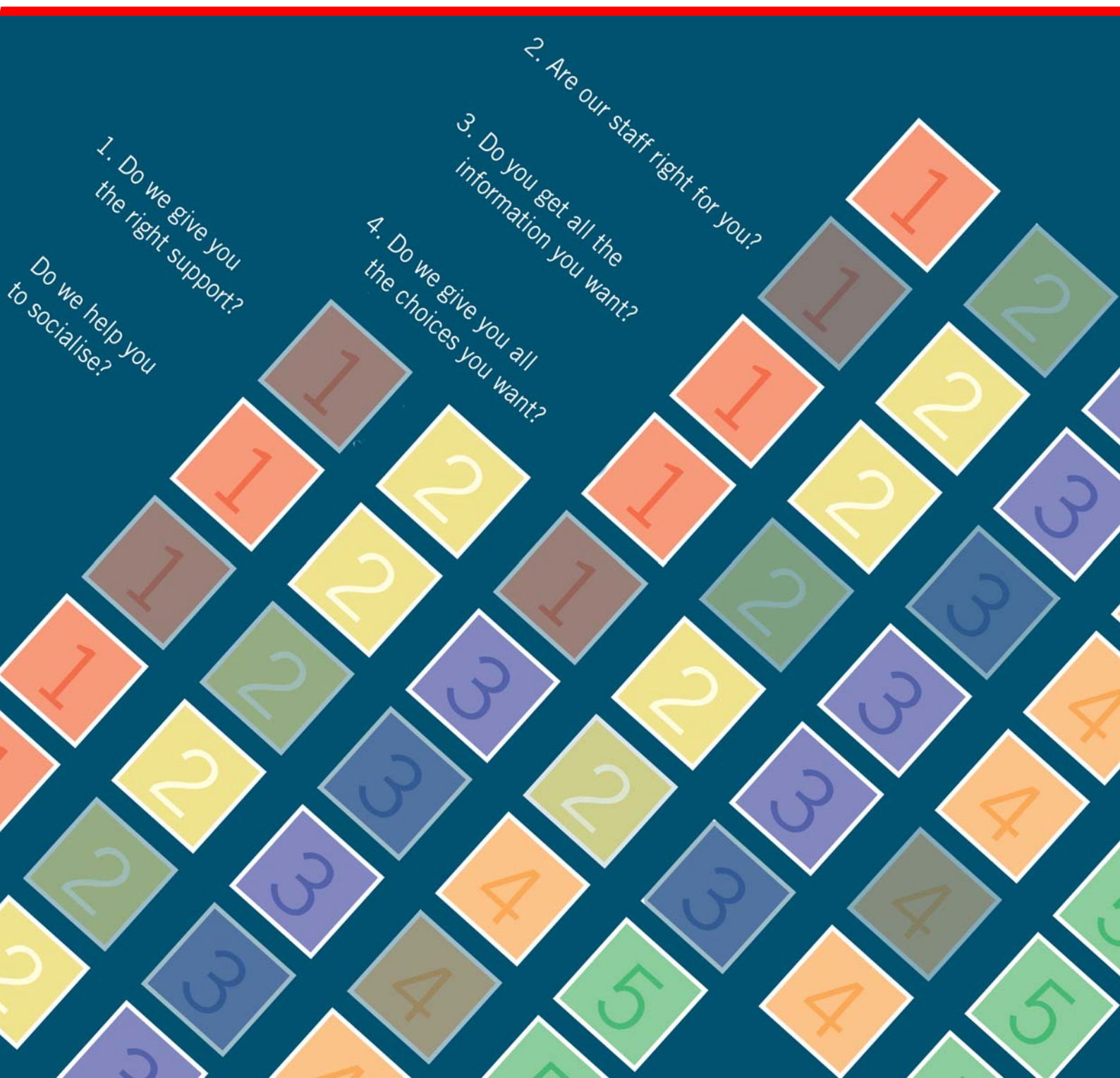




“How well are we doing?”

