



FyldeCommunityLink

Survey Evaluation Results

**Customer Quality Survey
and
Unpaid Carer or
Family Member Survey
2016**

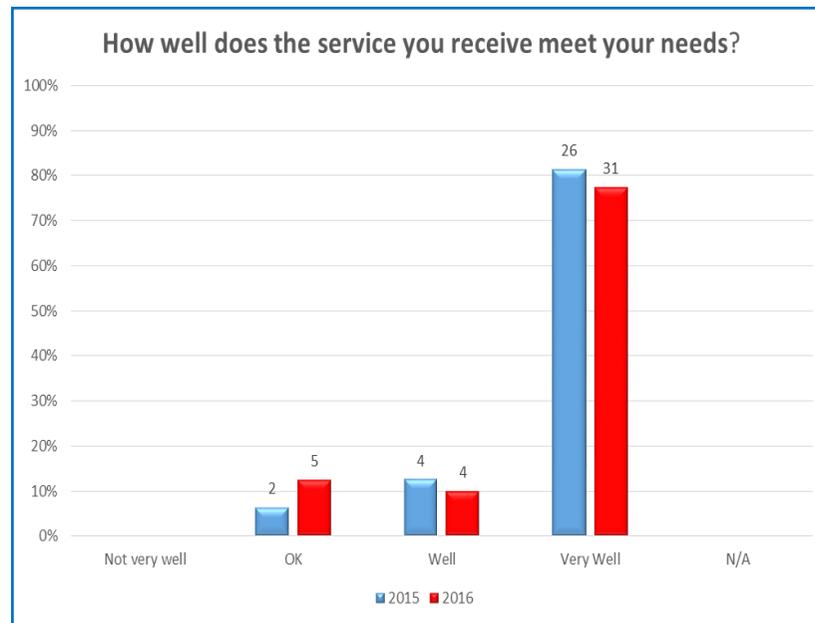
Survey number 1

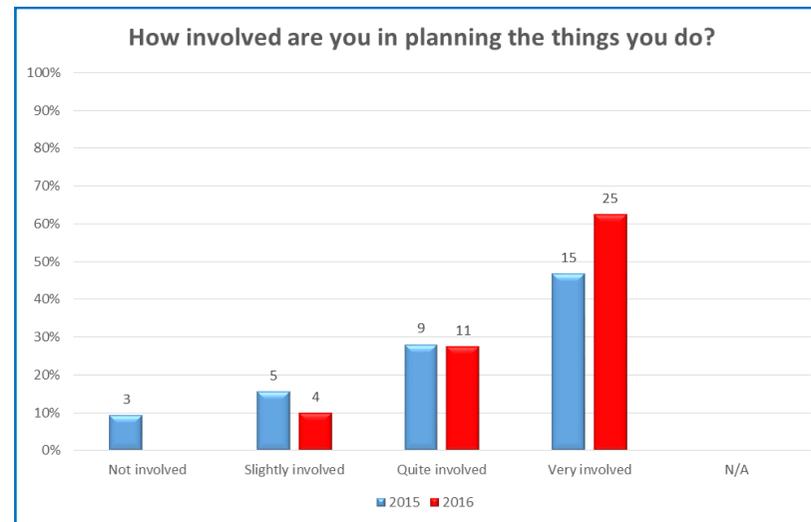
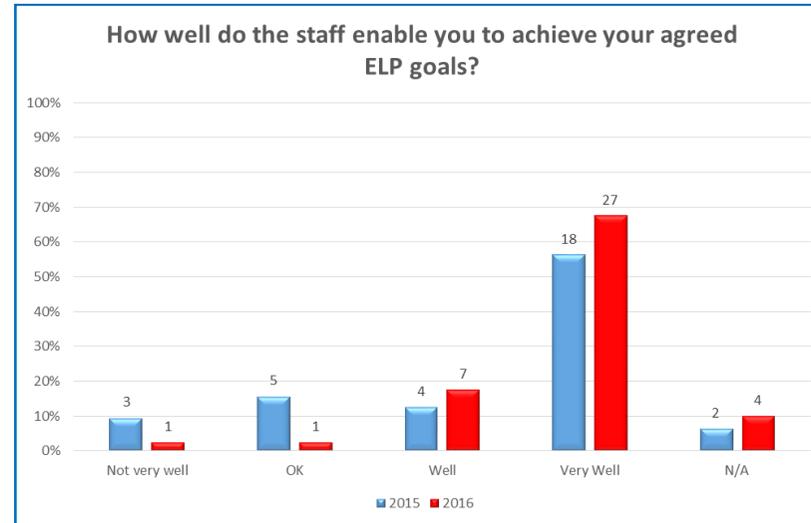
What our customers say...

