



Survey Evaluation Results

Customer Quality Survey and Unpaid Carer or Family Member Survey 2017

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.org.uk

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

Survey number 1

What our customers say...

In September 2017 members of the Quality Group and the Senior Staff Team visited 30 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.

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.org.uk)

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

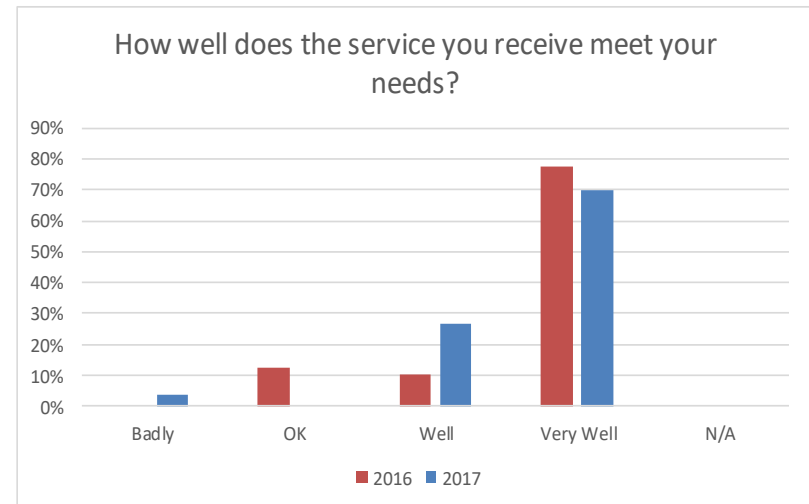
Email

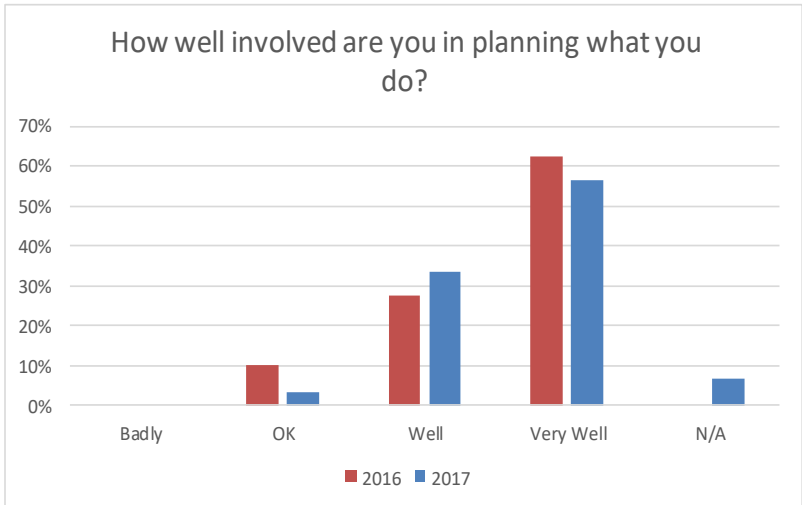
Telephone

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

Email your Results

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





Things we were asked to stop doing:

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

An increased number of Carers were “Very Confident” about the training, skills and knowledge of the staff.

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

Last year, the survey responses identified a number of things which we needed to address.

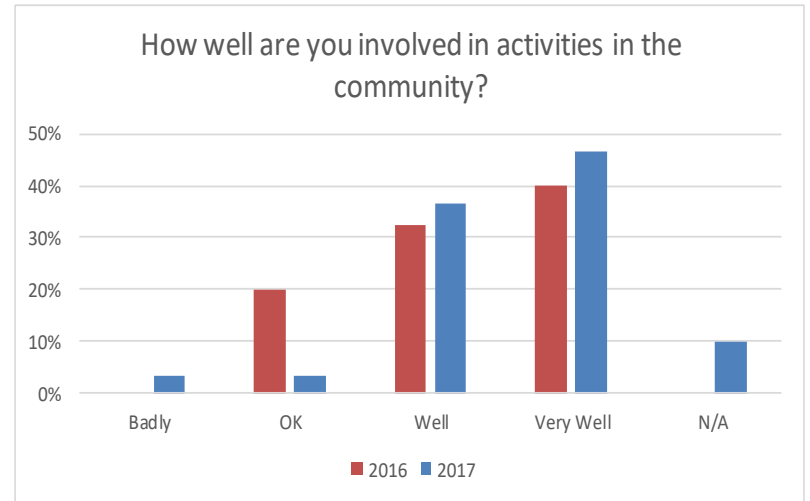
Things we were asked to start to do:

Keep families up to date with what is happening for their relative—maybe with set times for this contact.



There is a small improvement in the number of carers who say we communicate “Well” but a small drop in those who say we do so “Very Well”

A summer programme and more activities and recruit enough staff for this.

We have started new activities, relocated others to better premises and employed a full time Activities Service Leader



Highlighted trends from this year’s customer survey responses

- People are gaining more Independence
- There is good staff support for emotional issues,
- Activity groups are working well
- People are making their mark on their home.

- Need for more activities – better organisation of summer events, revamp of beauty group, start a singing group, activities for those with more profound needs
- Moving – some people need help to move to a different flat/house or share with different people or to have other people to share with

What we learned from people we support this year:

We 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:

- Tenants like their homes and the way they are maintained
- People like their staff and feel emotionally supported
- Changes to activities groups have worked well
- When people want staff changed, that happens
- Some people would like to move to different accommodation

- Most carers were very happy with the support provided
- Some carers said they would like more communication about how their relative is doing
- A few carers mentioned that travel time in domiciliary can reduce the contact time their relative received
- A few carers mentioned that changes to support staff need to be reinforced by the replacement staff receiving in depth handover knowledge about the supported person and that this may not always have happened
- On occasion it has taken us a long time to provide a satisfactory answer to an enquiry
- Changes in senior staff roles have not always been communicated proactively
- There were many specific examples of excellent support planning and delivery
- There were many complimentary comments made about individual staff and managers

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.

