

Fareham and Gosport **NHS**

Primary Care Trust

Safe Haven Facsimile Transmission

Date: 26 Mar 04.

Number of Pages: 24.

(include this sheet)

To: Code A

For the Attention of: Code A

Fax No: 01329 229446.

From: Code A

Message:

Re: CHI

Code A as per telephone conversation attached is the Social Care Service user Survey 2003 - and the summary. Hope this is useful.

Code A

Will send hard copy in post.

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Please telephone if you receive this fax in error or if any page is missing or indistinct.

Learning Disability Service

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Teekew Care & Support

Care Homes & Domiciliary Support for People with a Learning Disability

SOCIAL CARE SERVICE SERVICE USER SURVEY 2003



Aim of the Survey

The aim of the survey is to obtain feed back from our service users about the services they receive, and use the information to shape our services for the future.

We are trying to improve our methods of gathering information, making every effort to skilfully communicate with our service users. We are aware we will not always get it right but will continue to focus our efforts on the task of finding out what people really feel about the services they receive.

The survey focussed on service users in our services in Fareham, Havant and Portsmouth.

Locality

The service users feedback was collated by 'contract' area.

Portsmouth

At the time of the survey 32 people were asked for feedback.

21 people actively responded with feedback on some aspects of the survey.

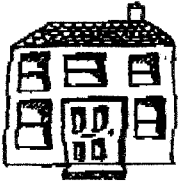




11 people either did not wish to contribute or were unable to contribute. Of those 11, during the period of their survey, some were unable to understand the questions or relate to the drawings. Some copied the makaton signs made by the person conducting the survey. Some people gave no eye contact and wished to disengage. Some people made it very clear that they did not wish to participate in the survey.


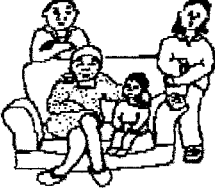


Fareham and Gosport

Primary Care Trust

TEEKEW CARE & SUPPORT SERVICE USER SURVEY 2003 SUMMARY OF FEEDBACK

32 people surveyed
21 people actively responded
11 did not wish to or were unable to respond

		Yes	No
 My House	<ul style="list-style-type: none"> ▪ Is warm and comfortable ▪ Has the right facilities ▪ <i>Is a nice place to live</i> 	} 18	
 My Food	<ul style="list-style-type: none"> ▪ Is always good ▪ <i>Is what I choose</i> ▪ Is available if I want it 	} 15	
 Socially	<ul style="list-style-type: none"> ▪ <i>I have lots to do</i> ▪ I have lots of places to go ▪ I have lots of friends 	} 15	1 1
 The Staff Team	<ul style="list-style-type: none"> ▪ Are helpful and supportive ▪ <i>Listen to my point of view</i> ▪ Offer me relevant choices 	} 16	1 1 1
 Communication	<ul style="list-style-type: none"> ▪ I use the communication board ▪ I have my own plan of activities ▪ I am involved 	} 13	1 2

		Yes	No
 Other Service Users	<ul style="list-style-type: none"> ▪ I get on well with them all ▪ Are good friends ▪ <i>Include me in their activities</i> 	} 17	
 My Family	<ul style="list-style-type: none"> ▪ Are always welcomed to my home ▪ <i>Take part in my meetings and reviews</i> ▪ Are contacted if I need them 	} 11	1
 My Money	<ul style="list-style-type: none"> ▪ I would like <u>more help</u> with my money ▪ I would like <u>less help</u> with my money ▪ I would like to control my own money 	3	3 5 2
 Staying Healthy	<ul style="list-style-type: none"> ▪ I get support with my health needs ▪ Some one supports me visiting the GP ▪ I get help to attend <i>hospital appointments</i> 	} 14	

Portsmouth Summary

Of the 21 people who actively responded the indication from them is that they have a fair degree of satisfaction with the service they receive, particularly in relation to comfort levels at home, choices of food, social opportunity and the approach from their staff teams.

