After a head injury I'm getting back into my stride here. I like the activities, there's always something at 1pm. We talk about what has been on TV and play games like bingo and have snacks. I make my own lunch. I can do what I want but I think I need to be here a bit longer. The cleaning is fine and I have my own vacuum. I feel safe, people answer the buzzer. People from the community come and visit us. It's like being at home here. A lot of people stay in their rooms but that's just the way they are. I go out and meet friends as well.

Female/over 70/ white

Resident 7

I like the privacy here and the spaciousness... there's nothing I don't like here, it's the nicest place I've been in. I don't do many activities due to my medical condition...I sleep a lot. My two daughters provide me with food and cooked meals that I eat in the dining room. I feel safe; people answer the buzzer and clean the flat. I would suggest more social activities for the evening and activities should be more imaginative. The staff are helpful. The artificial light in the room is difficult for my vision and is distracting.

Male/ over 70/ white

Resident 8

Staff seem to do a lot and I have nothing particular to add about it. But the type of service they provide is a bit rigid, sometimes; if I am 10 minutes late for lunch I get a long face. Staff work really hard, but rules have been imposed from higher management. With the changes (referring to provider change), residents were really anxious, there were some complications. The people who work in the front office were not hired by the new company. Now, it seems that has been arranged but it is still difficult because they are short of staff. They come late to see me, to make my breakfast, to help me to have a shower.

I always feel safe here, but they have a slow response and sometimes the buzzer doesn't work... It can take a quarter of an hour for them to respond.

They have activities like tossing a ball, visiting the local farm by regular bus...that encouraged me to use the bus. This afternoon, I will go to the gym in Ability Bow using the Tower Hamlets bus but activities are not well advertised. Activities are separated, not coordinated.

In terms of cleanliness of my flat, they do a good job with that. I would like to get a new carpet, but I will need to pay for that.

The community...I found a leaflet downstairs about a Casserole Dinner's club. People cook dinner in their home and bring the home-made food here and eat it with me...I found about it in the common room.

Male/ 70s / White

Resident 9

Very good staff, excellent! no problems with them...I am happy here. If I get in trouble, I use my "button" and it takes about 5 minutes for staff to arrive. There is a fire alarm test every Friday. There is not really anything I dislike, except that girls are doing extra work. They need more staff! but Tower Hamlets is not prepared to pay for more staff. Here, I feel safe and secure. They come to clean my flat every week and I am happy with that. They also come to do my laundry every Saturday. We have different clubs in the afternoon.

Female / 80s / White

Resident 10

I've got no suggestions, no problems. Living here is fantastic except for one person, who works here that should have never got this kind of job. The manager is a fantastic girl, a really nice person, and she really means well! In my flat everything is good, clean, always look after, you know?

About the staff, I feel good about them. They always tell you the truth and I feel respected by them...I try to do things by myself, I try my best. But they have to make my meals, they ask me what I want for lunch, dinner, etc. Also, at 10am, 5pm and 9pm, they give me my meds. They keep my flat always clean and tidy.

I feel safe here, well sometimes no because there are about 20 youngest boys outside of the main entrance. They are terrible, always running, horrible boys! they use drugs...I wish it was reported to the police.

Activities: A girl comes 3 times a week; we watch TV or talk about anything like football with her. There are also some activities for the oldest people, but I don't go with them. Some people from the community come here from schools. They ask you: how are you? How you doing? I wish more people come here and say hello! How are you? Would you like a cup of tea? For me, that would be therapeutically and also social.

Improvements: We have meetings once a month. We try to say our side and they take it. There are more people coming to these meetings. But, if the lift breaks what happen to us? I have to wait in my flat sometimes five minutes or sometimes two days and a half as I can't walk downstairs. This only happens three to four times a year, but they shouldn't have just one lift.

