



FyldeCommunityLink

Survey Evaluation Results

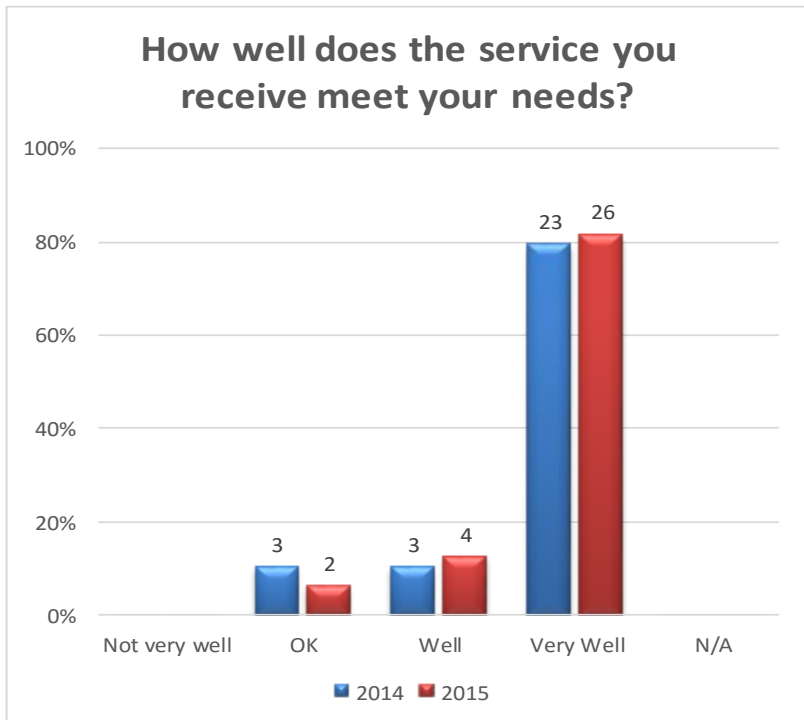
Customer Quality Survey
and
Unpaid Carer or
Family Member Survey
2015

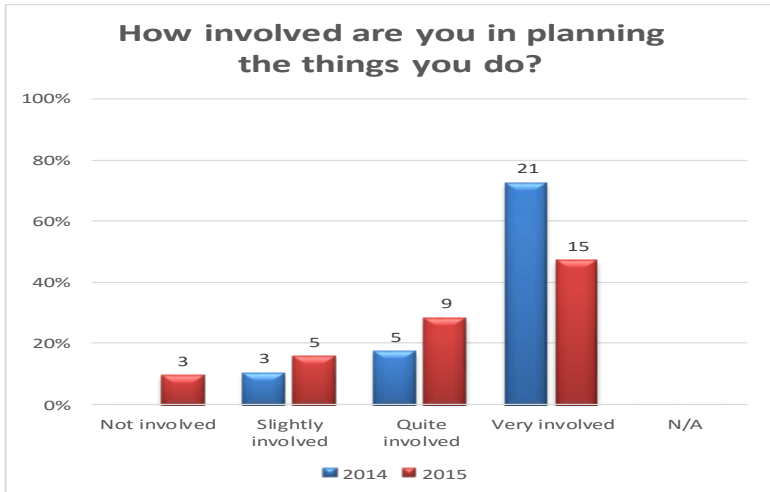
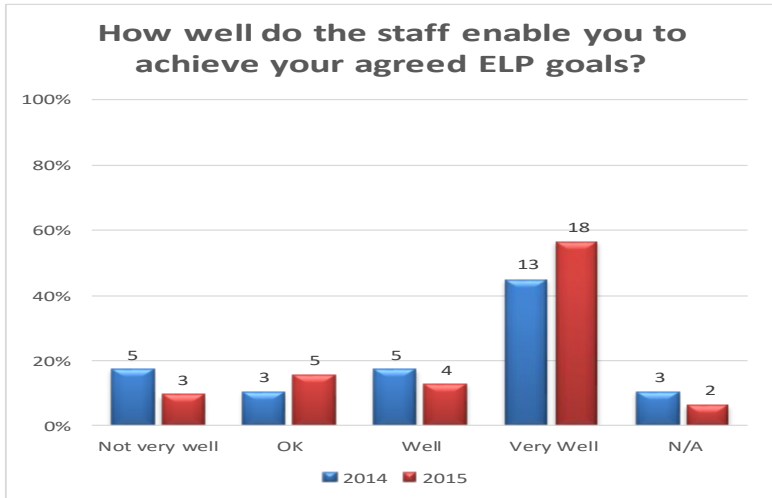
Survey number one—What our customers say

