

FEEDBACK REPORT PROVIDER:	YMCA Luton
DATE OF REPORT:	May 2017
Reviews in period:	23

Summary Report:

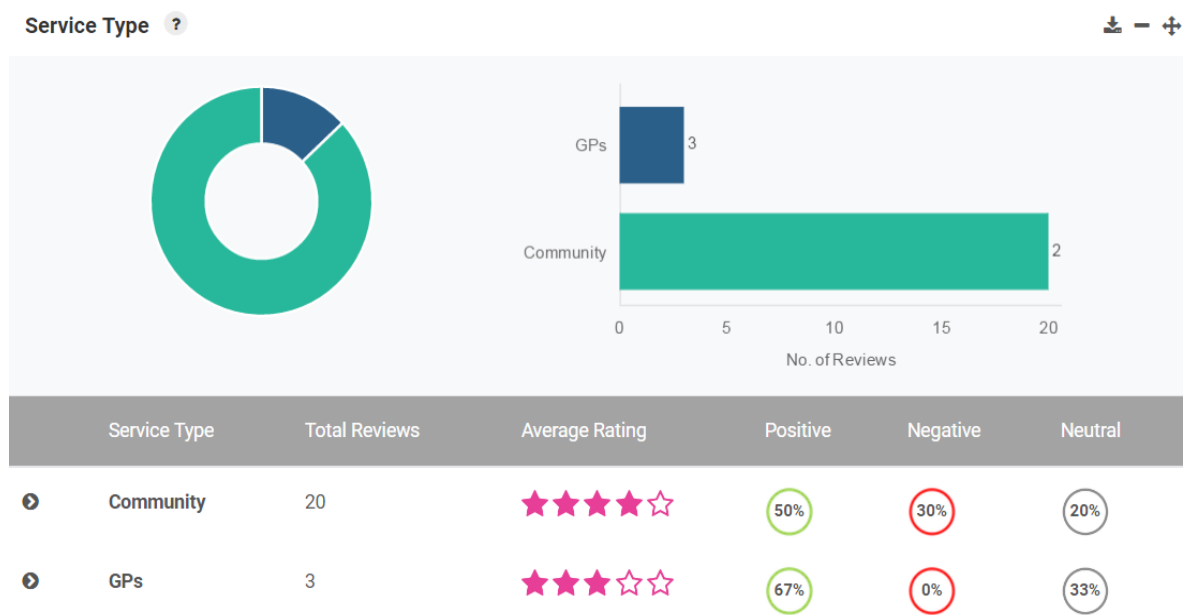
Throughout January – March 2017, Healthwatch Luton (HWL) targeted their engagement within the community. They visited YMCA to gather feedback on health and social care services in Luton.

The overall sentiment of the feedback on all health and social care services is positive - mainly 52% of the reviews were positive and 26% were negative. This can be viewed in more detail in the statistics below regarding monthly sentiments and reviews.

The main source of feedback was via direct engagement.

The 23 people provided feedback on 10 health and social care services. This included only YMCA as a service, and reviews are outlined below.

The review section highlights people's personal experiences and stories regarding this provider. This can be viewed in more detail in the Reviews section below



HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Snapshot (September 2016-March 2017) ?



Reviews

Services reviewed

23

reviews this period

Total reviews

517

(Since May 2016)

10

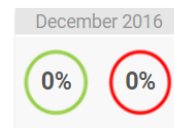
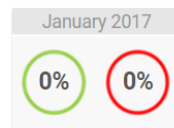
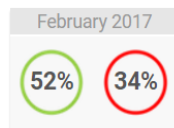
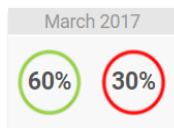
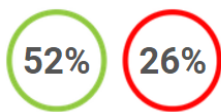
services reviewed this period

Total Services reviewed

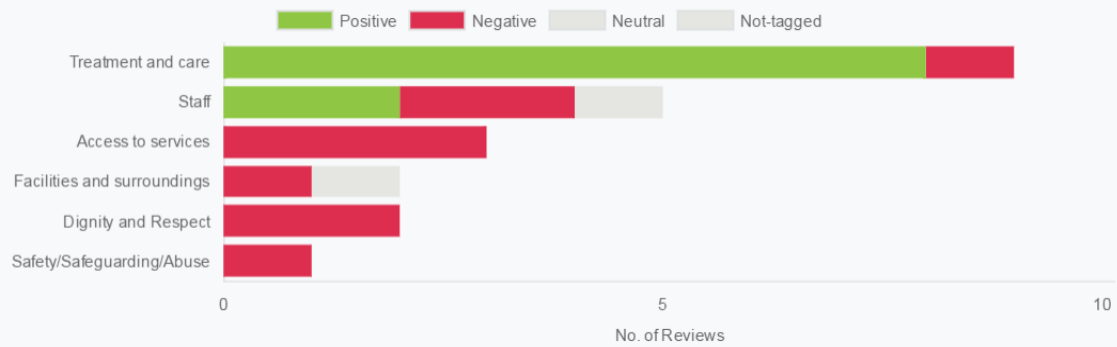
120

(Since May 2016)

Sentiment













Themes Tagging ?