Male/ 50s / White

Resident 11

This place is friendly, it's clean...no trouble, I find the staff friendly and helpful...they help with my shopping, prepare my meals...they are good! I only go to the communal area to watch TV, I am not fussed about activities...I am happy here. There has been no change in the service since the new company has taken over...it's the same as before.

Male/60/ White

Resident 11

I have been here since April of last year- and Annita is the best thing that has happened to this place, she is a good lady and very helpful!! the staff are good, they go and get my paper, do the laundry, clean my room, check my medicines and come around at least three times a day to check up on me...the majority of staff are still the same when Sanctuary was here...Sanctuary Care were good...when they got here Creative Support tried to cut down on the number of staff per shift, they tried to have 7 carers in the morning and 4 carers in the afternoon, whereas it was 8 carers in the morning and 5 in the afternoon...there is no provisions if someone does not turn up and they are struggling for at least 1 or 1.5 hours if that happens. I feel safe here and they take me out once a week for an hour or hour and half. There should be more activities for other residents, however they organise events for special occasions e.g. Christmas, St Patricks Day. Overall I am happy with the service and I am with the staff.

Male/ 60's/ White British

Resident 12

This place is ok, they come and see me at least three to four times a day...I feel safe here...the staff are very good, they look after me well...they give me medicine and clean my flat...I generally sit in my flat all day and watch the TV and listen to the radio- there's too many women living here, I don't want to socialise with them...I am happy here and my flat is always clean.

Male/ late 60's/ White British

Resident 13

I have been here sometimes, (after suffering a stroke) and the staff treat me nicely ...they do the cleaning, they give me a bath and they come and attend to me three times a day (morning, midday, afternoon) to prepare my meals and to give my medicines...I feel they listen to me and they are caring. I am happy here and I feel safe here...I have a pendant around my neck which I can press if I need urgent help or support, there is also a buzzer in the room and that can be used for non emergency situations- last time I pulled that it took around 15 minutes for them to come to my flat- I feel that they should have come sooner but I appreciate the staff are busy...they take me out once a week and I use that time to pay rent or to shop. Every Monday they have fish and chips and Sundays they do a buffet...I go to a local day centre and take part in exercise sessions...They are trying their best to look after me well...I have no complaints.

Male/ 70s/ African-Caribbean origin

Resident 14 (family feedback- resident unable to communicate properly due to dementia, therefore her daughter gave us feedback)

My mum came here three years ago...there are no activities going on for residents, most of the residents here can't go out on their own therefore it's important that they have something for residents to do...I think they have had cuts here before they use to have activities in the morning...I think they should provide activities daily for one or two hours, this will keep people active and there needs to be activities for people suffering from dementia. The staff

seem ok and it seems as though they treat my mum well, if they mistreated her then she would definitely tell me...I also feel secure that there is a pendant on my mum's neck, she can call for help if she falls or hurts herself...my mum likes the food that's delivered by Meals on Wheels, she gets to choose what she wants and the carers (staff) get it ready for her to eat...from personal experience I would have to say that the old management (Sanctuary Care) listened to me more.

Female/ 80's/ White British

Feedback Summary (based on resident feedback, representative observations)

