

## Scrutiny Panel Service Review November 2025 Retirement Living: Scheme-based Engagement

### Why look at Scheme-based Engagement in Retirement Living?

We recognise that local social engagement plays an important role in our wellbeing and independence. While participation in activities is a personal choice, meaningful opportunities to get involved should be available to everyone. With this in mind, we undertook a review of how engagement activities are delivered across Stonewater Retirement Living Schemes.

### What we focused on

We explored whether Stonewater had a consistent approach to engagement activities across all schemes and whether all residents have equal opportunities to participate.

To carry out this evidence-based review, we:

- Met with Scheme Managers to conduct a question-and-answer session
- Collaborated with the Customer Inclusion Group to gather their feedback
- Reviewed customer feedback on engagement levels at scheme level
- Reviewed feedback results from a Retirement Living survey

We want to extend a heartfelt thank you to all the staff and customers who assisted us in this review. Your help and dedication have been invaluable in shaping our recommendations.

## Our recommendations

We made three recommendations in total, and we're pleased to note that all the recommendations have been accepted by Stonewater and agreed with the Customer Experience Challenge and Assurance Panel (CXCAP).

Our Recommendations are:

### **Recommendation 1**

Stonewater to deliver training on resident engagement and communication to assist with activity planning within schemes

### **Recommendation 2**

Stonewater to review and update guidance for residents that explains the responsibilities of a scheme manager within Retirement Living.

### **Recommendation 3**

Stonewater to support Scheme Managers in building stronger partnerships with external agencies.

## What happens next?

Stonewater have already started progressing on our recommendations which includes reviewing and updating the Retirement Living Booklet.

We'll work closely with Stonewater to monitor the progress of all recommendations.

## How do Scrutiny Reviews work?

The Scrutiny Panel is made up of a maximum of 14 Stonewater customers who work alongside Stonewater colleagues to review and improve services.

A Scrutiny review takes an in-depth look at services and makes recommendations for changes or improvements based on the panel's investigations and findings.

[Visit the Scrutiny Panel webpage](#) to find out more.