We will need to focus attention our approach with communication issues, involvement of families and control of money.

Lots of general comments were made and indicated by service users – as listed over:

Portsmouth Service User Comments and Staff Observations

He only stayed for part of the survey.

"I sometimes get on with the people I live with".

"Not seen my family for ages".

"I don't have any family".

She indicated a particular member of staff was her favourite and laughed.

She described the activity she does when her family visit.

Talked a lot about what he does socially.

Showed me all the staff photos.

Talked about going to Pompey games.

Talked about his mum's visits.

Talked about pubs she goes to.

Responded with positive signs in relation to staying healthy.

Lots of smiles when asked about the staff team.

Contributed to answers with head and face gestures.

Smiled when asked questions.

Used makaton and made sounds.

Nodded a 'yes' answer.

Described going to football.

Thumbs up to staff question.

Keen to avoid talking about family.

Indicated he meets up with his brothers now and again.

Discussed plans for holiday.

When discussing staff, he did an impression of a pig.

He spoke of family taking him to GP.

He lost interest after the first few questions and talked about his holiday.

Havant

At the time of the survey 18 people were asked for feedback.

15 people actively responded with feedback on some aspects of the survey.

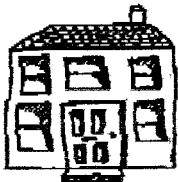
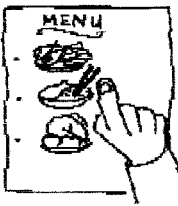



Three people either did not wish to contribute or were unable to contribute. One person clearly demonstrated their unwillingness to take part and two people made no response to the questions in the survey.





Fareham and Gosport **NHS**

Primary Care Trust

TEEKEW CARE & SUPPORT SERVICE USER SURVEY 2003 SUMMARY OF FEEDBACK

18 people surveyed
15 people actively responded
3 did not wish to or were unable to respond

		Yes	No
 My House	<ul style="list-style-type: none"> Is warm and comfortable Has the right facilities Is a nice place to live 	} 14	
 My Food	<ul style="list-style-type: none"> Is always good Is what I choose Is available if I want it 	} 14	
 Socially	<ul style="list-style-type: none"> I have lots to do I have lots of places to go I have lots of friends 	} 13	1
 The Staff Team	<ul style="list-style-type: none"> Are helpful and supportive Listen to my point of view Offer me relevant choices 	} 11	
 Communication	<ul style="list-style-type: none"> I use the communication board I have my own plan of activities I am involved 	} 6	3 3 2

		Yes	No
 <p>Other Service Users</p>	<ul style="list-style-type: none"> ▪ I get on well with them all ▪ Are good friends ▪ <i>Include me in their activities</i> 	} 11	1 1
 <p>My Family</p>	<ul style="list-style-type: none"> ▪ Are always welcomed to my home ▪ Take part in my meetings and reviews ▪ Are contacted if I need them 	} 7	4
 <p>My Money</p>	<ul style="list-style-type: none"> ▪ I would like <u>more help</u> with my money ▪ I would like <u>less help</u> with my money ▪ I would like to control my own money 	3 2 3	1 2
 <p>Staying Healthy</p>	<ul style="list-style-type: none"> ▪ I get support with my health needs ▪ Some one supports me visiting the GP ▪ I get help to attend hospital appointments 	} 11	

Havant Summary

Of the 15 people who actively responded the indication is that they seem fairly satisfied with the level of service that they receive in relation to home comforts, choices of food and social opportunity.

Attention will need to be focussed on communication processes, involvement of families and money management.

Lots of positive comments were made, and are included in the list over:

Havant Service User Comments and Staff Observations

She said 'yes' a lot in response to the question.

She named the staff she didn't like.

She said with a smile 'I have enough money'.

He appeared not to understand all the questions.

"I want the staff to look after my money".

She was keen to take part in the survey.

He chose to stop talking at this point.

"I like it here".

"I choose the food".

"I go to the pub"

"Dad visits".

