



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 **222** surveys to **people we support**

We sent out **44** surveys to the **families/carers of people we support**

The **overall response rate** across both surveys was **20%**



What we do well:



For the people we support

90% say that their staff listen to them and treat me well – this is up **1%** from 2015

95% say that they are supported to feel safe – this is up **4%** from 2015

90% say that staff have the right skills – this is up **2%** from 2015



For family and carers

83% say their family member is supported to stay healthy and well

94% say their relative's staff team is kind and caring and that they listen and treat their relative with dignity and respect

91% say they know who the manager of their relative/friend's service is

"Staff listen to my needs and help me"

"You have 24 hour phone support, so if my son has a problem or I do, we always have someone to call, which is most useful as he lives on his own."



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
- ▶ We also need to focus on ensuring families and carers are more involved in planning support.

"The team are totally professional, caring and involved. Communication and care are excellent."



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?



81% of families and carers say they would
80% of the people we support say they would



**future
home care**