People we Support: Satisfaction Survey 2006/07



1. INTRODUCTION

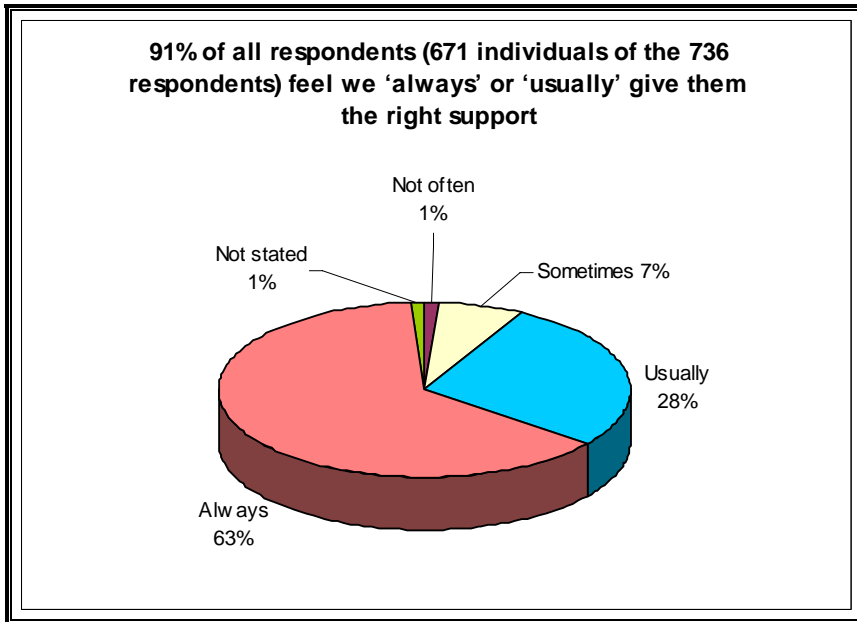
- 1.1** The Richmond Fellowship Scotland recognises the importance of listening and responding to the views of the people it supports. By asking people who use services what they think organisations can find out what they are doing well and also learn where they can develop to better meet the needs of 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** This first survey conducted in 2006-2007 resulted in 736 questionnaires being returned across the organisation. Of the 1900 people supported by The Richmond Fellowship Scotland (Annual Report 2005-2006), this return equates to a 39% response rate. In research terms this response rate is very healthy and allows robust conclusions to be drawn from the information gathered.
- 1.5** 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.

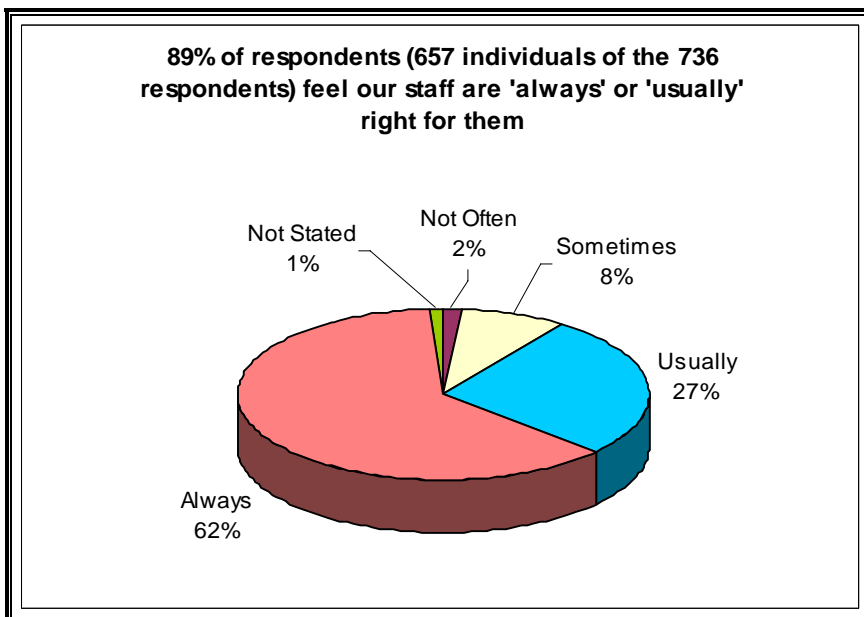
We asked “Do we give you the right support?”

91% of all respondents (671 individuals) indicated that they ‘always’ or ‘usually’ get the right support from staff. It is clear from this that staff are overwhelmingly getting it right in providing support.