"Staff come with me to QA".

"I have a big unit for my fish tank".

"I have got friends at South Downs".

"I like the one pound coins in my wallet".

"I have no family now".

"I choose not to go out very often".

"I haven't got any family".

"I have my own money, the staff help me to sort it out".

"I get my own tablets every month".

He enjoyed the survey and signed it.

He did not understand the money questions.

"I go dancing on Friday".

"Staff sometimes listen to me".

"I like the communication board".

I like to go out on my own on the bus".

"I go to the club and college".

"I try to get on with the others but they do their own thing".

I'm happy to go on my own to the GP".

"I have a few friends".

"I go to the disco's".

"Staff are very helpful sometimes".

"I'm not really involved in what goes on".

"I choose eggs for breakfast".

She gave up after the second question.

"I put money in a piggy bank".

"Jackie and Tony are friends from the Salvation Army".

Fareham & Gosport

At the time of the survey 18 people were asked for feedback.

13 people actively responded with feedback on some aspects of the survey.

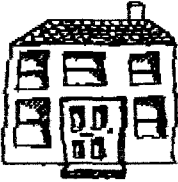
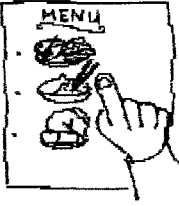



Five people did not respond. Two of the people were quite ill at the time and three others either did not wish to contribute or were unable.





Fareham and Gosport

Primary Care Trust

TEEKEW CARE & SUPPORT SERVICE USER SURVEY 2003 SUMMARY OF FEEDBACK

18 people surveyed
13 people actively responded
5 did not wish to or were unable to respond

		Yes	No
 My House	<ul style="list-style-type: none"> ▪ Is warm and comfortable ▪ Has the right facilities ▪ Is a nice place to live 	} 12	
 My Food	<ul style="list-style-type: none"> ▪ Is always good ▪ Is what I choose ▪ Is available if I want it 	} 12	
 Socially	<ul style="list-style-type: none"> ▪ I have lots to do ▪ I have lots of places to go ▪ I have lots of friends 	} 9	2
 The Staff Team	<ul style="list-style-type: none"> ▪ Are helpful and supportive ▪ Listen to my point of view ▪ Offer me relevant choices 	} 11	
 Communication	<ul style="list-style-type: none"> ▪ I use the communication board ▪ I have my own plan of activities ▪ I am involved 	} 7	2 1

		Yes	No
 Other Service Users	<ul style="list-style-type: none"> ▪ I get on well with them all ▪ Are good friends ▪ Include me in their activities 	} 10	1
 My Family	<ul style="list-style-type: none"> ▪ Are always welcomed to my home ▪ Take part in my meetings and reviews ▪ Are contacted if I need them 	} 9	3
 My Money	<ul style="list-style-type: none"> ▪ I would like <u>more help</u> with my money ▪ I would like <u>less help</u> with my money ▪ I would like to control my own money 	3 1 1	1 1 1
 Staying Healthy	<ul style="list-style-type: none"> ▪ I get support with my health needs ▪ Some one supports me visiting the GP ▪ I get help to attend hospital appointments 	} 9	

Fareham & Gosport Summary

Of the 13 people who actively responded the indication is that they seem fairly content with the level of service that they receive in relation to home comforts, choices of food and social opportunity.

However the Service will need to focus on communication, involvement of families and managements of people's money.

Positive comments were made and are included in the list below.

Fareham & Gosport Service User Comments and Staff Observations

"I like to go swimming".

"Its nicer here than at my old house".

"I enjoy gardening".

"The heating has been broken".

She didn't seem to understand the question about finances.

"Its nice and cosy here".

"I can look after my own bag".

She smiled in response to the questions and pointed at the pictures.

"One of the other people who lives here talks too much".

"I don't use the communication board".

She clearly indicated with a loud 'NO' when asked if she got on with other service users.

She could not always understand the questions.

She was keen to end the survey, but pleased she had done it.

He talked about food a lot.