In September 2015 members of the quality group and the Senior Staff Team visited 32 representatively selected people who use FCL services.

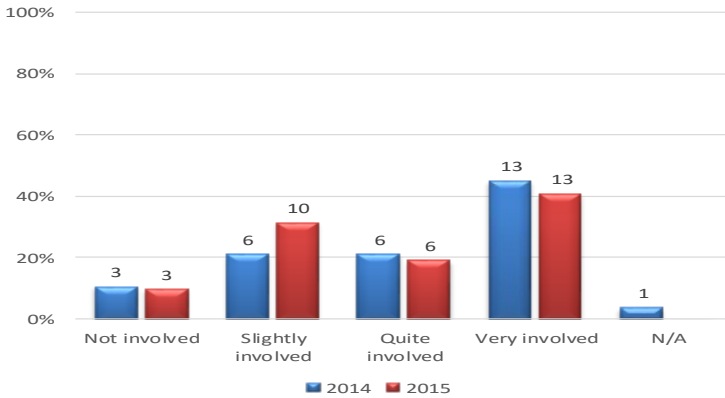
- The questions were asked by people who use the service.
- All the teams had the same instructions about how to ask the questions.
- The same questions as last year were asked so we can see if things have got better or worse this year
- The graphs show the answers for this year as well as the answers from last year. Last year's answers are in blue on the graphs and this year's answers are in red.
- The number at the top of each coloured bar on the graph shows the number of people who gave that answer to the question

These are the questions we asked and the answers we got:

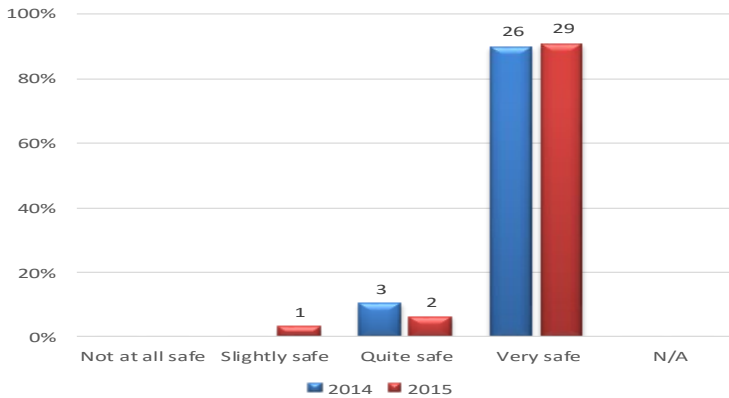




How involved are you in activities within your local community?



How safe do you feel when supported by FCL staff?



What we learned from people we support this year:

We also asked people we support for comments about what they like about FCL, what we should start to do, continue to do and stop doing.