- The majority of the residents gave positive feedback on the caring staff, they feel that staff treat them well, show them respect and generally look after them well within the remit of care that they are expected to receive i.e. giving them medicines, preparing meals, cleaning, attending to personal needs (showering). One resident said *'I feel they (referring to staff) listen to me and they are caring'*. A lot of residents spoke very fondly specifically about Annita (the manager); they feel she is very helpful and willing to listen to them, one resident commented that she is the best thing that has happened to Coopers Court.
- The majority of residents that we spoke to generally seem happy to be living at Coopers Court and also said that they feel safe there. From an observational perspective this seems to be the case mainly because residents caring/support needs are catered for at Coopers Court and as most of them are unable to live independently they value the supportive environment that is provided there. However a few residents commented that they do not like living at Coopers Court and they would prefer to be back at their old place of residency or at a council property. Their reasons for not wanting to live at Coopers Court is mainly to do with the environment and living arrangements and nothing to do with the care services provided by Creative Support, one of the resident highlighted that they feel they have lost their privacy and independence as a result of living at Coopers Court.
- Shortage of staff was a common theme across resident's feedback, a few residents commented that they feel that there is shortage of staff at Coopers Court and because of that reason they can receive their care late or get a late response to the room buzzer. Another resident mentioned that sometimes they can have shortage of staff on the day (i.e. staff not turning up or sickness issues) and if that happens then everyone's care is delayed by hour and a half. Other residents mentioned that the caring staff are working more and seem busier since Creative Support took over; they feel that this attributed to staff shortages at Coopers Court. Another resident feels that the shortage of staff is down to LBTH unwilling to pay more for additional staff, she said *'They need more staff! but Tower Hamlets is not prepared to pay for more staff'*.
- The majority of residents feedback suggested that they would like to take part in social activities (with a exception of few that were not interested mainly due to medical conditions), and some of them spoke about the activities currently organised at Coopers Courts, they mentioned that they enjoyed the activities such as the weekly communal meals (Fish and Chips and Sunday Buffet) and Bingo. Overall representative got the impression that residents feel the current activities organised are not sufficient as they only happen for a hour or two on certain days of the week (usually after lunch). One carer commented that in the past (under Sanctuary Care management) activities use to take place in the mornings as well and now she feels there are less activities taking place at Coopers Court she said that *'most of the residents here can't go out on their own therefore it's important that they have something for residents to do'*. Another resident mentioned that they should organise evening activities. And another resident feels that staff do not promote activities well

enough to residents and he feels that activities are happening in a disjointed way and are not co-ordinated enough.

Recommendations (based on E&V Representative, resident feedback and observations)

- From observation it is evident that Creative Support are making efforts to facilitate activities for residents and the activities co-ordinator is doing a great job in organising a scheduled activities programme at Coopers Court within the limited time she is based at Coopers Court (she works at four different locations). However, majority of residents feel that the activities are not sufficient as they do not take place often enough, following on from this we would recommend that there needs to be more activities taking place during mornings and late afternoons and activities should be more varied and tailored for the needs of the residents. Currently the activities timetable is structured to provide the same type of activities week in, week out (and usually at the same time), in order to achieve a varied activities timetable it is essential for the activities coordinator to spend more time (increase number of hours) serving the residents of Coopers Court.
- We would recommend that Creative Support staff at Coopers Court improve on building strong links to local community groups that can offer other involvement opportunities for resident's (signposting local services) and promote these opportunities to residents. A few good example of local involvement opportunities are: (1) **Alzheimer's Society** run a 'Dementia Café' in a local community centre (32 Merchant Street, E3), as a lot of the residents at Cooper Court are dementia suffers they would benefit by attending these sessions. Another good example is (2) **Green Candle Dance Company**, that organises dance movement sessions for older people across the borough. (<http://www.greencandle.com/participation/older/>). (3) **Tower Hamlets Friends and Neighbours** for 'Befriending Service'.
- We would recommend that staff improve on the promotion of internal/ external activities and involvement opportunities, it seemed to us that most of the residents did not know what was happening within Coopers Court or in the local area, this could be improved by regularly leafleting newsletter through residents doors, staff encouraging residents to join activities when they attend to them throughout the day and talking activities and involvement during communal meal times (i.e. Fish and Chips, Sunday Buffet).

Questions for provider:

- Why do residents feel that there are staff shortages at Coopers Court? Please provide explanation and possible actions to overcome this.
Response: The service is provided in line with the hours outlined by the LBTH. It may be possible that the previous provider was providing a different service as they were responsible for both the housing and support side of things. Creative Support however only provide the support element. We have spoken to LBTH for more hours and are awaiting an outcome from them.
- If residents want to purchase new carpets or furnishing, how does Creative Support staff support them with this process?
Response: We support residents in contacting a carpet provider who supplies to Sanctuary Care for measuring and in choosing a carpet from samples provided.