He didn't always answer directly but showed me things.

Conclusion

The overall summary reflects the views from the areas that generally people felt the houses were warm homely and comfortable, that food was of good quality with choices and variety available, there were a variety of social opportunities given and that staff were approachable and supportive.

The Service does need to focus on its communication process with service users, work to include family members and look at issues relating to money management, for and on behalf of service users. Some clearly wish for more control over their finances, some are seeking more support.

Finally, thanks to all the people who contributed to this survey, providing the answers and providing the support.

Code A

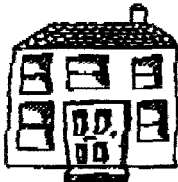
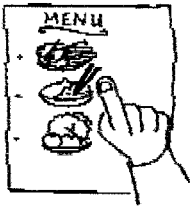

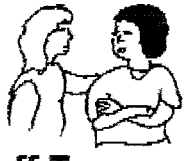

**Residential Service Manager
September 2003**




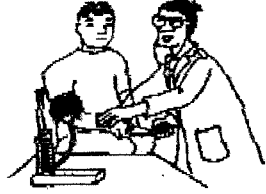
Fareham and Gosport **NHS**

Primary Care Trust

TEEKEW CARE & SUPPORT SERVICE USER SURVEY 2003 SUMMARY OF FEEDBACK

68 people surveyed
49 people actively responded
19 did not wish to or were unable to respond

		Yes	No
 My House	<ul style="list-style-type: none"> ▪ Is warm and comfortable ▪ Has the right facilities ▪ <i>Is a nice place to live</i> 	} 44	
 My Food	<ul style="list-style-type: none"> ▪ Is always good ▪ Is what I choose ▪ Is available if I want it 	} 41	
 Socially	<ul style="list-style-type: none"> ▪ I have lots to do ▪ I have lots of places to go ▪ I have lots of friends 	} 37	1 2 2
 The Staff Team	<ul style="list-style-type: none"> ▪ Are helpful and supportive ▪ Listen to my point of view ▪ Offer me relevant choices 	} 38	1 1 1
 Communication	<ul style="list-style-type: none"> ▪ I use the communication board ▪ <i>I have my own plan of activities</i> ▪ I am involved 	} 26	6 6 3

		Yes	No
 Other Service Users	<ul style="list-style-type: none"> ▪ I get on well with them all ▪ Are good friends ▪ Include me in their activities 	} 38	1 1 1
 My Family	<ul style="list-style-type: none"> ▪ Are always welcomed to my home ▪ Take part in my meetings and reviews ▪ Are contacted if I need them 	} 27	7
 My Money	<ul style="list-style-type: none"> ▪ I would like <u>more help</u> with my money ▪ I would like <u>less help</u> with my money ▪ I would like to control my own money 	9 3 4	5 8 3
 Staying Healthy	<ul style="list-style-type: none"> ▪ I get support with my health needs ▪ Some one supports me visiting the GP ▪ I get help to attend hospital appointments 	} 34	

APPENDIX 1
SERVICE USER SURVEY 2003

Fareham and Gosport **NHS**
Primary Care Trust

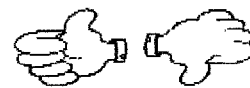
LEARNING DISABILITY SERVICE

**Social Care 2003
Service User Survey**

Please take time to fill in this questionnaire; so that we can find out how you feel about the Service you receive. We will then make efforts to respond to your comments.