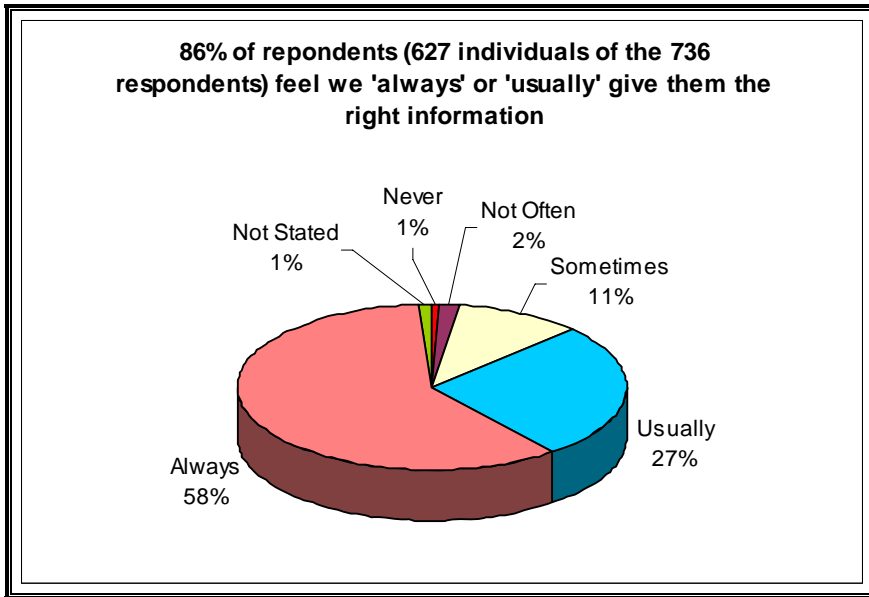
We asked “Are our staff right for you?”

89% of respondents across the organisation (657 individuals) highlighted the staff are ‘always’ or ‘usually’ right for them. In 9 cases out of 10 cases therefore, our staff are ‘always’ or ‘usually’ right for the people we support.



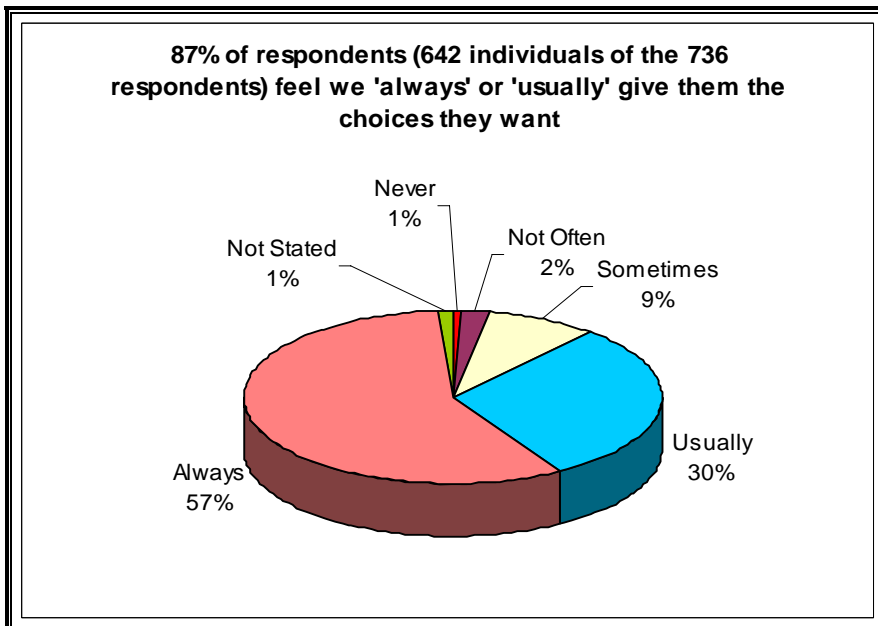
We asked “Do you get all the information you want?”

86% of all respondents (627 individuals) agreed that they ‘always’ or ‘usually’ get the information they want. This question received the greatest variance in responses across the regions.



