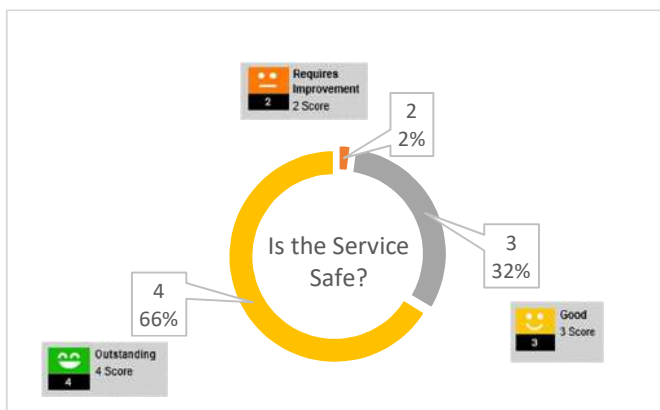


## SURVEY RESULTS – WHAT DO FRIENDS, RELATIVES AND ADVOCATES THINK?

We would like to share with you the results from our Friends, Relatives and Advocates (FRAs) Survey. This was sent out shortly after our Service User Survey.

Thank you for taking the time to fill out this form. Your response will greatly help us for future development and gives us a clearer outlook the areas we are performing well in and areas we need to improve in.

### IS THE SERVICE SAFE?



The total score for this area was 91%. This is our highest scoring area.

Our lowest scoring comment was Service Users' Belongings are Safe and Secure.

Our highest score told us that our staff deal with Incidents and Accidents quickly and openly.

98% of FRAs have scored us with a total of Good or Outstanding.

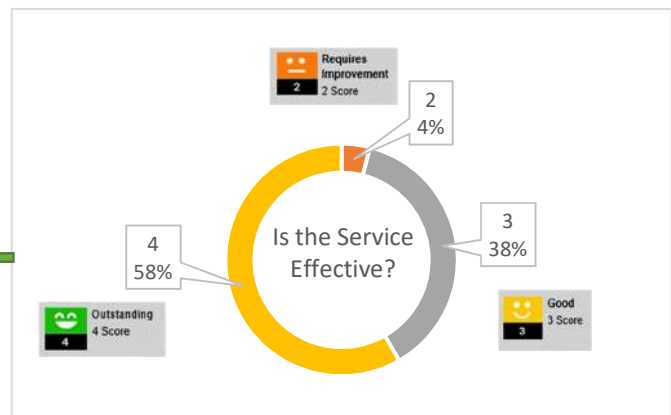
### IS THE SERVICE EFFECTIVE?

The total score for this area was 89%. This is our highest scoring area.

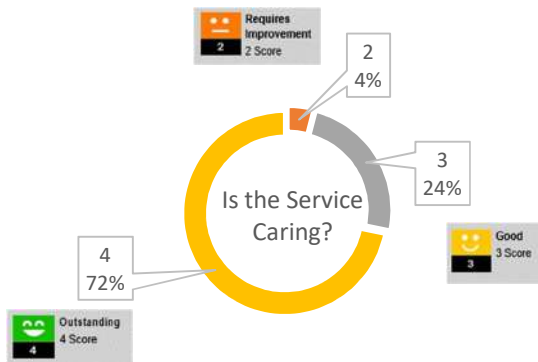
We scored lowest on regularly asking for your views about the service, and that we give consistent feedback.

Our highest scoring comments were that you are included in decisions about the Service Users' Care and that the staff make sure they get the right food and drink, and enough of it.

96% of FRAs have scored us with a total of Good or Outstanding.



## IS THE SERVICE CARING?



The total score for this area was 92%. This is our highest scoring area.

Our lowest scoring comment said that you were encouraged to express your views about the service.

Our highest scoring comment said that the staff team are caring and work together well, and that our staff treat you and our Service Users with dignity and respect.

96% of FRAs have scored us with a total of Good or Outstanding.