This is what we learned from the comments and the multiple choice questions

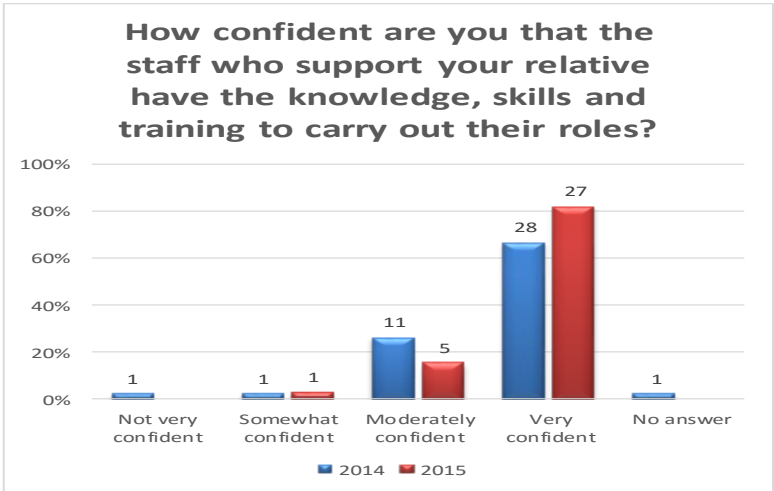
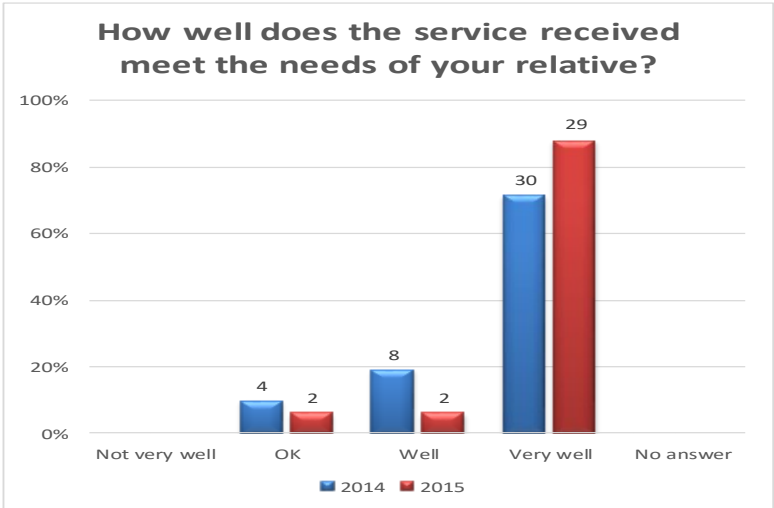
- Most people like the FCL activities but would like there to be more to choose from
- Lots of people were looking forward to the FCL Gala Dinner
- Several people said that they would like there to be more organised outings and coach trips
- Most people said that the thing they liked best about FCL was the staff
- Living with their friends and being able to meet new friends was important for many people

Survey number two: What unpaid carers say

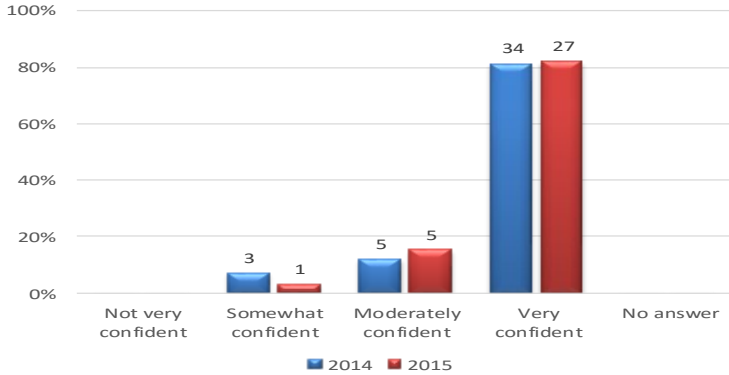
The support quality monitor sent 99 questionnaires to people who are involved in the lives of people who use the service.

