



The Richmond Fellowship
Scotland

Executive Summary

“How well are we doing?”

People we Support: Satisfaction Survey 2007/08



1. INTRODUCTION

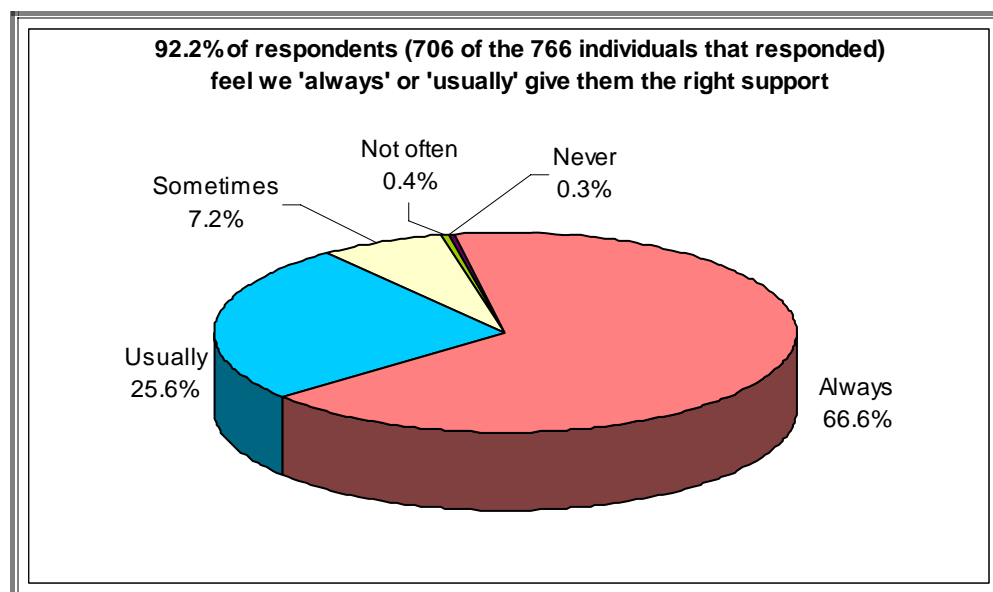
- 1.1** The Richmond Fellowship Scotland recognises the importance of listening and responding to the views of the people it supports. By asking people who use services what they think organisations can find out what they are doing well and also learn where they can develop to better meet the needs of the people who use them.
- 1.2** One of the ways The Richmond Fellowship Scotland obtains feedback from the people it supports is through the annual satisfaction survey. This survey entitled 'How well are we doing?' provides a consistent and periodic approach to collecting feedback and allows the organisation to annually monitor satisfaction levels across the whole organisation and act on the views and suggestions of the people we support.
- 1.3** Everyone supported by the organisation is invited to have their say, and this is promoted by all staff. Individual returns are collated at a local and regional level and sent to the Quality Team at head office for analysis. The purpose of this analysis is to review all responses and provide an organisational picture of satisfaction levels amongst those who took part. An annual report which is shared with all staff is produced by the Quality Team providing an organisational overview and regional breakdown including good practice examples and any learning opportunities.
- 1.4** The first survey was conducted in 2006-2007, this second survey shows an improvement in response rates and national satisfaction levels in many areas.
- 1.5** 769 individuals took part in this second annual survey which represents a 3% increase from last year. This 42% response rate in research terms is very healthy and allows robust conclusions to be drawn from the responses gathered.
- 1.6** Completed questionnaires were received from all regions. The analysis process allowed the responses to be reviewed and presented on a regional and organisational level.

2. MAIN FINDINGS

2.1 The main findings of the survey show high levels of satisfaction amongst supported individuals. The national responses are presented below.