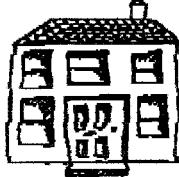
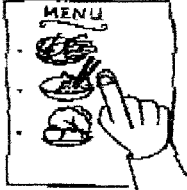



Name: _____

Address: _____




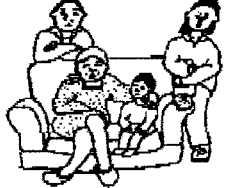



Supported By: _____ Date: _____

Yes No Comments

 My House	<ul style="list-style-type: none"> ▪ Is warm and comfortable ▪ Has the right facilities ▪ Is a nice place to live 			
 My Food	<ul style="list-style-type: none"> ▪ Is always good ▪ Is what I choose ▪ Is available if I want it 			
 Socially	<ul style="list-style-type: none"> ▪ I have lots to do ▪ I have lots of places to go ▪ I have lots of friends 			
 The Staff Team	<ul style="list-style-type: none"> ▪ Are helpful and supportive ▪ Listen to my point of view ▪ Offer me relevant choices 			
 Communication	<ul style="list-style-type: none"> ▪ I use the communication board ▪ I have my own plan of activities ▪ I am involved 			



Comments

 Other Service Users	<ul style="list-style-type: none"> ▪ I get on well with them all ▪ Are good friends ▪ Include me in their activities 			
 My Family	<ul style="list-style-type: none"> ▪ Are always welcomed to my home ▪ Take part in my meetings and reviews ▪ Are contacted if I need them 			
 My Money	<ul style="list-style-type: none"> ▪ I would like <u>more help</u> with my money ▪ I would like <u>less help</u> with my money ▪ I would like to <u>control</u> my own money 			
 Staying Healthy	<ul style="list-style-type: none"> ▪ I get support with my health needs ▪ Some one supports me visiting the GP ▪ I get help to attend hospital appointments 			
	<ul style="list-style-type: none"> ▪ Thank you for completing this survey ▪ We will get back to you 			

Teekew Care & Support

Care Homes & Domiciliary Support for People with a Learning Disability

Social Care Service

Comments:

Date:

Signed:

Teekew Care & Support

Care Homes & Domiciliary Support for People with a Learning Disability

SERVICE USER SURVEY 2003 WHAT YOU SAID ABOUT THE SERVICE

We asked you what you thought about the Service



49 of you told us what you thought ✓

+

19 of you did not tell us ?

GOOD PARTS OF THE SERVICE

Lots of you said

People who said it



Houses are comfortable and are nice places to live

✓✓✓✓✓✓✓✓
✓✓✓✓✓✓✓✓
✓✓✓✓✓✓✓✓

44



That food is good and that you can choose what you like to eat

✓✓✓✓✓✓✓✓
✓✓✓✓✓✓✓✓
✓✓✓✓✓✓✓✓

41



That you have lots to do, lots of places to go and lots of friends

✓✓✓✓✓✓✓✓
✓✓✓✓✓✓✓✓
✓✓✓✓✓✓✓✓

37



That the staff teams are helpful and supportive and offer choices

✓✓✓✓✓✓✓✓
✓✓✓✓✓✓✓✓
✓✓✓✓✓✓✓✓

38



That you get on well with the other people you live with

✓✓✓✓✓✓✓✓
✓✓✓✓✓✓✓✓
✓✓✓✓✓✓✓✓

38



That you get support when going to hospital or to the GP

✓✓✓✓✓✓✓✓
✓✓✓✓✓✓✓✓
✓✓✓✓✓✓✓✓

34

Teekew Care & Support

Care Homes & Domestic Support for People with a Learning Disability

NOT SUCH GOOD PARTS OF THE SERVICE

You also said that the Service was not too good at:

X



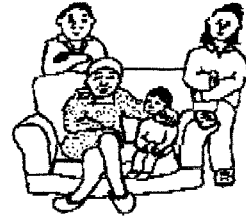
Supporting you with communication issues. Some of you don't want to use communication boards and don't feel fully involved in communication.

X



Providing the right level of support for you when you use your money.

X



Helping keep the family links going.



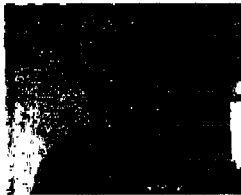
Thank you for your feedback.



We will keep trying to provide a good service for you but appreciate that we need to make an effort, particularly with communication, money and family issues.

We will come back to you again at some point to find out how we are doing.

Thanks again



Code A

Residential Service Manager