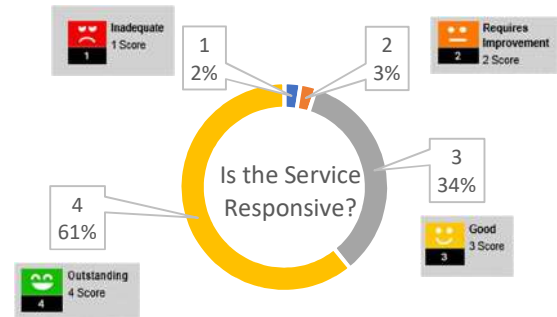
## IS THE SERVICE RESPONSIVE? !

The total score for this area was 88%. This is our highest scoring area.

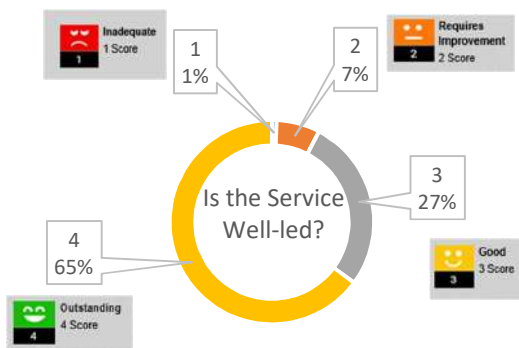
We scored lowest on the Treatment and Support of the Service User and that it is set out in writing, which tells Staff what is needed to support them best.

Our highest scoring comment is that Service Users are helped by staff not to feel lonely and that our staff keep them in contact with friends and family.

95% of FRAs have scored us with a total of Good or Outstanding.



## IS THE SERVICE WELL-LED?



The total score for this area was 89%. This is our highest scoring area.

We scored lowest on asking for your views on the wider service and that Management clearly communicate with everyone, thinking about the way you will understand the message best.

Our highest scoring comment says that the Managers know what they need to do and are honest, including when things go wrong.

92% of FRAs have scored us with a total of Good or Outstanding.

## WHAT IS OUR OVERALL SCORE?



**Total Score of 90%**

From your feedback, we have scored an overall score of 90% with our service. We are delighted that you have given us such positive feedback, as this lets us know we are providing a good service.

We are also happy we had such positive feedback regarding our Staff and that we deal with any Incidents quickly.

We have found that most of our lowest rated comments are regarding responses to feedback and

## YOUR COMMENTS...



“I have minimal contact with the Centre as [student] gets the bus. Communication with the staff is always positive, either the bus escort or by email. However, as [student] has severe communication difficulties, I do feel that a short note in her book isn't always enough – I would like more information on how she is doing, not just annual review”

“Just carry on the good work”

“The Care and Support [student] receives is outstanding. The Centre has given her a wider outlook to life and has helped to develop her social skills. She is now a much happier and contented person, which in turn makes our lives a lot easier”

“Good relationship and communication with the Centre. I feel more consistent communication is needed with a structured timetable”

## WHAT WILL WE DO NOW?



We feel that feedback is one of the most useful sources when looking to improve a service. We will continue to ask for your feedback as it is important for us to be able to improve the centre. We will share with you any feedback we receive, whether this is in a Report or a Newsletter. With this in mind, we endeavour to do so on a more frequent basis. We have plans to start up a quarterly Newsletter to keep you up to date with any events or important information at the centre.

We are happy to answer any questions you may have about the centre – whether this is how our centre runs (e.g. staff duties and responsibilities, Staff Training and Development, communication with Care Teams) or any worries you may have, as we understand that you need to know who is responsible for the person in your care.

We are constantly trying to improve communication between staff, especially between Management and Staff, through regular team meetings and mentor meetings. This includes meetings between Support Workers and Office Staff, so any issues can be swiftly dealt with. We hope that this will help communication between the Centre and you.

Staff know how important it is that they treat Students correctly under our care and we are happy that our Staff provide a service which keeps Students' dignity and treats them with respect. We will consider the best way to inform you on how we make sure our Staff can support Students in the best way possible, including how we provide the information and how often we update our Support plans.

The office and our Senior Support Workers regularly communicate with KCC teams for Reviews, Safeguarding issues and changes to funding. We also have newer staff from KCC shadowing when we have observations for certain Service Users. This has allowed us to build a working relationship with some Care Workers and other professionals and will continue to develop on these relationships.

Again, we would like to thank you for your feedback and we hope that this has been an insightful read.