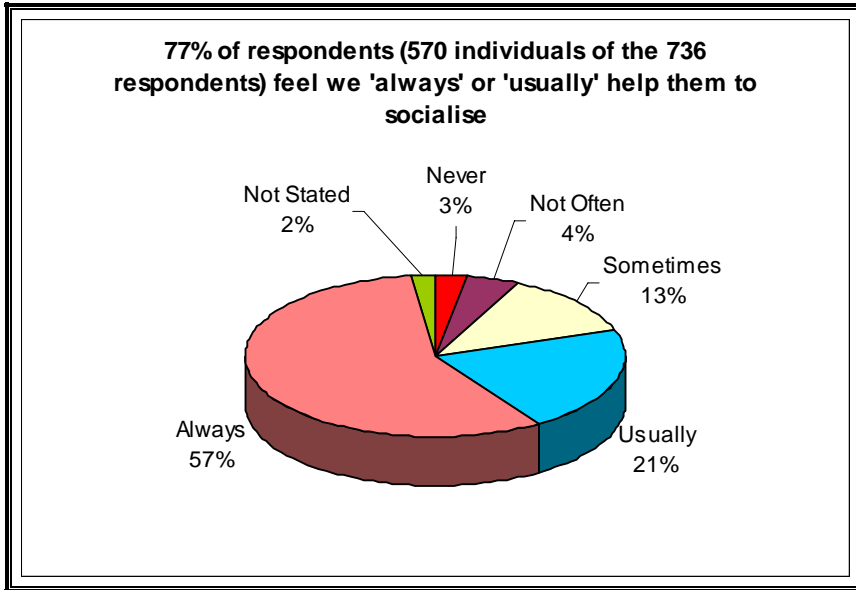
We asked “Do you get all the choices you want?”

87% of all respondents (642 individuals) indicated that they are ‘always’ or ‘usually’ given the choices they want.



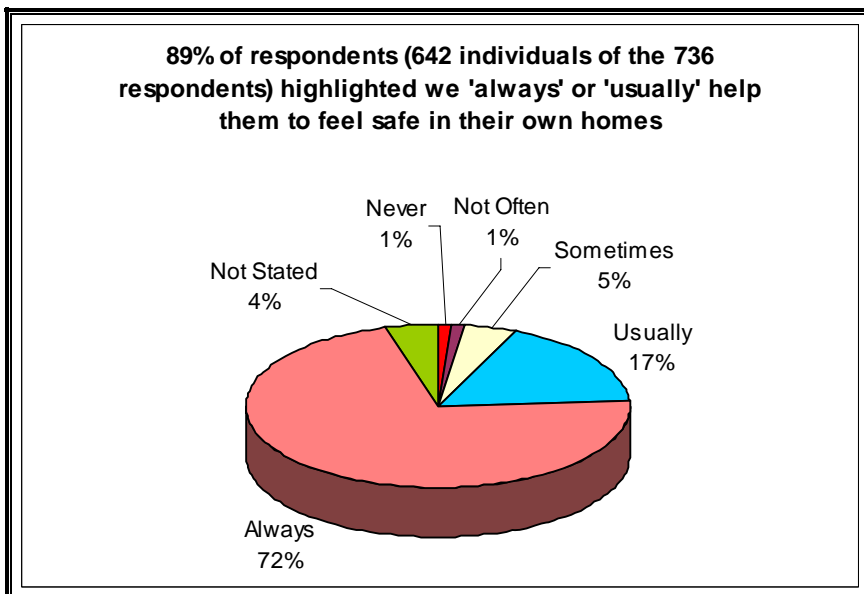
We asked “Do we help you to socialise?”

When asked ‘do we help you to socialise?’ 78% of respondents (570 individuals) agreed that TRFS ‘always’ or ‘usually’ helps them to socialise. This question area scored the lowest level of satisfaction amongst supported individuals. However, it should be noted that for many of our services, the funding stream precludes support in this activity.



