

# Improving engagement at Hatton Grove residential centre



HILLINGDON  
LONDON

4 Hatton Grove Residential establishment for 20 adults with learning disabilities and complex/profound needs. The adults have come from various backgrounds, living with families, long stay hospital and supported living.

Accommodation is provided in four separate flats with each service user having their own bedroom. The flats are on ground & first floor level, there is a lift to assist those with mobility difficulties, the accommodation is provided for permanent service users.



HILLINGDON

LONDON

Regular invites were sent out to all families/friends to attend carers meetings but the response was always poor with always the same attendees.

Minutes were sent to all but didn't appear to be very inclusive to those who couldn't drive or had their own communication difficulties .

If there was a disagreement or estrangement in the family, all parties tended to stay away.

There would often be discussions about the same issues and some of the stronger personalities would dominate the process and bring back any discussion to their own narrative.



HILLINGDON  
LONDON

Staff have created a quarterly Newsletter and now facilitate two meetings a year which accompany a Summer and Christmas party.

The Newsletter is provided in large text for those with a sight impairment and is translated if required. It is posted and emailed to family/friends based on a set format to provide a rounded view of Hatton Grove including things such as actions from complaints received, staff achievements, recruitment, events and suggestion requests.

Individuals can also email or call to add to AOB.



HILLINGDON  
LONDON

The attendance to actual meetings has not increased, but the contributions and responses to the Newsletter have been positive.

It has provided more transparency and reciprocal communication and ideas.

Families/friends say that they feel more informed and involved.



HILLINGDON  
LONDON