



Satisfaction survey 2016

We surveyed the people we support and their families and carers to ask them what they thought of the support we provide.



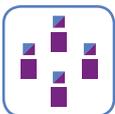
We sent out **248** surveys to people we support

We sent out **203** surveys to the families/carers of people we support

The overall response rate across both surveys was **27%**



What we do well:



For the people we support

99% say that they are supported to stay healthy and well– this is up **7%** from 2015

96% say that they are supported to feel safe – this is up **3%** from 2015

97% say their staff listen to them and treat them well– this is up **3%** from 2015



For family and carers

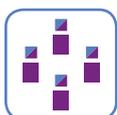
94% say their family member is supported to stay healthy and well – this is up **2%** from 2015

90% say their relative's staff team is kind and caring and that they listen and treat their relative with dignity and respect – this is up **2%** from 2015

84% say staff have the right skills – this is up **3%** from 2015

"Staff listen to my needs and help me"

"The support you provide means that I do not need to worry, as I know my brother is well looked after."



Although our customers scored us good or above in all areas, we always look for ways to improve our overall service. From the feedback you provided, we have identified a few areas to improve:

- This year more people have said they are involved in choosing their own staff this is still an area we need to improve
- Making it clear who you should contact if things go wrong by providing you with better information
- Making sure you always know who the manager of your (or your relative's) service is and making sure you have contact with them. Also continuing to improve the way we communicate with families and carers.

"The accommodation provided and the way the care is managed is excellent, and the tenants including my relative are very happy and content."



Get in touch

Don't forget you can always speak to us about the quality of support you or your relative receives. Contact your local office to discuss any aspect of support.

If you have a serious concern please call our Whistleblowing number 0845 073 9620



Would you recommend us?

84% of families and carers say they would
85% of the people we support say they would



care solutions