



# 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.



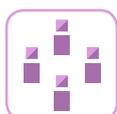
We sent out **1020** surveys to people we support

We sent out **770** surveys to the families/carers of people we support

The overall response rate across both surveys was **21%**



## What we do well:



### For the people we support

**97%** say that they are supported to stay healthy and well – this is up **1%** from 2015

**93%** say they feel like staff have the right skills to support me – this is up **3%** from 2015

**95%** say my staff listen to me and treat me well – this is up **1%** from 2015



### For family and carers

**90%** say their family member is supported to stay healthy and well – this is up **6%** from 2015

**92%** 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 **4%** from 2015

**83%** say staff have the right skills – this is up **10%** from 2015

*"Staff listen to my needs and help me"*

*"As a guardian, staff listen and act on my input. I feel my relative is safe and well cared for, and I trust the staff."*



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

*"Totally committed staff. Very caring. Never had a complaint in over 20 years."*



## 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?



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



**living  
ambitions** 