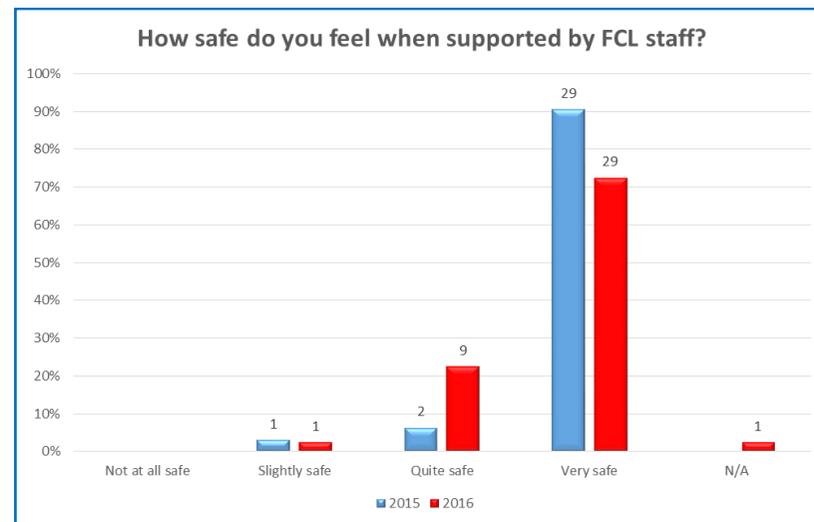
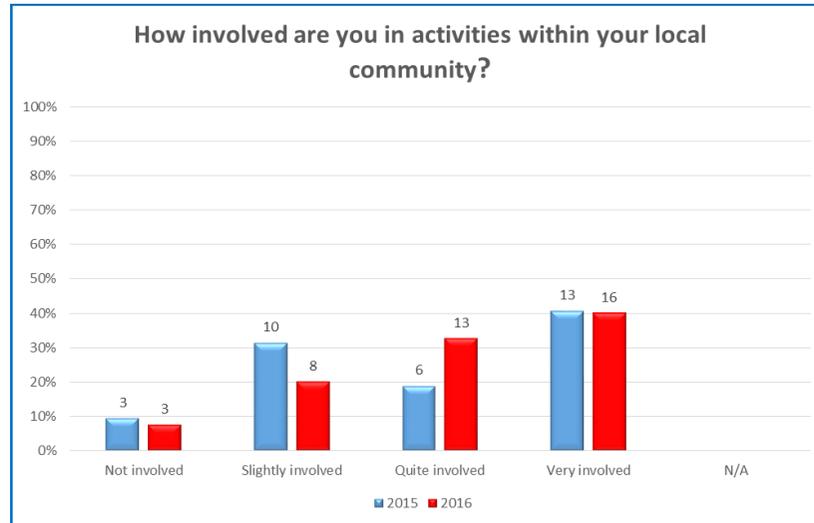
In September 2016 members of the Quality Group and the Senior Staff Team visited 40 representatively selected people who use FCL services.

- 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:







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:

- A lot of individuals said that they would like us to provide more activities, including some for those who are less active or in wheelchairs and more at night-time
- Many people said that we should carry on working the way we do now
- Continuing to provide good staff was seen as important by many
- Some people said that they would like more support hours
- Several people mentioned the gardening and recycling groups and said that they enjoyed them

How we responded to comments raised last year from people we support:

Most people like the FCL activities but would like there to be more to choose from

We did introduce new activities over the summer and a number of people tried out pottery, fishing, camping, graffiti art and more woodwork. We also introduced small group days out and cinema and pizza nights. These were very successful and a working group managed to secure funding from Swallowdale Children's Trust. We have put management resources into recycling and gardening and restructured these activities. We have held consultation days for supported individuals, staff and families to look at exactly what people want out of activities and we are looking at a new post to take activities forward. We have a new brochure and have referrals from people interested specifically in activities. There are now waiting lists for activities.