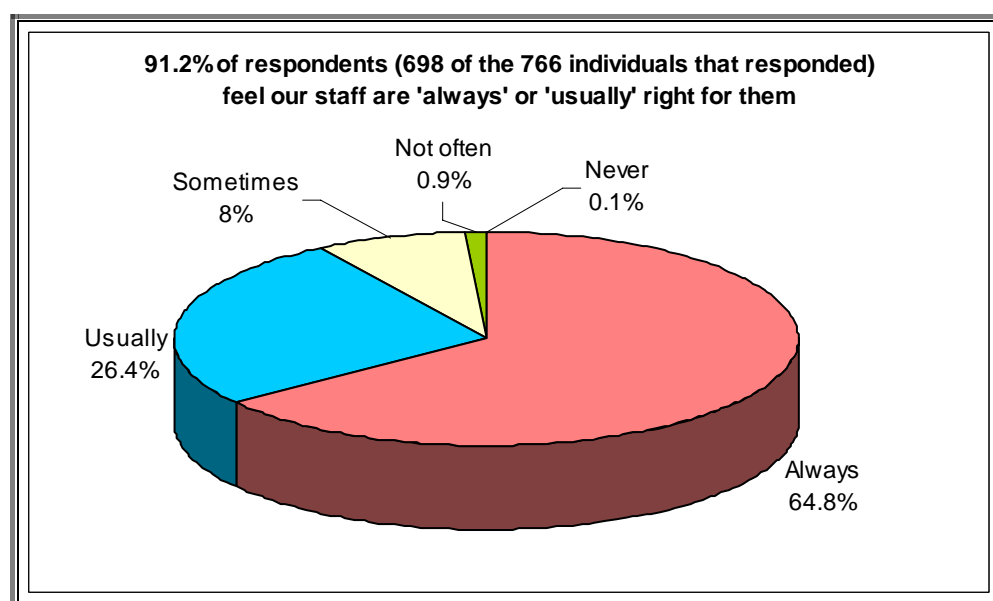
We asked “Do we give you the right support?”

92.2% of all respondents (706 individuals) indicated that they ‘always’ or ‘usually’ get the right support from staff. As in 2006-07 it is clear from this year’s survey that staff are overwhelmingly getting it right in providing support.



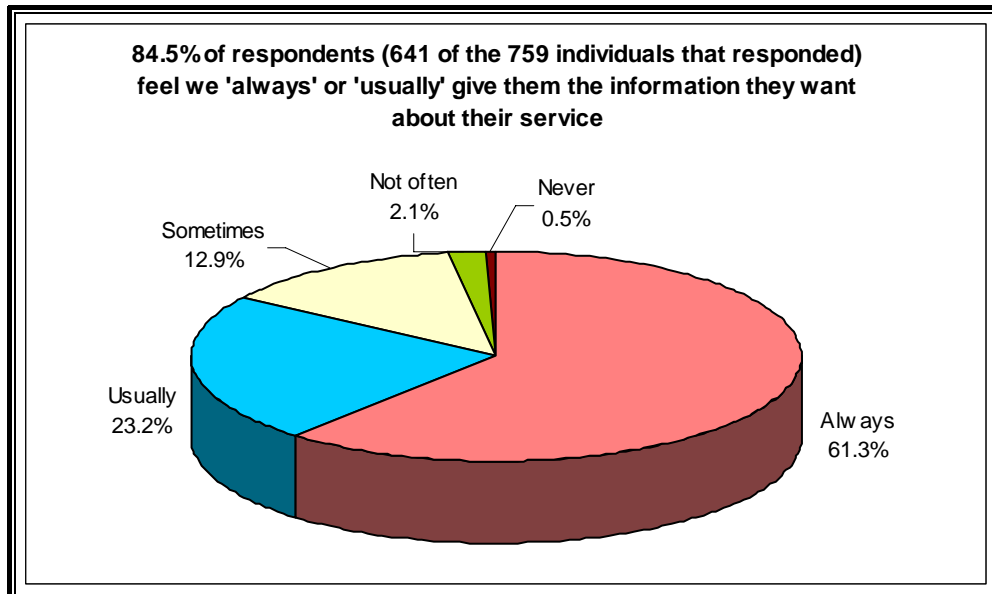
We asked “Are our staff right for you?”

91.2% of respondents across the organisation (698 individuals) highlighted the staff are ‘always’ or ‘usually’ right for them.



