



The Richmond Fellowship  
Scotland

# How well are we doing? Satisfaction survey 2016

The right choice for support




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## Introduction

We believe that by listening to people's experiences of receiving support we can learn more about how well our services are working. Using this feedback we can then make our services even better.

Every year we ask the people we support as well as their family and carers to tell us what they think of the services and support provided by The Richmond Fellowship Scotland.

Over 1,250 people shared their thoughts with us and here is a summary of what they said...



95% of people said  
that we give them the  
right support.

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“Staff are always there  
to support me in my life  
choices.”



## People We Support

**95% of people said that we give them the right support.**

- o **Over 90%** of the people we support said we: -
  - o Listen and respect them.
  - o Make them feel safe and secure.
  - o Give them choices in their support.
- o **80% or more** said: -
  - o Help them achieve the things they want in life.
  - o Help them take part in fun activities.
  - o Support them to be part of the local community.
- o We will improve on: -
  - o Providing opportunities for more activities.
  - o Reducing changes within staff teams.

Over 1,000 individuals completed this survey.

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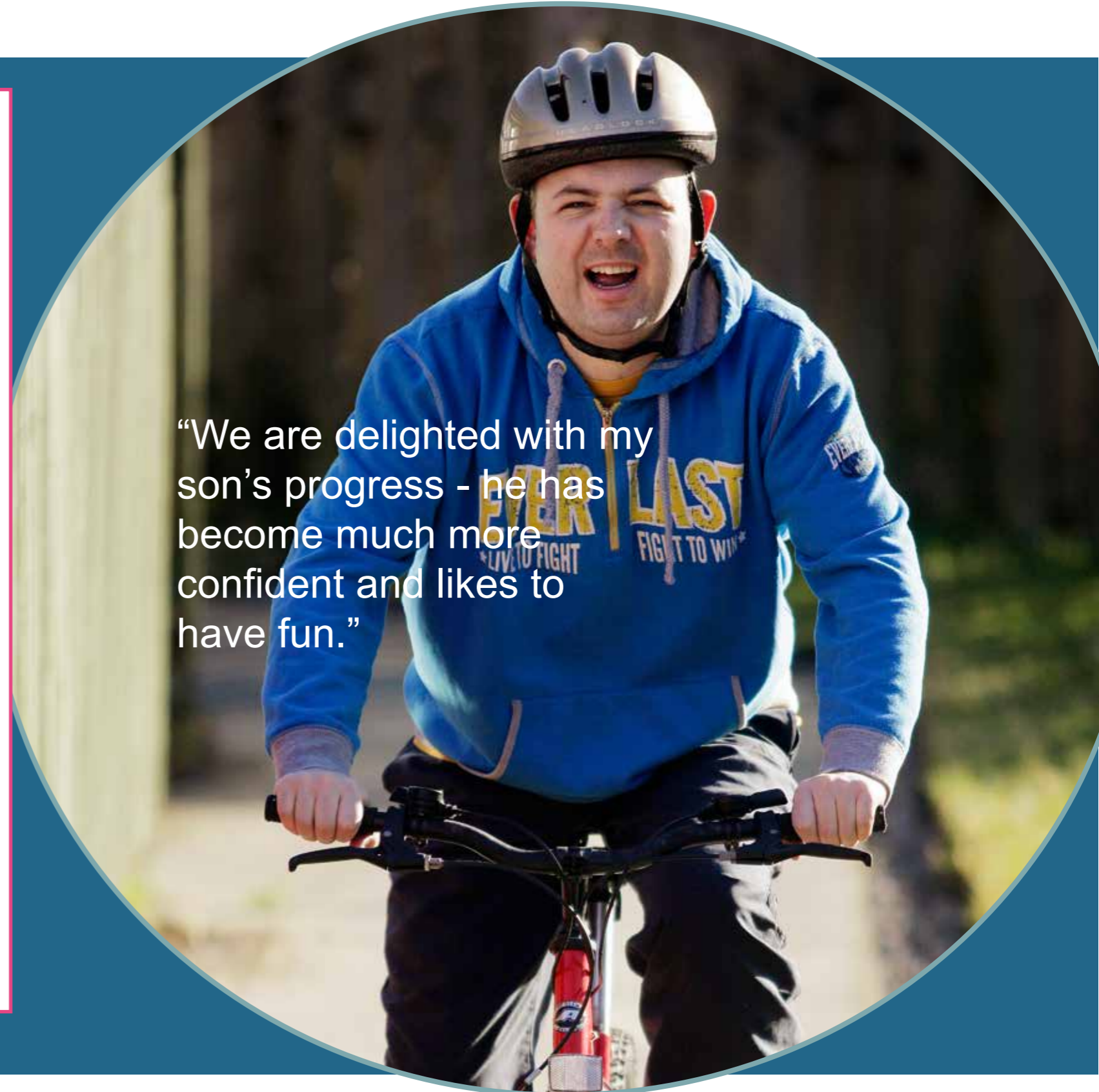


## Family & Carers

**97% of family and carers said that we make a positive difference in the lives of the people we support.**

- o **Over 90% thought:** -
  - o They feel listened to and respected and have the opportunity to discuss any concerns they have.
  - o They are satisfied with the support we provide their family member.
  - o That our staff are well matched to their family member and they are happy with the consistency of support provided by us.
  - o That The Richmond Fellowship Scotland help their family member to achieve their outcomes, take part in fun activities and be part of their community.
- o **Over 85% felt:** -
  - o They receive enough information about the support The Richmond Fellowship Scotland provides.
  - o Are informed of any relevant changes to the support their family members receive.
- o We will improve on: -
  - o Providing opportunities for more activities.
  - o Reducing changes within staff teams.
  - o Better communications with family and carers.

250 family and carers completed the survey this year.



“We are delighted with my son’s progress - he has become much more confident and likes to have fun.”





“I feel comfortable and safe with the staff from The Richmond Fellowship Scotland.”

### What have we learned?

- o Overwhelmingly the people we support think that The Richmond Fellowship Scotland is the right choice for support and is making a positive difference in their lives.
- o Family and carers are very satisfied with the support being provided.
- o Whether it's someone being supported or their family member, they feel that our staff listen and respect them.
- o Relationships between the people we support and our staff work really well with the skills of our staff skills being highlighted as a strength.
- o Family and carers feel we do a good job in matching our staff to the person we are supporting.
- o Our support makes people feel safe and secure.
- o Satisfaction levels amongst the family members and carers are getting better every year.

### What will we do now?

- o We want to create more opportunities for people to engage in more activities; especially the ones they find fun.
- o We want to make positive changes in how we communicate with family and carers to ensure they have all the information they need.
- o We want to minimise changes in staff to ensure we provide the person we support with a more consistent experience.
- o We to continue to improve response rates from carers and family members,
- o We will continue to improve the accessibility of the surveys to ensure we can reach as many people as possible.
- o We will work to make sure that services are the best they can be.
- o We listen! So your service will use what you said to make things even better.



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The Richmond Fellowship Scotland is the leading provider of social care in Scotland. We support over 2,800 people with a broad range of needs to live as independently as possible in their own homes & communities.

We are people-focused, motivated by the needs of individuals and communities, not profit. We are driven by strong values and a firm commitment to choice, dignity and social inclusion.

You can find out more at [www.trfs.org.uk](http://www.trfs.org.uk)

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