

Satisfaction Survey Results

From the people we support

You said...

We did...

I am not visited by senior management or Head Office staff.

- Covid has been a barrier but visits have commenced across services from Senior Management and Head Office staff and will continue for the foreseeable future.
- A mid-year survey is due out in July onwards to gain feedback from the people we support.
- A visit schedule is being introduced in August.

"I trust my support staff."

"I am listened to."

I have not had a copy of the complaints procedure.

- Everyone has now been asked if they want copy and copy has been provided. Where possible services will display a copy, including an easy read version and also CQC information.
- Our teams now discuss this procedure regularly with the people we support.

"I am supported to make choices."

I do not know how to contact my support staff out of hours.

- Services have been advised to discuss this procedure with the people we support in meetings and asked to clearly display this information. Also, to ensure all support staff are aware of this process and are able to direct the people we support to the correct information. This is now being used.

"I receive good quality care."

"Staff are aware of my needs and wishes."

The staff are trained well.

- Our Face to Face training has started back up since the break for COVID reasons. This is going well and staff are enjoying it. It has been scheduled for the foreseeable.
- Our two day induction is also in place for our new starters and is very popular!