Theme name	Reviews	Positive	Negative	Neutral	Not Tagged	
▶ Treatment and care	6	89%	11%	0	0	Sub-Themes >
▶ Staff	4	40%	40%	20%	0%	Sub-Themes >
▶ Access to services	3	0	100%	0	0	Sub-Themes >
▶ Facilities and surroundings	2	0	50%	50%	0%	Sub-Themes >
▶ Dignity and Respect	2	0	100%	0	0	Sub-Themes >
▶ Safety/Safeguarding/Abuse	1	0	100%	0	0	

HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
▶ YMCA Luton		11	★★★★★	45%	27%	27%
▶ Signposts		2	★☆☆☆☆	0%	100%	0%
▶ Luton Drug Service (CCS)		2	★★★★★	100%	0%	0%
▶ Perry Clayman Project		2	★★★★☆	50%	0%	50%
▶ Clarendon Link		1	★★☆☆☆	0%	100%	0%
▶ Castle Street Surgery		1	★★★★☆	100%	0%	0%
▶ Dr Sivasailam Subramony		1	★★☆☆☆	0%	0%	100%
▶ Noah Enterprise		1	★★★★★	100%	0%	0%
▶ The Medici Medical Practice		1	★★★★☆	100%	0%	0%
▶ SOS (Start Over Shelter)		1	★★★★★	100%	0%	0%

Reviews: Feedback on YMCA

YMCA Luton	5	YMCL1003 General feedback	Left home because of differences with his mother's boyfriend; so made himself homeless. Lived at YMCA for 10 weeks so far. Hoping to get a council flat in the next few months. Very happy living here.	2017-03-10 11:27:00
YMCA Luton	5	YMCL1003 General feedback	While a resident here have received all the support and help they could provide (ie provided means to get the the Foodbank). Has a drink problem and mental health issues that due to past personal experiences he is not able to deal with!	2017-03-10 11:25:00
YMCA Luton	5	YMCL1003 General feedback	Has eleven children and does not see them. Aware of their whereabouts. Mum was very ill and had three heart attacks. Asked staff to turn off life support. An alcoholic due to various reasons. Has been living at YMCA for 8 months. Tried to get treatment through YMCA but with no success. YMCA have tried.	2017-03-10 11:14:00
YMCA Luton	4	YMCL1003 General feedback	Resident about 8 months. Got lot of help and support from helpers and other residents. Was made to feel welcome ie food vouchers are available if needed. Other items such as tokens if needed. Have already recommended someone to YMCA.	2017-03-10 11:06:00

HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

YMCA Luton	1	YMCL0302 General feedback	Been coming here for two months as a resident. I feel that the YMCA is restrictive as you cannot make a decision or even develop in here because there's no TV, no internet access, can't have friends over or a relationship. I feel trapped when here. Can have TV in room but there is no signal. There is loads that could improve. Feels that it is too clean. Feels it needs improving and feel more welcoming.	2017-02-03 16:05:00
YMCA Luton	5	YMCL0302 General feedback	Been here for five months. See lots of people go (10 - 15 residents). if not for the YMCA I would be on the streets and my drug use would be much worse. Could have better activities like a pool table, a TV ariel or a TV that works but good overall.	2017-02-03 15:57:00
YMCA Luton	5	YMCL0302 General feedback	Was made homeless by parents because of past behaviour. Coming home late at night under the influence of alcohol. Moved here last August (2016). Can live here for a periods of two years or maybe longer. Will have a gym soon.	2017-02-03 14:07:00
YMCA Luton	4	YMCL0302 General feedback	eight months residence. Came to YMCA from hostel accommodation. Has been settled since day one. Has had emotional support which was helpful. Was vulnerable on arriving much more confident now. So far no action as to further development or next move. All staff are very approachable, especially when have a problem.	2017-02-03 14:02:00
YMCA Luton	5	YMCL0302 General feedback	YMCA resident about 8 months, previously with family. Key worker keeps contact. Goes to college three days a week for English courses. Very happy, Will improve to take extra course next year. Visits from social services 2 -3 weeks for one to one.	2017-02-03 13:57:00
YMCA Luton	5	YMCL0302 General feedback	YMCA interview was open and honest. Gave a place straight away, Staff are 'angels' and really supportive. Lovely room and kitchen. Kitchen is shared and get on well with guy share with. Has 24 hours a day security.	2017-02-03 13:55:00
YMCA Luton	3	YMCL0302 General feedback	Lots of drug addicts here. No one ever bothers here (staff). Would expect a little bit of support, cannot get washing tokens off them. Little bit better than Signposts. Nice people. More professional.	2017-02-03 13:52:00

Concluding Statement and Recommendations for Response

Healthwatch Luton have forwarded this Provider Feedback to YMCA in May 2017. Healthwatch Luton would look to attend YMCA activities again to gather further feedback from this cohort of people. Overall, the general feedback on YMCA was all positive. The main areas people provided feedback on were:

- GP's – Access negative, treatment and care positive
- Community services – Treatment and care positive, staff negative, safeguarding and dignity and respect was negative from one provider, and facilities was negative.

Healthwatch Luton would recommend:

- A response from YMCA on the feedback provided by service-users on their service provision at YMCA
- Any actions that are taken forward by the provider in response to this feedback provided to be communicated back to Healthwatch Luton

We would appreciate a response to our recommendations within 6 weeks of receipt of this report.