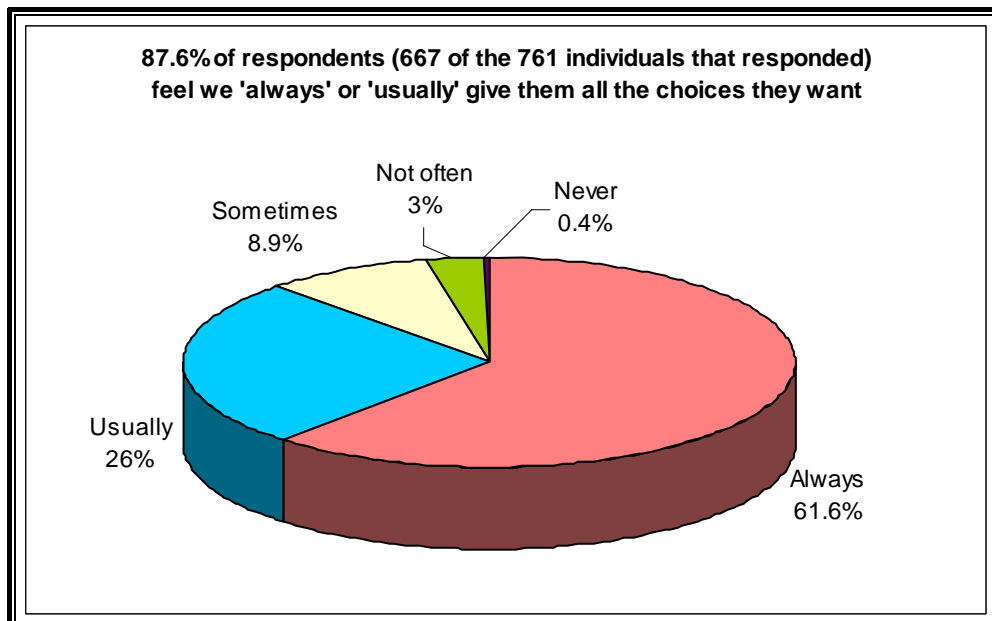
We asked “Do you get all the information you want about your service?”

84.5% of all respondents (641 individuals) agreed that they ‘always’ or ‘usually’ get the information they want. As shown last year this question received the greatest variance in responses across the regions this year also.



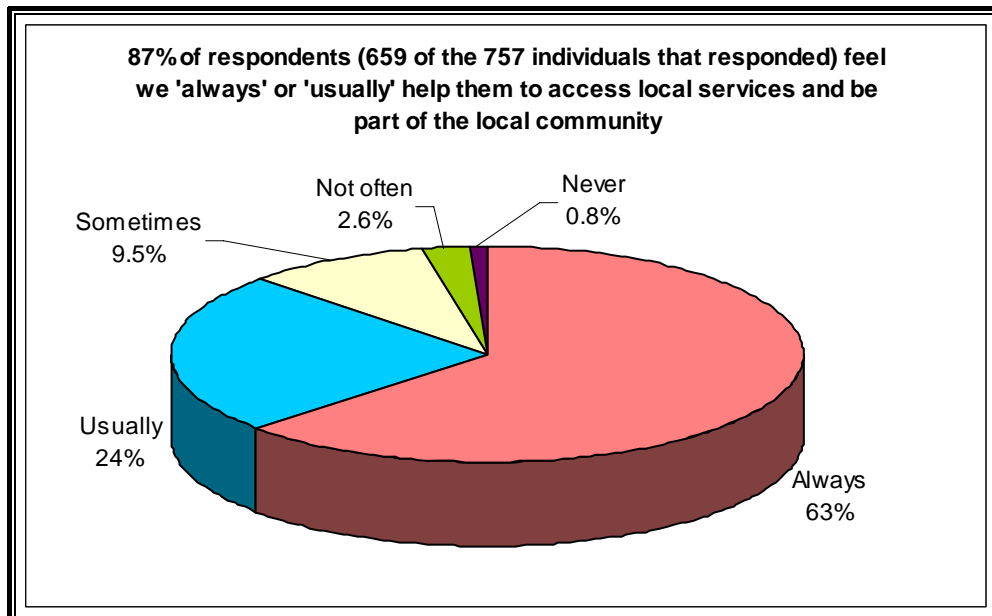
We asked “Do you get all the choices you want?”

87.6% of all respondents (667 individuals) indicated that they are ‘always’ or ‘usually’ given the choices they want.