Several people said they would like there to be more organised outings and coach trips

We set up Meet Up and Go Out days where small groups decided on a venue and went on several trips including Manchester, The Chill Factor, Southport and Preston. The response to this was great and a number of people want to continue to do this. Informally we have people meeting up to go to a Ladies night every so often and we are promoting sharing ideas for going out with friends.

Living with their friends and being able to meet new friends was important for many people

We have been able to open two new houses for people at FCL and we have two ladies waiting to move in together in November as well. The men at York Road, one of the new houses, held a Macmillan Coffee Morning which acted as an impromptu house warming and was a great opportunity for people to meet up. A Quality Group Garden Party and the one hosted by Friends of FCL also provided good opportunities for socialising. FCL is proving very adaptable for meeting people's needs and desires for living options.

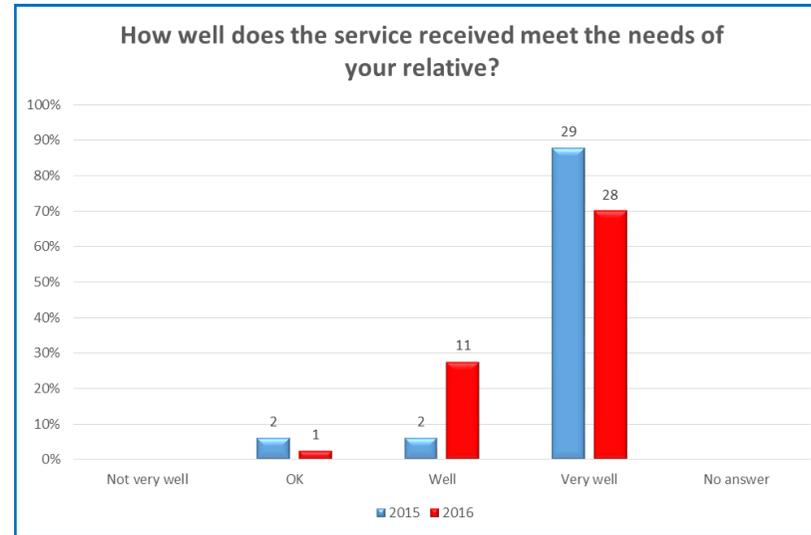
Survey number 2

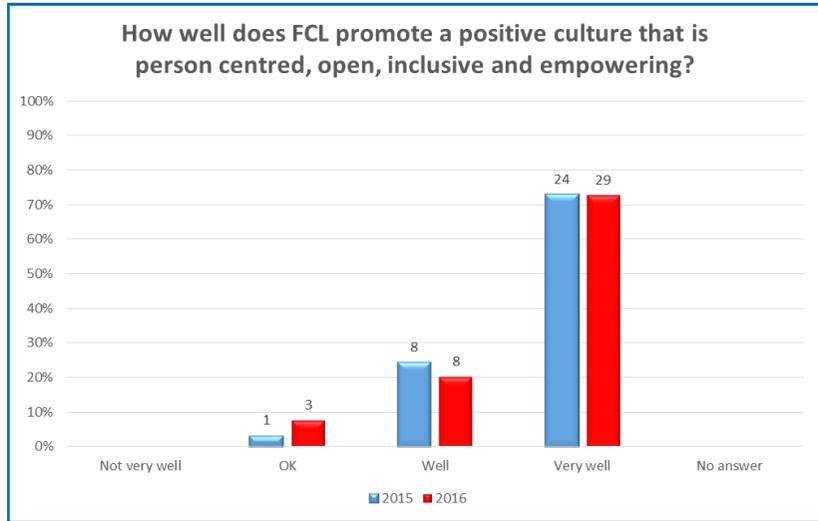
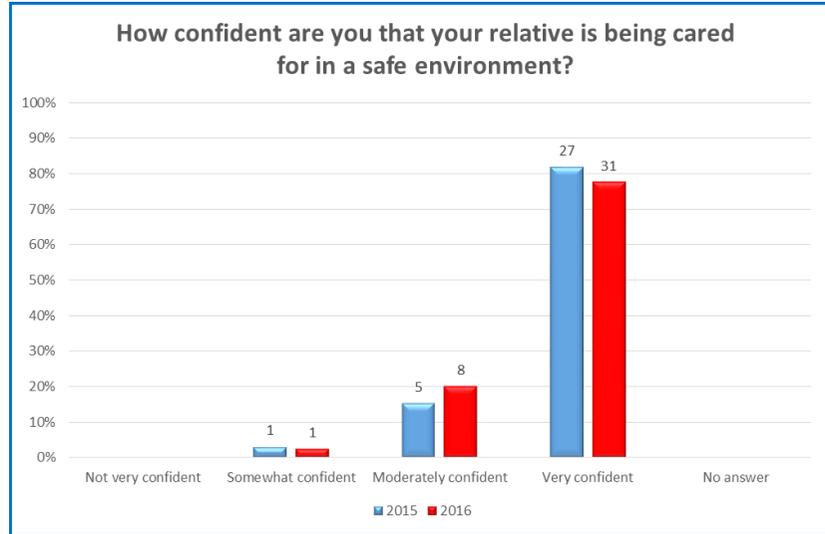
What unpaid carers say...