Important Information for Management

- We expect management to provide an '**Action Plan and Response**' on the raised issues under the '**Recommendations and Suggestions**' and '**Questions for Management**' headings.
- Copies of this report will be circulated to the, LBTH Adult Care Commissioning Team), CQC and will also be available to the public on Healthwatch Tower Hamlets website.

Healthwatch Tower Hamlets representatives and staff would like to thank Annita Barker (Project Manager) for making all the necessary arrangements in organising the visit and for helping us during our visit.

DISCLAIMER:

- The observations made in this report relate only to the visit carried out at Coopers Court Extra Care, which lasted for a total of two and half hours in total.
- This report is not representative of all resident views; it only represents the views of those who were able to contribute within the restricted time available.

COOPERS COURT HEALTHWATCH ACTION PLAN SEPTEMBER 2015 – JANUARY 2016

Strategic Theme:	COOPERS COURT GARDENS SERVICE DEVELOPMENT WITH AN EMPHASIS ON SERVICE USER SATISFACTION	Version:	1
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Recommendations from Healthwatch (September 2015)			DESIRED SITUATION (where do we plan to get to by January 2016)
	Describe current position		What we plan to achieve
<p>Recommendation 1 Why do residents feel that there are staff shortages at Coopers Court? Please provide explanation and possible actions to overcome this.</p>	<p>We have been holding clients and service user forums/meetings on a regular basis to keep all clients informed and reassure the clients that Creative Support is delivering the care calls based on all commissioned hours.</p> <p>We have reviewed all our staff allocations to highlight the planned care call times and to also show the actual time we are delivering to the clients. The actual time being delivered will inform decisions to request for additional hours for the service.</p> <p>Each client has now been issued with their care plan and they have signed to show understanding and agreement.</p> <p>Our Manager conducts regular spot checks on the service to ensure that all clients are receiving correct care and support in line with commissioned hours.</p> <p>We have conducted a</p>	<p>Outcome 1</p>	<p>We plan to achieve Person Centred Care for each tenant. We will continue to conduct Person Centred Reviews with clients and their significant others including social workers. This is to ensure that all clients are clear on allocated hours.</p> <p>Our quality team will visit the service to assess the level of care we provide at the service. They will also inspect and ensure that our service is being delivered in line with the commissioned requirements.</p>

	<p>service user satisfaction survey for the service and the majority of the clients expressed satisfaction with the service.</p>		
<p>Recommendation 2 If residents want to purchase new carpets or furnishing, how does Creative Support staff support them with this process?</p>	<p>Creative Support has regular partnership meetings with the Housing Officer on site. All pertinent matters are discussed with the housing officer. If there are any clients who will need support with replacing furnishings or carpets, this is discussed with the Housing Officer who will give appropriate advice.</p> <p>Creative Support has worked with families and clients to support with replacing beds and flooring. Clients/family members have been signposted to reputable contractors offering the best prices.</p> <p>In some cases Creative Support has worked with OTs to support the clients to make adjustments and referrals for hospital beds, perching stools</p>	<p>Outcome 2</p>	<p>Creative Support would aim to support clients to personalise and make their homes more homely. This will be based on choice, likes and preferences.</p> <p>We would also support clients to link in with Age Concern who will also support the clients with sign posting (to reputable companies) to ensure they purchase comfortable furniture for their home.</p> <p>We will continue to work with Sanctuary Housing officer in order that clients can be supported with following the correct procedures in line with their tenancy agreements.</p> <p>Carers will conduct Health and Safety Checks and support clients to replace unwanted and broken furniture. Clients will be supported to contact Tower Hamlets Bulky Waste removals.</p>
<p>Recommendation 3 We would recommend that staff improve on the promotion of internal/ external activities and involvement opportunities, it seemed to us that most of the residents did not know what was happening within Coopers Court or in the local area, this could be improved by</p>	<p>Our Activities Co-ordinator has put in place a weekly activity plan for Coopers Court.</p> <p>In addition an Activity Forum has been organised where clients choose activities of choice.</p> <p>One to one consultations have also taken place to cater for</p>	<p>Outcome 3</p>	<p>In order to work with the given recommendations, Creative Support will work towards publicising all our planned activities to the clients in the way they understand.</p> <p>The monthly calendars will be posted through residents mailboxes each month from December 2015</p>