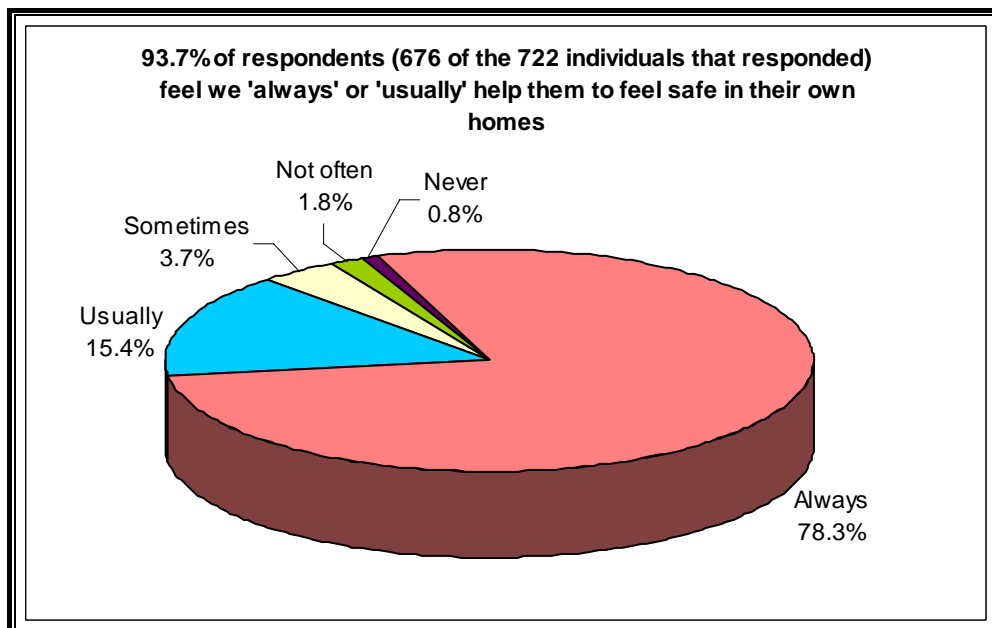
We asked “Do we help you to access local services and be part of the community?”

When asked ‘do we help you to access local services and be part of the local community?’ 87% of those that responded (659 individuals) agreed that The Richmond Fellowship Scotland ‘always’ or ‘usually’ helps them to access local services and be part of the community.



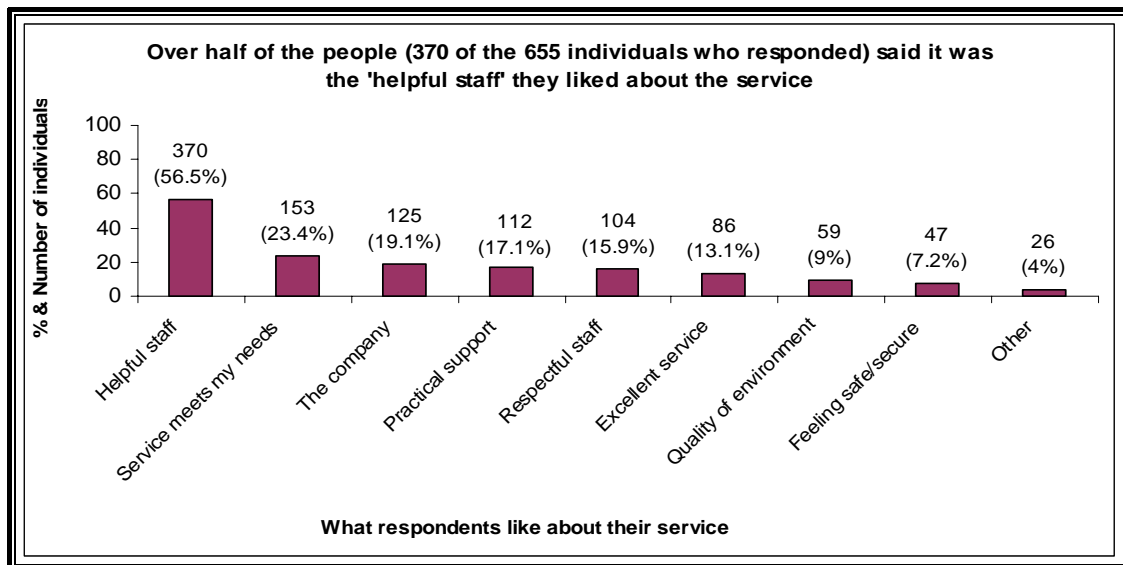
We asked “Do we help you to feel safe in your own home?”

