



FyldeCommunityLink

Survey Evaluation Results

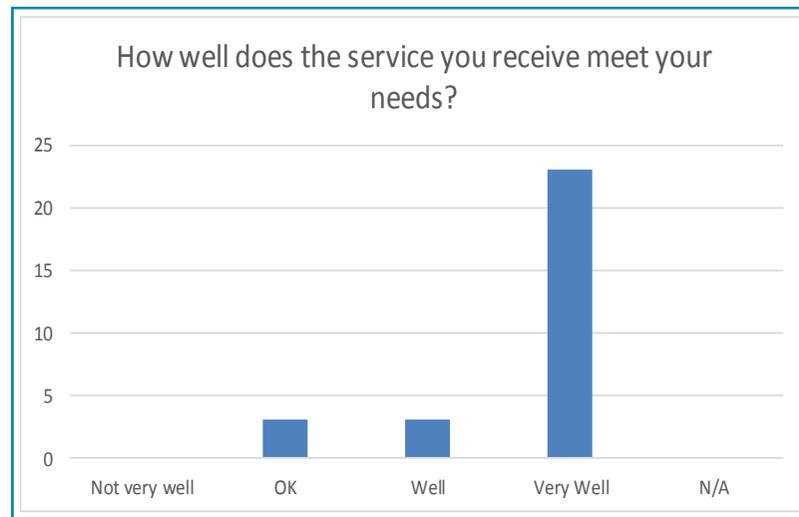
Customer Quality Survey
and
Unpaid Carer or
Family Member Survey
2014

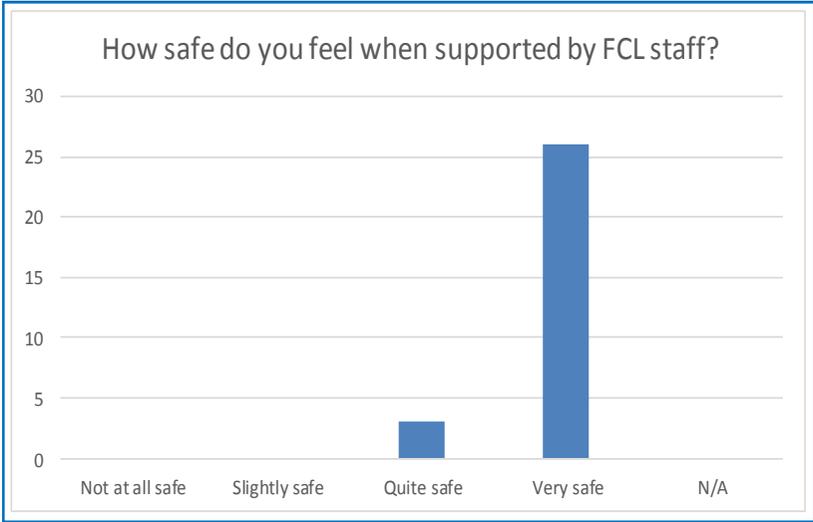
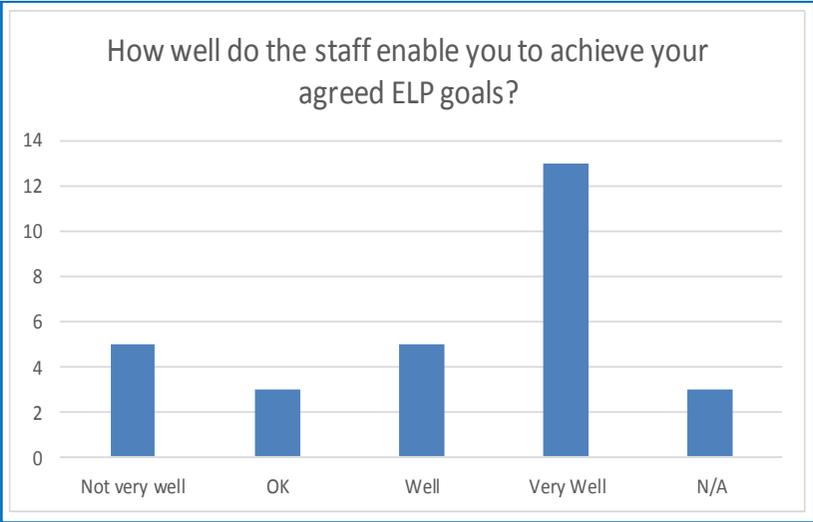
Survey number one—What our customers say