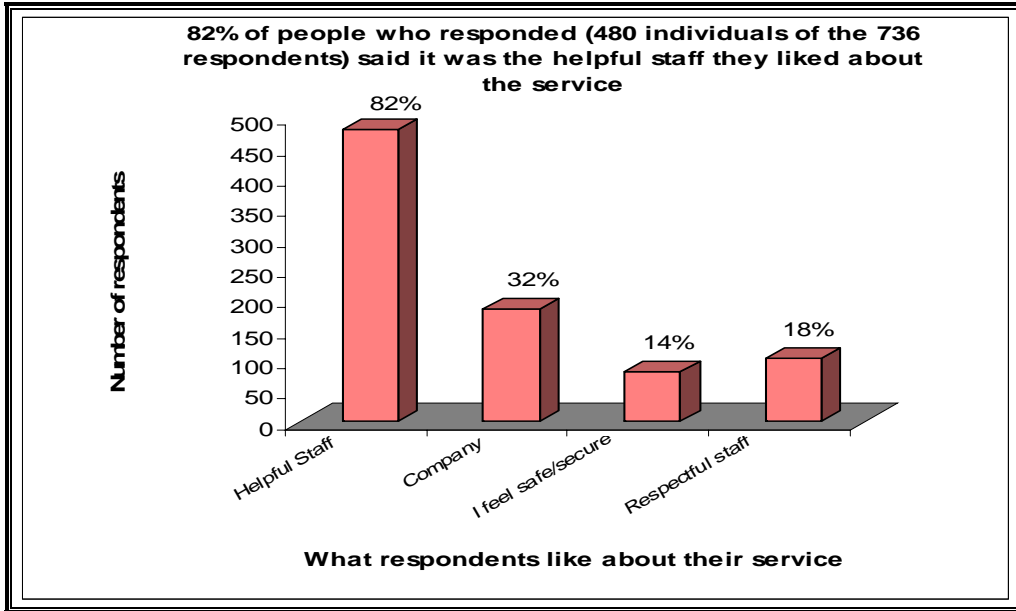
We asked “Do we help you to feel safe in your own home?”

When asked if TRFS staff help them to feel safe in their own homes, 89.1% (642 individuals) highlighted that staff ‘always’ or ‘usually’ help them to feel safe. 71.7% of these (516 individuals) indicated that staff ‘always’ help them to feel safe. This was the single highest ‘always’ response to any question.



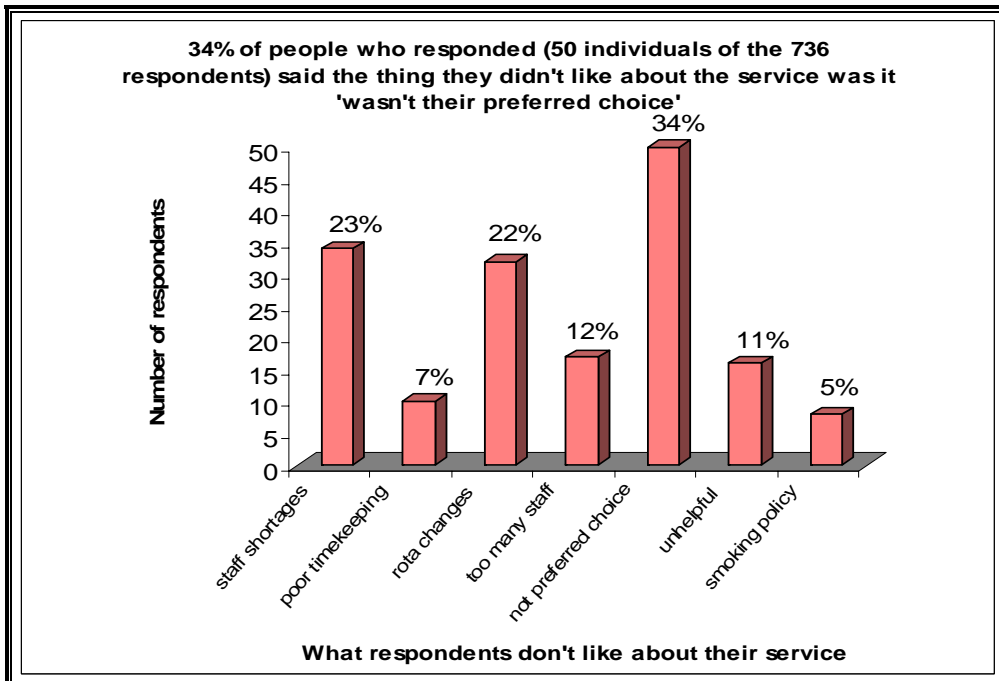
We asked “Tell us what you like about your service?”

82% of all the people who responded to ‘what do you like about the service?’ highlighted that it was the ‘helpful staff’ that they liked about the service (480 individuals, 65% of the total sample).