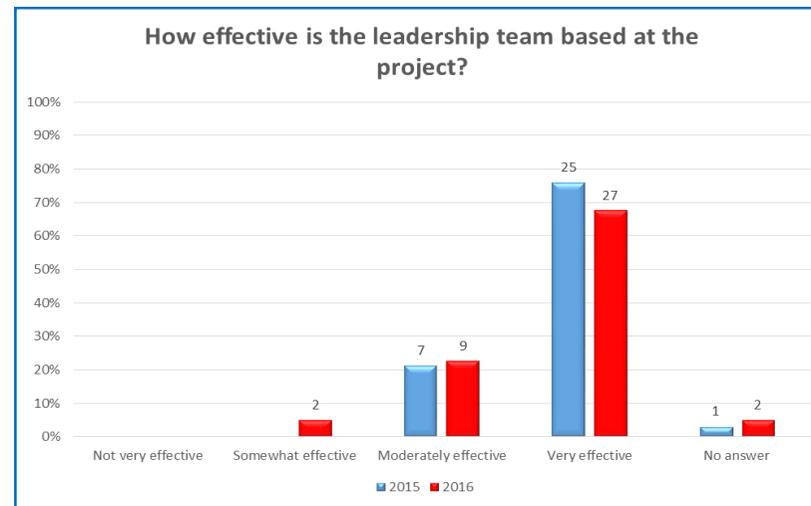
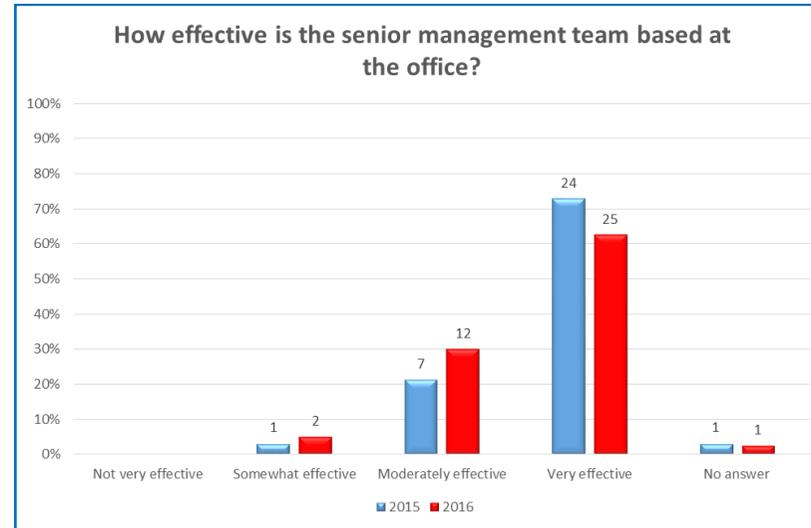
The Support Quality Monitor sent 107 questionnaires to people who are involved in the lives of those who use the service.