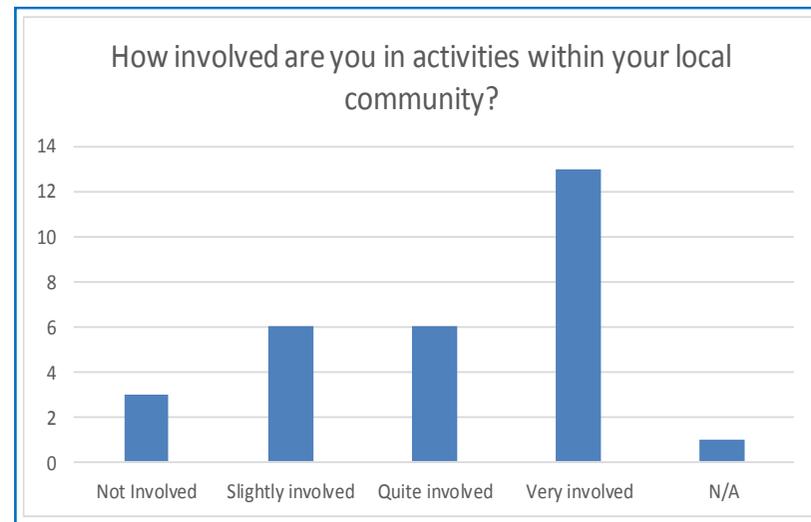
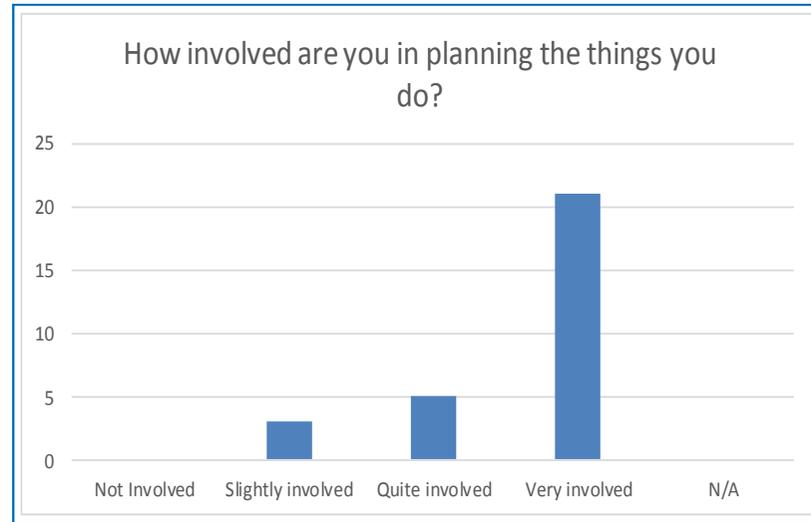
In September 2014 members of the quality group and the Senior Staff Team visited 29 representatively selected people who use FCL services.

- The questions were asked by people who use the service.
- All the teams had the same instructions about how to ask the questions.
- New questions were asked this year, so we don't have comparative answers from last year on this occasion.
- We will ask the same questions next year
- That means we will be able to find out if the answers show that things are better or worse than this year

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







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

- People feel safe with FCL
- Some people aren't sure what their goals are
- Most of the people who don't feel involved in the local community say that that is fine for them.
- Many people like social activities and trips
- Work and meaningful activity are important to people
- Generally, people like the housing which they have from FCL
- Most people like their staff
- Events organised by the Quality Group are popular

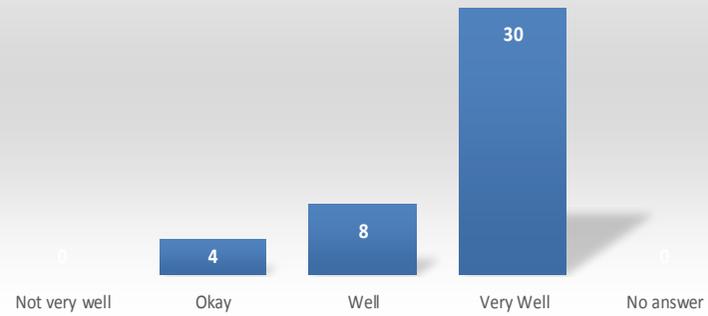
Survey number two: What unpaid carers say

The support quality monitor sent 86 questionnaires to people who are involved in the lives of people who use the service.