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

Last year 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

In response we have started an evening snooker activity group in a community setting.

We moved the Art and Craft activity into a larger space in a church hall .

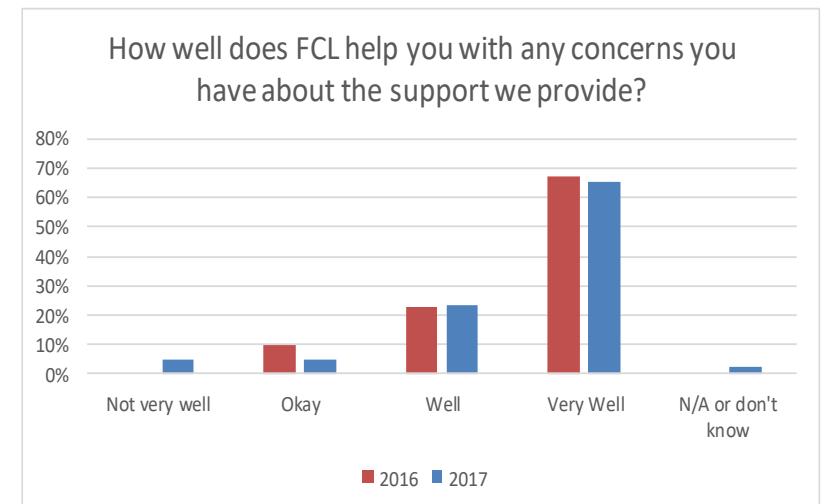
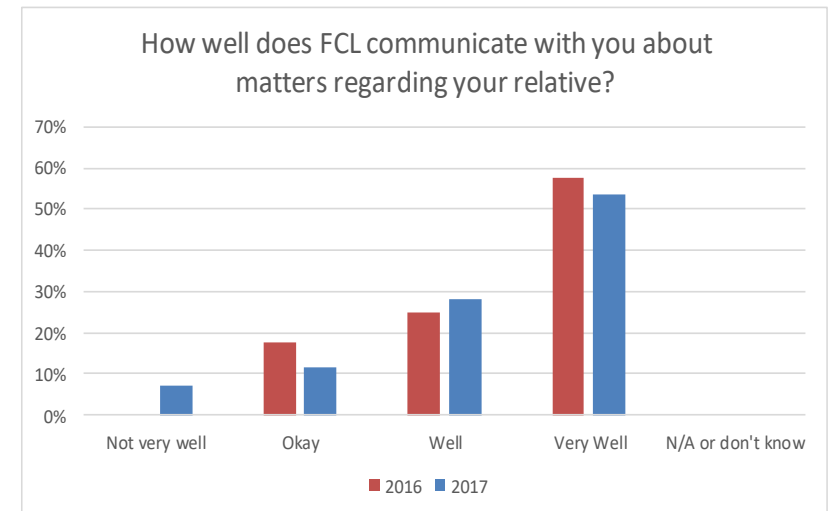
We asked Friends of FCL to raise funds for a sensory activity centre— they are looking into providing a purpose designed “shed” type facility for people with profound and multiple intellectual disabilities to use

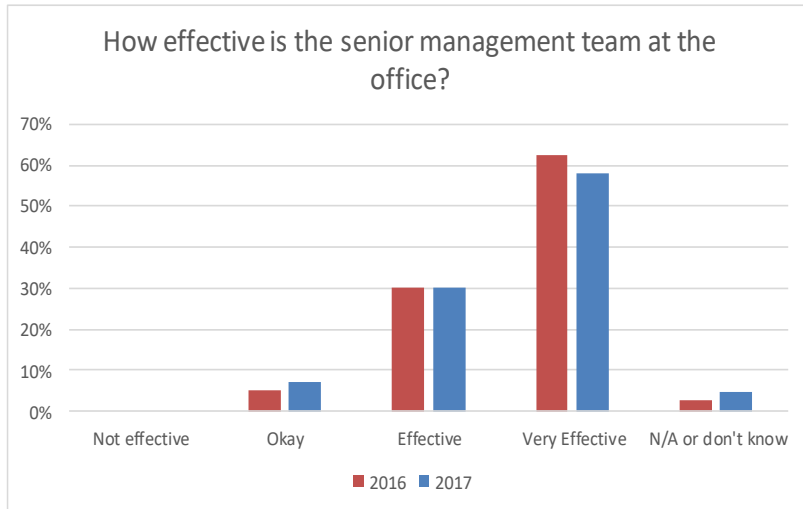
Survey number two

What unpaid carers say...

The Support Quality Monitor sent 110 questionnaires to people who are involved in the lives of those who use the service.

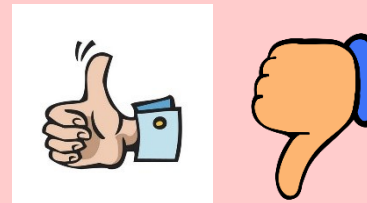
- The forms were sent by post
- A prepaid envelope was supplied
- 43 forms were returned—this was an increase from 40 forms returned last year





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

Highlighted trends from the 2017 Carers' Survey



Carers are mostly happy with support from staff
 Many people said everything is working well

- In our communication there are still some difficulties
- Consistency and continuity of staff has adverse effects on service users
- Still a need for more activities at weekend
- Need to look after the diet/exercise and hydration for people
- Need to follow what is agreed in reviews
- Some individual situations where parents/carers have specific issues.