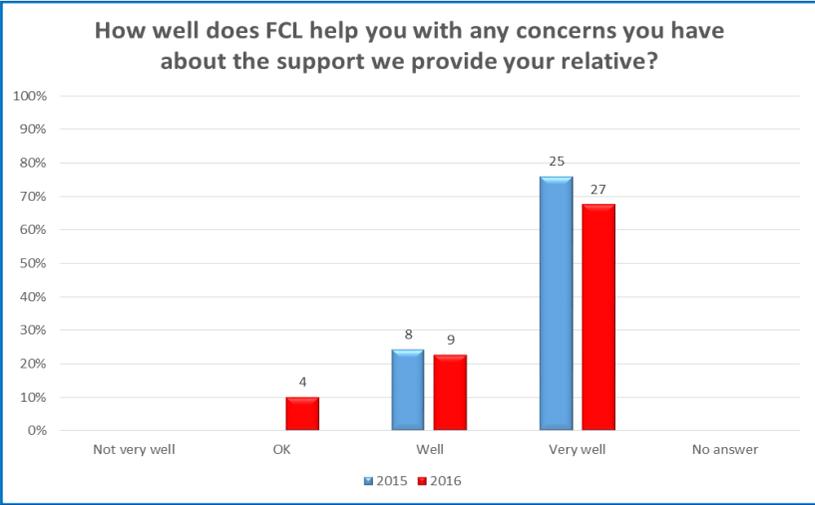
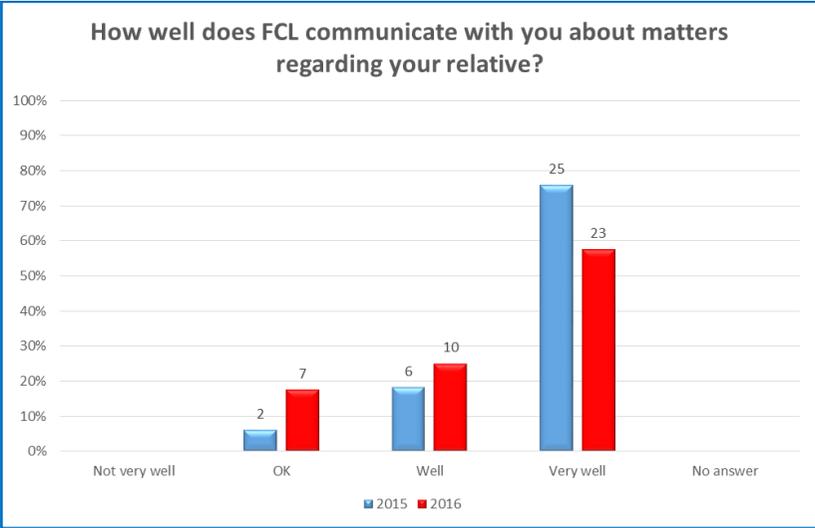
- The forms were sent by post
- A prepaid envelope was supplied
- 40 forms were returned—this was an increase from 33 forms returned last year

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









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 standards of quality 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.

Start to do:

- Keep families up to date with what is happening for their relative—maybe with set times for this contact.
- A summer programme and more activities and recruit enough staff for this.

Continue to do:

- Very much “as you are doing”.
- To get and keep the right staff.
- To keep up good levels of communication.
- Staff training to the highest standards.

Stop doing:

- Sending different staff as this can cause problems with the continuity and consistency of support.

Other comments:

- The staff are friendly and supportive and put the needs of individuals first.
- FCL is a very proactive, caring provider.

How we responded to comments raised last year from carers and families:

Several people said they thought the quality of service which their relative received was very high

This has continued and most people are happy with service quality but we have been tightening up on quality by doing more spot checks and ensuring any concerns are quickly rectified and changes made where quality could be improved. Staff are encouraged to be open and transparent so that any issues are raised rather than covered up.

Although this may look as though there are more issues we believe that this is a positive step, as only when we are aware of problems can they be resolved.

Some people felt communication could be improved

There have been two newsletters now which have been received with enthusiasm. In this year's survey only two people mentioned difficulties with communication and both were from the same project.

Some carers said they would like to see more continuity of support for their relative

We have had a big recruitment drive and we are trying hard to keep a continuity of staff as far as we can. We understand that when staff move it does disturb the balance in projects and in the Domiciliary service so we do try to keep this to a minimum.

Some people said they felt maintenance issues could be resolved in a more timely manner

There is now an electronic system in place where maintenance tasks are recorded and tracked.

A few carers said that they would like there to be more places available on the activities which we provide

This summer we ran a summer programme of activities which went well and since then we have continued the fishing activity and are further promoting the others. We have an active waiting list and plan to expand our activity offer once we have consolidated activities leadership.

To find out more: FCL website

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

- Take a look at 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>