<p>regularly leafleting newsletter through residents doors, staff encouraging residents to join activities when they attend to them throughout the day and talking activities and involvement during communal meal times (i.e. Fish and Chips, Sunday Buffet).</p>	<p>clients who wish to discuss their choice and preferences on a 1:1 basis.</p> <p>We have a local newsletter which highlights all events held in pictorial attractive format.</p> <p>We will continue to maintain a register of all activities attended. This will also assist us to analyse the most popular activities.</p>		<p>Flyers for special events will continue to be posted directly to residents mailboxes</p> <p>The next quarterly events and activities forum will be held early January 2015</p> <p>Care staff and the manager on site will continue to remind the clients on available activities and encourage them to attend and participate.</p> <p>We will support the clients to have themed meal times in order to improve social interaction. This could include an Opera Concert following on from lunch.</p>
<p>Recommendation 4 We would recommend that Creative Support staff at Coopers Court improve on building strong links to local community groups that can offer other involvement opportunities for resident's (signposting local services) and promote these opportunities to residents. A few good example of local involvement opportunities are: (1) Alzheimer's Society run a 'Dementia Café' in a local community centre (32 Merchant Street, E3), as a lot of the residents at Cooper Court are dementia suffers they would benefit by attending these sessions.</p>		<p>Outcome</p>	<p>Our staff have joined the Dementia Training project being delivered by Tower Hamlets. We would like the trained staff to take up the role of Dementia Champions who will assist the clients to link up and co-ordinate Dementia activities such as Dementia Café. We will encourage and work with staff to join Dementia initiatives such as Dementia Friends and this will assist to link in with local Dementia Partnership.</p> <p>The Development Officer will continue to work with Vicki Busfield from Green Candle Dance. Activities offered by them will be displayed in the Coopers Court noticeboard and residents encouraged to attend.</p>

<p>Another good example is (2) Green Candle Dance Company, that organises dance movement sessions for older people across the borough.</p>			<p>The Development Officer will continue to work with Alzheimer's Society in Mile End so that awareness sessions and joint working is in place. Residents will be encouraged to attend Dementia Cafés run by them.</p> <p>Term time sessions with local Mile End Youth Club will continue. Residents and the youth club work together on a baking and art projects.</p> <p>Coopers Court will continue to work with Coopers Livery to hold a Christmas Party and New Year dinner.</p> <p>The Development Officer will strengthen links with Stepney City Farm in order to promote Furry Tales sessions and aim to hold an in-house session.</p>
<p>Recommendation 5 From observation it is evident that Creative Support are making efforts to facilitate activities for residents and the activities co-ordinator is doing a great job in organising a scheduled activities programme at Coopers Court within the limited time she is based at Coopers Court (she works at four different locations). However majority of residents feel that the activities are not sufficient as they do not take place often enough, following on from this we would recommend that there</p>		<p>Outcome 5</p>	<p>Creative Support has employed another graduate intern to assist with the provision of activities on site. She is currently going through pre-employment checks and will be starting work shortly. We hope that this will enhance the value added activities we offer to our clients.</p>

<p>needs to be more activities taking place during mornings and late afternoons and activities should be more varied and tailored for the needs of the residents. Currently the activities timetable is structured to provide the same type of activities week in, week out (and usually at the same time), in order to achieve a varied activities timetable it is essential for the activities coordinator to spend more time (increase number of hours) serving the residents of Coopers Court.</p>			
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