



Support 2 Independence



Quality Assurance Feedback

June 2013

Earlier this year we sent out questionnaires to people who used our service asking how they were experiencing our service. We gathered in the results and listened to what people said about the service.

We see this as a listening exercise in how to make our service better and to allow us to reflect on how we deliver it.

We always think that we can make the service better, and understand that although you can't please everyone all the time, we can strive to deliver a service which people can trust to meet their expectations in the vast majority of cases with a high set of standards.

We try to capture that people's needs are met, that they have involvement in the community as citizens, that they have choices and that they are treated with dignity and respect by the staff that support them and that we can support them to achieve greater independence as well as their long term aspirations.

We sent out a questionnaire to everyone who uses the service, and offered support to complete them either from their support workers, their family, their social worker or their advocate.

We had a positive response of 44 detailed returned questionnaires of which we built our statistics.

Jon King

Managing Director

We asked are you happy with the people you live with.



We are very happy that 100% of the people whom we asked said they were happy with the people they lived with. It is important that people have a feeling of belonging and are happy where they live.

'I decide who comes to my home and when they leave'

'I have made friends with the people I live with'

We asked are you happy with your support team?



We found out that 98% of the people asked were happy with their support team. This was very positive and shows our investment in training and supervision to attain high levels of satisfaction.

'Just keep providing the high quality of amazing staff'

'The staff are very good to us all the time and helpful too'

'Today I went to the dentist and chose the member of staff I was most comfortable with'

We asked are you involved in the recruitment of your support team.



29% of those we surveyed did not want to be involved in the recruitment of their support staff but 69% of those who were interested in being involved in recruitment had been.

This is very positive that so many people have been involved in the recruitment process and the survey allowed us to find new people who now wanted to be involved so that we can invite them to join in the process and help shape their staff teams.

'I sit in on staff interviews'

'I have the choice but do not want to'

'I wouldn't like to be'

'I don't attend staff interviews but I would like to in the future'

We asked are you involved in the decision making in your home.



We were very happy to hear that 100% of the people surveyed confirmed that they were involved in the decisions in their own home.

'I choose what goes where in my house'

'I decide on how my home is furnished and decorated'

'I decide who can and can't enter my house'

'I decide what happens in my home'

'I have chosen my own furniture'

'I decide who enters my home and when they leave'

'I have a say on the decisions involving Traynor Court at Tenants Meetings'

'I pick all my own paper and paints'

We asked do you have opportunities to make friendships and relationships on your own terms.



98% of people surveyed said that they did which was very positive to know that we are creating opportunities for people to grow and to make friends.

'When going out on organised activities and meeting new people and forming friendships with them'

'I work in Morrisons and have a lot of friends there'

'I attend lots of social clubs where I make my own friends'

'I attend the Ace club and work in a church'

'Since moving to Traynor Court I have built up relationships..'

'I make friends with tenants in my own time once I get to know them'

'No one forces me to be or make friends with other people'

People who support me know when I am at risk and help me to stay healthy and safe



We were very happy to hear that 100% of the people surveyed said they were helped to stay healthy and safe.

We asked are you supported to make your own decisions on how your money is spent.



We were very happy that 100% of people surveyed, who did not have an appointee, said that they were supported to make their own decisions around money.

We asked are you consulted about reviews and who attends?



We were happy that 100% of the people surveyed told us that they are consulted about their reviews and who can attend. This shows that our staff teams are sensitive to the wishes of those who use the service and treat them with dignity and respect.

'I decide who I want to attend'

'I will ask for specific staff / management / family to attend'

'I choose staff not to attend'

'Yes, staff will inform me and I will make a choice who supports me'

We asked are you consulted when activities are changed.



100% of those we surveyed told us that they are consulted over any changes to plans. Although we do our best, it is often a theme to life, that things change and sometimes this affects the best made plans. We endeavour to keep the people who use the service up to date with any changes and what will happen next.

'I am consulted at the Clients forum and tenants meeting'

'I don't like changes when activities are planned so I am always told if changes need to happen'.

'If a change needs to happen, staff will talk to me about it first'

'Yes, staff always consult me'

We also asked are all decisions in relation to changes made after consulting with you.

96% of those we surveyed told us that decisions related to them were made after consulting with the people who use the service.



'Sometimes activities will be changed due to the weather and then I'm informed. Sometimes I want to change something so will speak to staff then it's changed.'

'When changing dates for activities, staff always ask me first'

'If any changes with activities I am always consulted and offered different days'

'staff involve me in the decision making'

'A trip to Blackpool clashed with another activity so the date was changed. We were given plenty of notice.'

'Staff support me with changes'

We asked are you supported to access community facilities.



We were happy to learn that 100% of people surveyed said that they had the support they needed to access community facilities. This shows us that our staff teams are supporting people with their community presence and to be valued members within their community.

We asked how we could make the service better and received the following comments:

'No there is nothing you can do to make the service better, you are doing a good job as it is'

'No I love the staff at Salisbury Court..'

'Im happy with the service I get'

'its always better'

The survey has helped us to understand the successes we have achieved so far and to ensure that we deliver social care in a dignified and respectful manner. It has helped us understand how people experience the service and what goals we can set for next year in order to make the service better.

Thank you for everyone for taking the time to provide us with the information and we look forward to working with you over the next year in making the service even better.