When asked if The Richmond Fellowship Scotland staff help them to feel safe in their own homes, 93.7% (676 individuals) highlighted that staff ‘always’ or ‘usually’ help them to feel safe. 78.3% of these (565 individuals) indicated that staff ‘always’ help them to feel safe. Similar to last year this was the single highest ‘always’ response to any question.



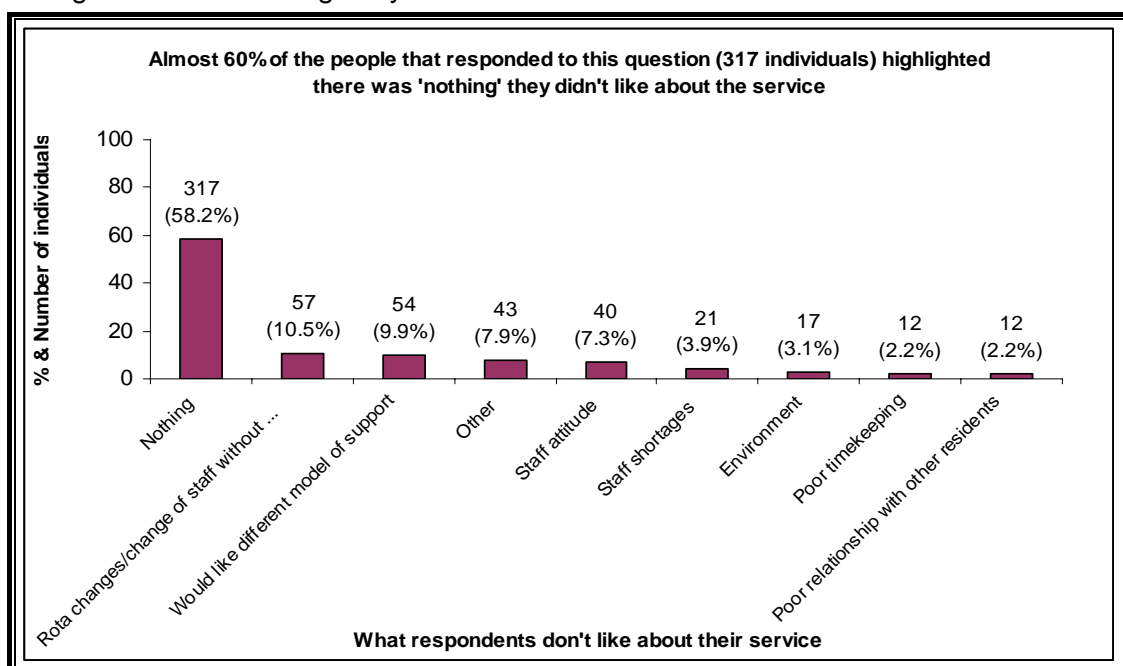
We asked “Tell us what you like about your service?”

85% of individuals that took part in the survey answered this question. This is a 6% increase from the year before. Of those that responded over half (56.5%) commented that it was the ‘helpful staff’ that they liked about the service. Across all regions the ‘helpful staff’ was the thing that most people liked about their service.