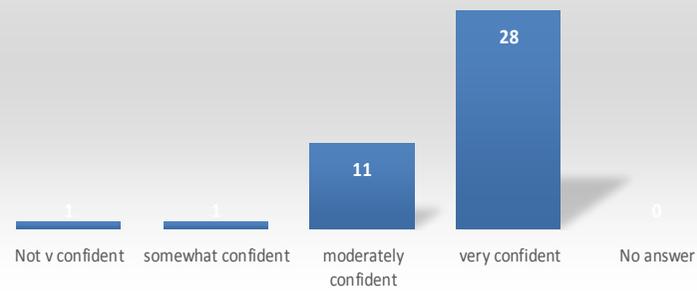
- The forms were sent by post
- A prepaid envelope was supplied
- 42 forms were returned

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

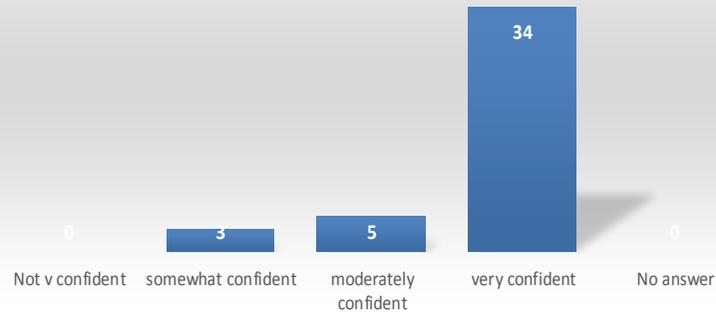
How well does the service received meet the needs of your relative?



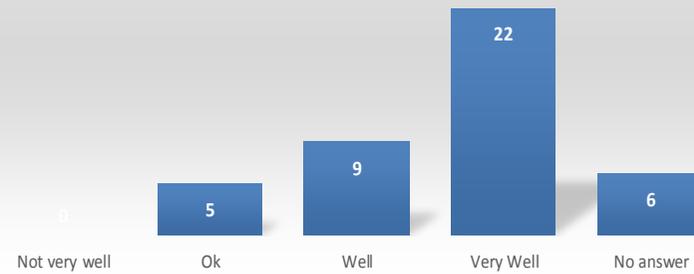
How confident are you that the staff who support your relative have the knowledge, skills and training to carry out their roles?



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

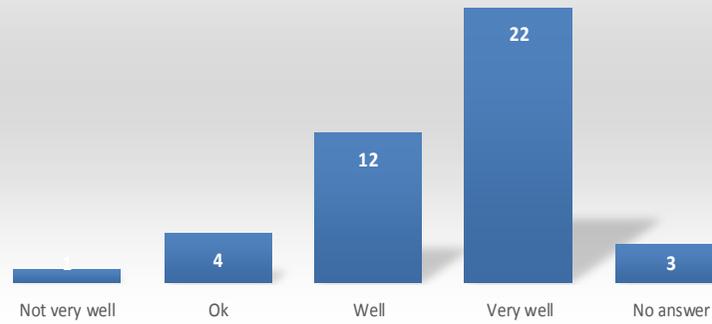


How well does FCL promote a positive culture that is person centred, open, inclusive and empowering?

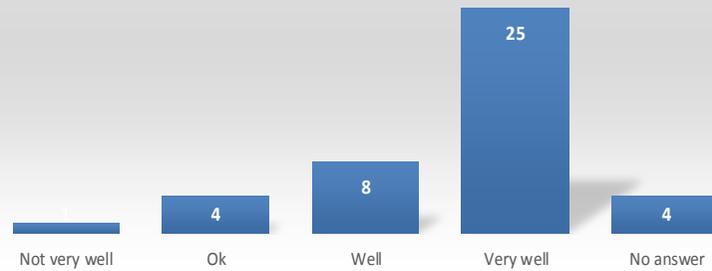




How well does FCL communicate with you about matters regarding your relative?



How well does FCL help you with any concerns you have about the support we provide your relative?



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, complaints and comments policy.

What we learned from unpaid carers and families this year

- Carers trust FCL
- Carers enjoy the homeliness and ordinariness of their relative's accommodation
- Communication could be improved
- Relatives want more information about how individuals are doing (*Note: this always needs to be balanced with confidentiality considerations.*)
- There is a spread of views about how effective leadership teams are — both those in projects and senior management in the office
- Some family members said they didn't know senior managers
- Some carers saw a need for more checking of the work done by support staff
- Carers are concerned about turnover of staff (*Note— FCL's staff turnover is actually very low for the sector*)
- People are concerned about reductions in number of hours commissioned by Councils as a result of budget issues

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>