

# Satisfaction Survey Results

From the Circles Of Support

## You said...

## We did...

I feel the Circle of Support and family are not always involved in the support planning. I am unsure how much the supported individuals are involved. People are not always presentable and more care towards this is needed.

**"Since my sister was diagnosed with Alzheimer's dementia the staff have gone out of their way to ensure that her privacy and dignity are maintained."**

Good but requires improvement in communication with me.

The clothes of the supported individuals are not always cared for. Sometimes they get damaged in the wash or lost etc.

- We have fed back to our support teams and stressed the importance of having the people we support involved in their support planning and the signification of their Circle Of Support having a part to play.
- Our Quality Audit Department are reviewing evidence of involvement from the people we support and their Circle Of Support.
- We are reviewing the engagement programme for 2023 to work closer with the people we support to ensure their needs are met and they are involved in designing their care.
- The importance of communication has been fed back to all our teams.
- We ensure we involve the people we support in their support plans and this is now evidenced.
- Feedback has been given to our support teams about the need for people to be presentable and their clothes being kept in good condition and maintained this way for dignity. We continue to monitor that the belongings of those we support are kept in good condition, Head office staff visit often and provide feedback.
- We are using our Quality Audits to identifying the Circle Of Support involvement and prompting services where necessary.
- We are working on the outstanding Engagement programme.
- We are conducting a mid-year survey by an impartial facilitator to gain feedback from the people we support. and we continue to communicate on all matters and be open and transparent.

**"The staff are incredible!  
I have always found them to be approachable  
and positive and a credit to Encompass."**