

We also found out from the people we support...

This year, we offered the chance to complete the survey online as well as in the accessible and written paper copies.



17% of surveys returned were on the accessible format



Just under 42% of the surveys we sent out were completed



Nearly 2% of survey returned were completed online

I've been able to try to relax and get out in about in community. Learning to boost my confidence and self esteem.

We always ask those who complete the survey their gender. For the first time, some people told us they considered themselves transgender. We want to make sure that everyone is getting a good service.



58% Male 40% Female 0.5% Transgender

What you would like us to change...

The results of the survey were overwhelmingly positive. Over 500 people we support said they would change 'nothing'.

- 8% said they would like to change their hours
- 7% said they would like to change their activities and how they use

I'm very happy with the service provided for my Mum's care

We also asked family and carers. Many told us they would change 'nothing'. Some said they would like to see staff resources increased, and deployed as well as possible. They would also like to become more involved, and increased communication. Thank you, we will take this on board!

I have enjoyed the friendly staff and the many laughs. I have enjoyed the art group.

We are very happy with the care and concern the staff show for our brother. His every need is addressed and we can see he is loved very much by the staff.

What now...

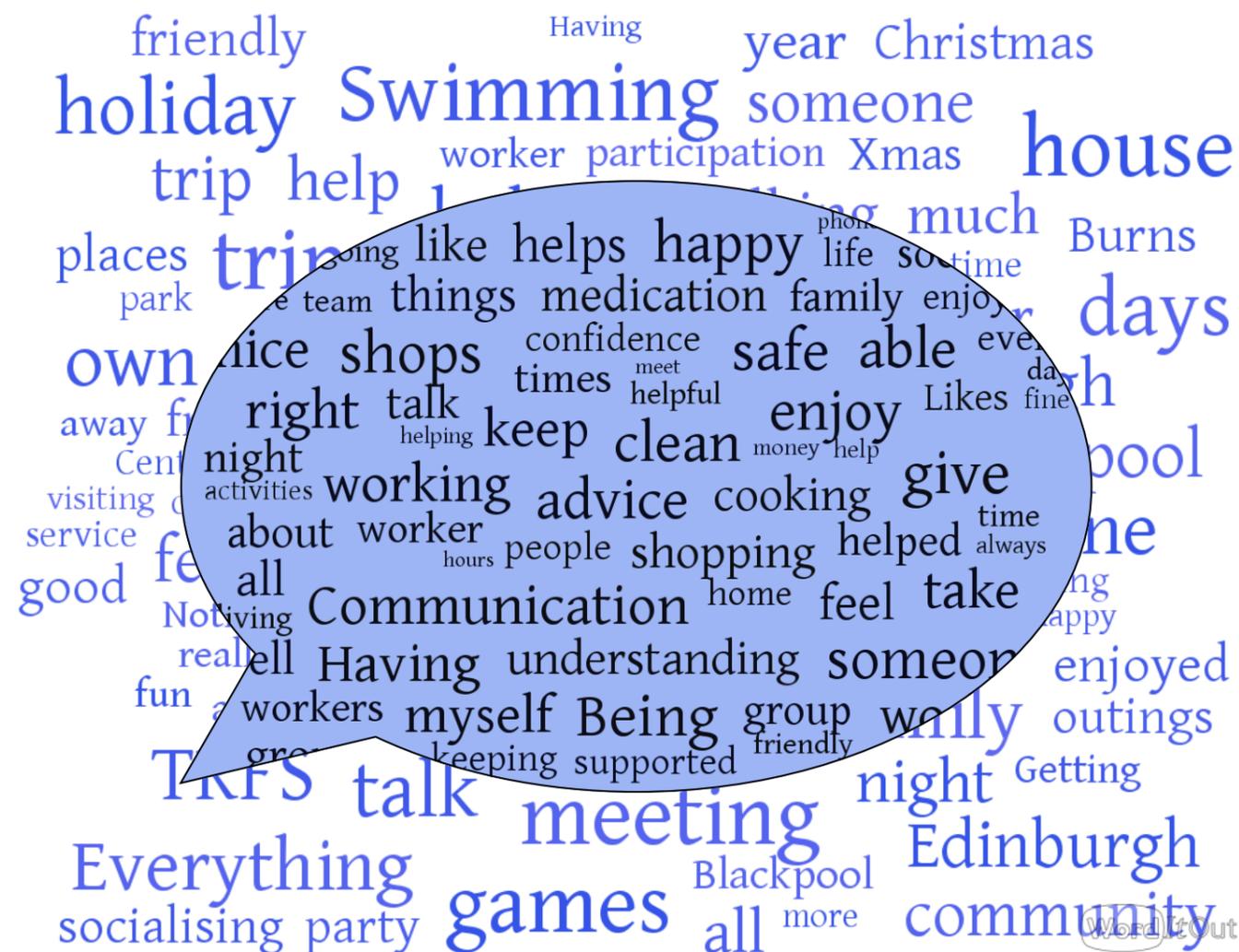
- Your service will use your feedback to help make things better.
- Everyone will be supported to develop an outcome focussed support plan which will help them to have fun and achieve what they want from their support.

I have enjoyed having my own house and staff helping me to get all the things I need like furniture and a slow cooker.



The Richmond Fellowship
Scotland

Satisfaction Survey Results 2014/15



What you told us!



94% said TRFS gives them the right support



94% felt that TRFS help them to feel safe and secure in their daily life



93% felt that staff listened to them and respect them



92% said TRFS give them choices in their support



85% said their support helped them to be part of their community



85% said TRFS helps them achieve the things they want in their lives



82% felt that TRFS help them to take part in fun activities (where appropriate)

I get support to do all the activities I like. I like all my staff and I have fun.

The level of support is pitched just right which means that there is a great deal of trust and we have fun as well.

The staff who support me are very caring, understanding and help me achieve my goals.

- What is working...**
- The good relationship with staff
 - Having opportunities to develop or maintain skills and independence
 - Getting out and about

- We will improve...**
- Activities (4%)
 - staff changes, turnover and staff shortages (4%)

What family & carers told us!



95% said that the support provided makes a positive difference to their family member



95% said they are satisfied with the quality of support for their family member.



94% said TRFS staff are right for their family.



92% said TRFS are responsive to suggestions and comments



89% felt that they have opportunities to discuss questions & concerns



88% said that they receive enough information about the support TRFS provides

His confidence has been greatly helped due to the support and encouragement from the staff.



84% felt that they are informed of relevant changes to support.

Without doubt, enabled him to develop and be independent, and provides culture and social opportunities—and fun!

The staff do a fantastic job and my nephew speaks so highly of them.

- What is working...**
- Carers told us their family member
- Enjoys more activities
 - Is enabled to participate in home & community life
 - Has improved well-being

- We will improve...**
- We will continue to work on clear and timely communication with families and do our best to maintain staff stability.