- The forms were sent by post
- A prepaid envelope was supplied
- 33 forms were returned
- The response rate was lower this year, perhaps because another survey was done at much the same time

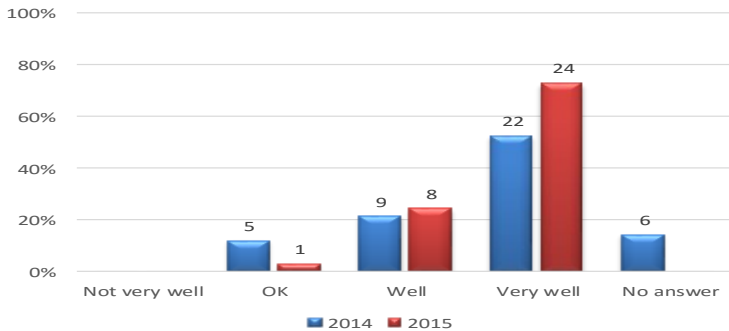
On the next few pages are the questions which were asked on the form and the answers given by carers

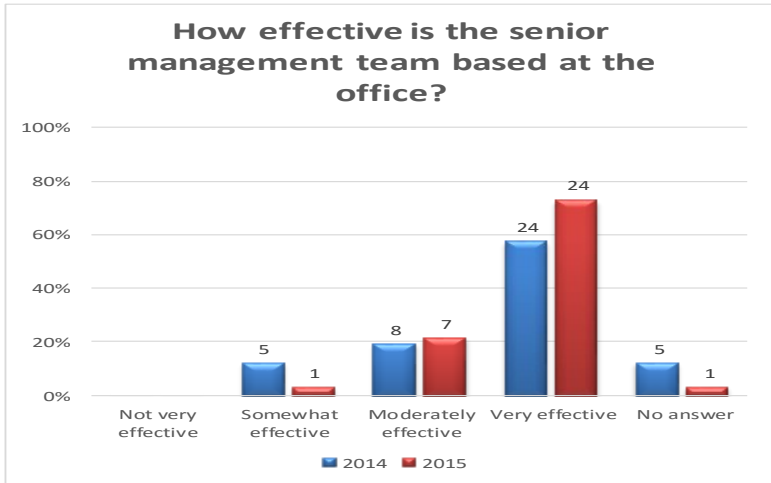


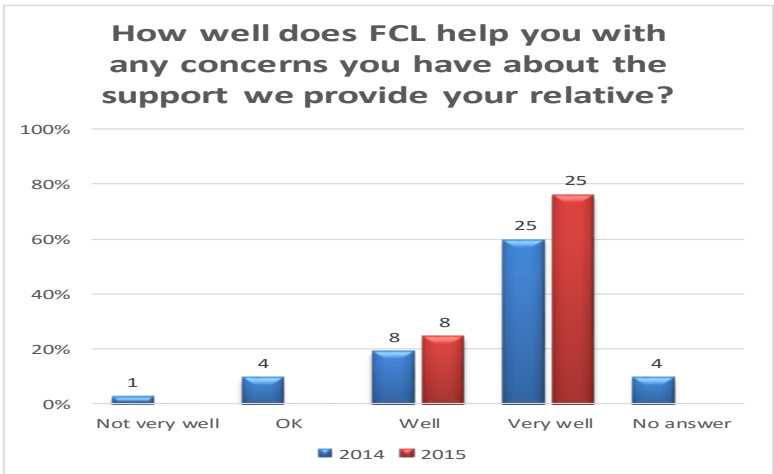
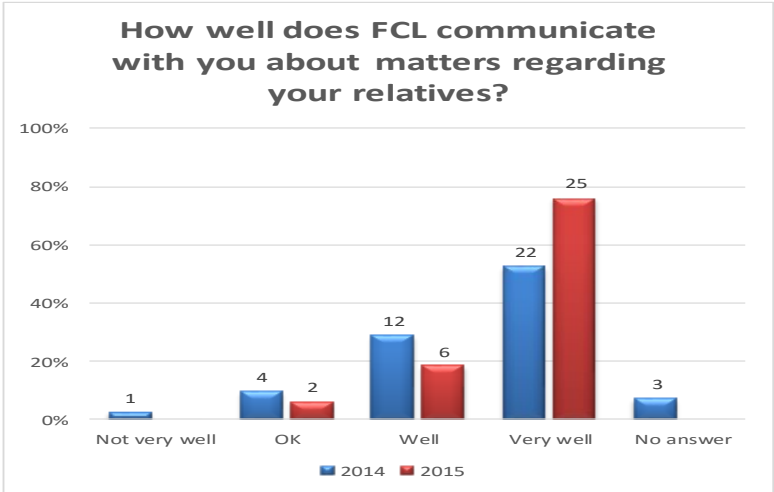
How confident are you that your relative is being cared for in a safe environment?