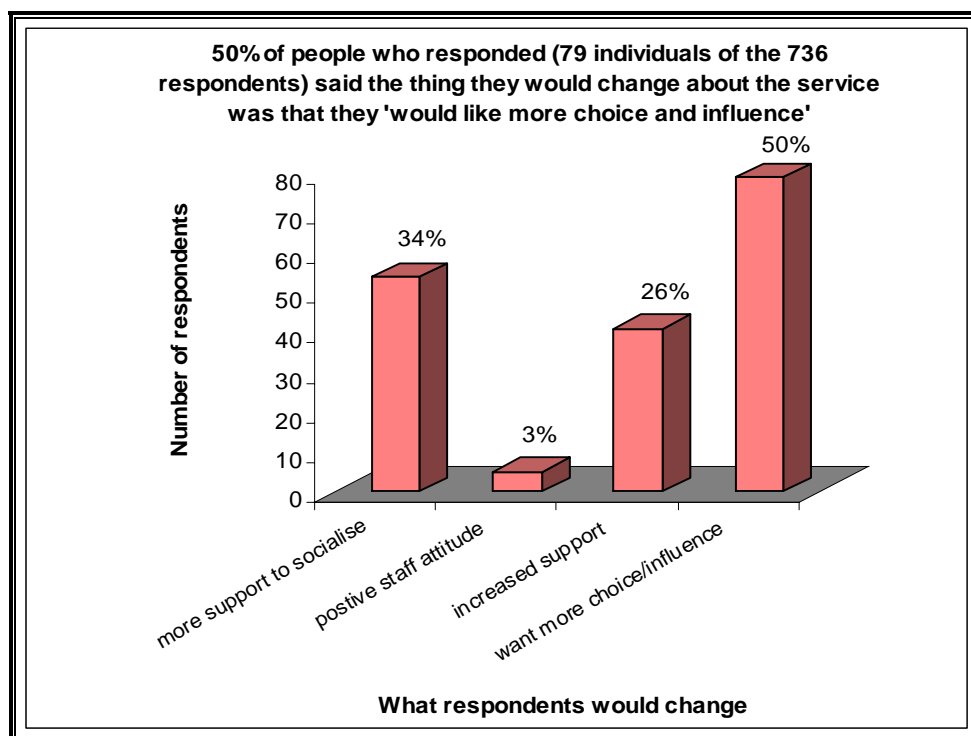
We asked “Tell us what you didn't like about the service?”

20% of respondents commented on what they didn't like about the service (147 individuals). 34% of those who answered this question (50 individuals, 7% of the total sample) highlighted that the thing they didn't like about the service was that it 'wasn't their preferred choice'.



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

22% of respondents commented on what they would change about the service (159 individuals). Of those who provided a comment, 50% (79 individuals) indicated that they would like ‘more choice and influence’ around the service they receive.



3. LEARNING OPPORTUNITIES

- 3.1 As highlighted within the responses people indicated that they would like more support in socialising. Although there are sometimes difficulties around funding this activity, we will share this information with commissioners, in the hope that it will inform their commissioning strategy, and aid the inclusion agenda.
- 3.2 Although our scores were high, we will strive to increase the number of times people think we “always” get it right, rather than “usually” get it right.
- 3.3 We have learned from and will action what people are telling us about the areas of service they do not like, and what they would like to change.

4. CONCLUSION

- 4.1 In conclusion, the first national survey revealed a rich source of data derived directly from the people we support. ***The findings show high levels of satisfaction amongst the 736 respondents and will be used as a platform for continuous improvement.***

4.2 The survey also provides learning opportunities for the organisation. It will be shared widely across the organisation with all staff, with the people we support, their families or carers, and commissioners. We welcome the views of all stakeholders on the findings of this first national survey.

4.3 Some quotes from what people told us through the survey are shown below.

“They give me right support, they make sure I take my medicine and get to work on time”

“I am happy with the service in every way, I have a lovely house – it’s my home, I like going on holiday, I am contented.”

“The staff are very caring and understanding”

“My service provider is so friendly, positive, enthusiastic, understanding and flexible, she helps me a great deal”.

“Helpful, nice people, always on time”

“They motivate and encourage me to do day to day activities. I feel supported when I am out shopping for instance. I feel lonely sometimes and I get company from the staff”

“I like it when staff give me choices like going out, doing some house activities, choosing what I would like to eat”.

‘I find it very supportive and I can discuss any problems that arise on any subject that is confronting me or confusing me’

“Friendliness, sincerity, the positive attitude the support team have. Their social attitude to mental health is healthy and good. They have a positive attitude to my health and how to help”.

“Staff are easy to talk to and helpful – I feel reassured that I can phone the office for assistance in between support times – I am completely satisfied!”.

“Help is on hand but my privacy is respected”.