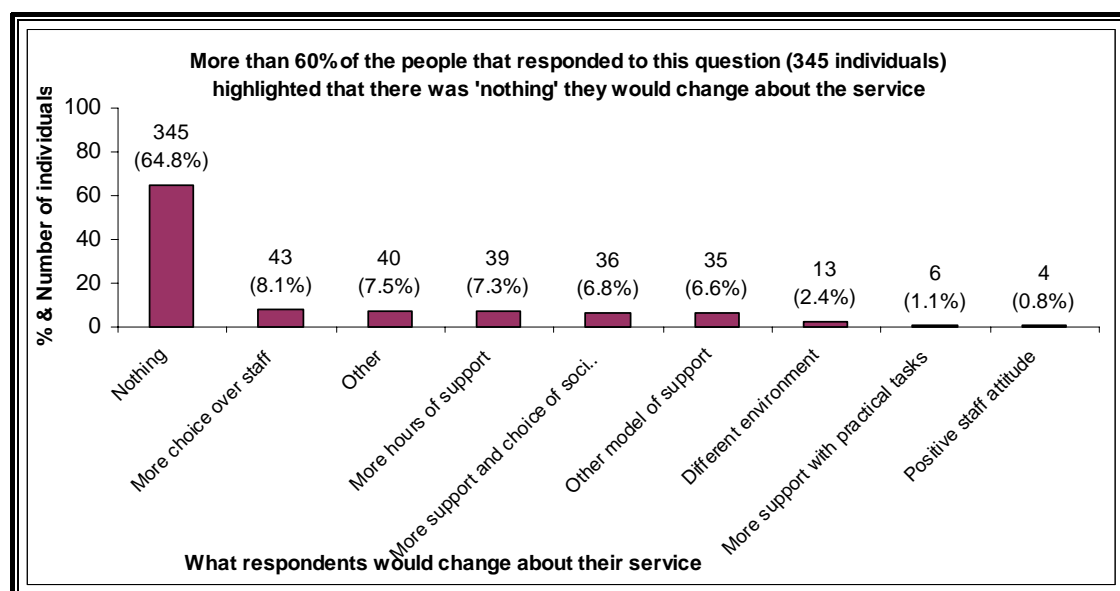
We asked “Tell us what you don't like about your service?”

71% of individuals that took part in the survey answered this question. This is a 51% increase in response rate from the year before. Almost 60% of those that responded (317 individuals) highlighted that there was ‘nothing’ they didn't like about the service they received from The Richmond Fellowship Scotland. This highly positive response was replicated across all regions with more than half of respondents in each region noting there was ‘nothing’ they didn't like about their service.



We asked “Tell us what you would change about your service?”

69% of individuals that took part in the survey answered this question. This is a 47% increase from the previous year. More than 60% of those that responded (345 individuals) highlighted that there was ‘nothing’ they would change about the service they receive from The Richmond Fellowship Scotland. This highly positive response was replicated across all regions with more than half of respondents in each region noting there was ‘nothing’ they would change about their service.



3. CONCLUSION AND LEARNING

- 3.1 More people completed the questionnaire this year than last. The results for this year 07/08, again demonstrated that people we support feel that they receive support that is right for them (92.2%, 706 people) and that the staff are right for them (91.2%, 690 people).
- 3.2 This is extremely encouraging, and is a slight increase in satisfaction levels since last year. It is also encouraging that we increased satisfaction levels in helping to make people feel safe in their own home. 93.7% (676 people) said we always or usually make them feel safe.
- 3.3 Response rates to the closed questions 1 – 6 remained much the same, with a slight increase in the satisfaction levels for all of them. The greatest increase in satisfaction levels was for Q6 (Do we help you to feel safe in your own home?). One of the major changes in responses this year was in the last three open questions, where we gave people the option to say there was nothing they liked most, least, or would change about the services. This is greatly encouraging, as overwhelmingly respondents said there was nothing they didn't like, or would change.
- 3.4 The highest % of what people didn't like or would change were rota changes of staff without notice, and staff shortages. There are clear linkages between these two categories where rotas unavoidably have to

change; staff teams should do their utmost to keep people informed of this.

- 3.5 In addition, rota planning may well be an area the organisation could look into, with a view to support staff in making the best decisions when planning their rotas.

Actions

- **Staff will ensure that when there is a shift change, or a member of support staff is changed at short notice, information is given to the person we support as quickly as possible, giving the name of the member of staff who will be attending, when they will be expected to arrive, and the reason for the unavoidable change**
- **The organisation will critically examine the way in which rotas are planned, with a view to creating the best possible rota system for the benefit of the people we support, and the most efficient use of organisational resources**

"I like having one to one conversations with people who understand what I have been through and how I feel"

"I liked the welcome pack and feel it is important because it gives the information necessary"

"I have a core group of carers whom I know very well and who know my needs. They are extremely supportive to both myself and my family"

"What I say and think matters – my choices!"

"Don't feel so lonely since I joined TRFS. They make sure I am receiving my proper needs i.e. medication and friendship, and help when I need it"

"I enjoyed going away to Oban and I enjoy the badminton and going to football matches. I get on well with the staff and look forward to Saturdays when we meet up"

"My self confidence has risen and my motivation has too so I can only thank them"

Staff are friendly, always keep in contact and are available in a crisis"