How well does FCL promote a positive culture that is person centred, open, inclusive and empowering?







What we learned from unpaid carers and families this year

As well as the multiple choice questions, relatives and unpaid carers were asked for comments using free response questions:

- Tell us what FCL should **start** to do to ensure a quality service is maintained
- Tell us what FCL should **continue** to do to ensure a quality service is maintained
- Tell us what FCL should **stop doing** in order to ensure quality standards improve
- Is there anything else you would like to inform us about?

All comments are passed on anonymously to senior managers so that services can improve.

Any comments which are or appear to be complaints or which express concerns are dealt with through FCL's formal Commendations and Complaints Policy.

- Most carers who responded are happy with how things are at the moment and felt that FCL should carry on with what they are currently doing
- Several people said that they thought the quality of service which their relative received was very high
- Many carers praised FCL staff and named particular members of staff who they felt were very good
- Some people felt that communication could be improved (*Note: FCL have now started producing a Newsletter which should help to improve communication*)
- Some carers said that they would like to see more continuity of support staff for their relatives
- Some people said that they felt that maintenance issues should be resolved in a more timely manner
- A few carers said that they would like there to be more places available on the activities which FCL provide

To find out more: FCL website

Our website at www.FyldeCommunityLink.co.uk has lots of information about what we do.

- One feature we are proud of is the Support Costs Calculator: this allows a prospective user of our services to work out how best to use their individual budget by tailoring a package of individual support and activities.
- Do take a look, and mention it to anyone who might be interested.

Activity 2	Photography	Monday: 1:00pm - 3:00pm	1:3
Activity 3	Baking Group	Tuesday: 10:00am - 12:30pm	1:3

[Add Another Activity](#)

Your Results:

Your Weekly Budget is: £240.00	Your Yearly Budget is: £12,522.48
Your Weekly One to One Amount is: £53.52	Your Yearly One to One Amount is: £2,792.51
Your Weekly Activity Amount is: £26.76	Your Yearly Activity Amount is: £1,396.26
Your Grand Total is: £80.28 per week	Your Grand Total is: £4,188.77 per year
Your Remaining Weekly Budget is: £159.72	Your Remaining Yearly Budget is: £8,333.71

Email

Telephone

If you would like to discuss these results then click the button below:

[Email your Results](#)

Can you help us ?

We would like to [hear from you](#) if you are interested in:

- Using an Individual Budget to purchase support
- Finding a secure future for someone you love
- Volunteering as a befriender
- Helping out practically with skills
- Donating funds through Gift Aid OR leaving a legacy to FCL
- Sharing your experience in any area
- Being a member of the Board of Management (voluntary but rewarding)
- Gaining experience towards a relevant professional qualification
- Working for Fylde Community Link as a Community Support Worker (download a form from our website at www.fyldecommunitylink.co.uk)

Ways to contact Fylde Community Link:

drop in at 19 Church Road
Lytham
Lancashire
FY8 5LH
(9:00 am until 4:15 pm Monday to Friday)

by post: as above

by phone: 01253 795648

by email : info@FyldeCommunityLink.co.uk

website: <http://www.fyldecommunitylink.co.uk>