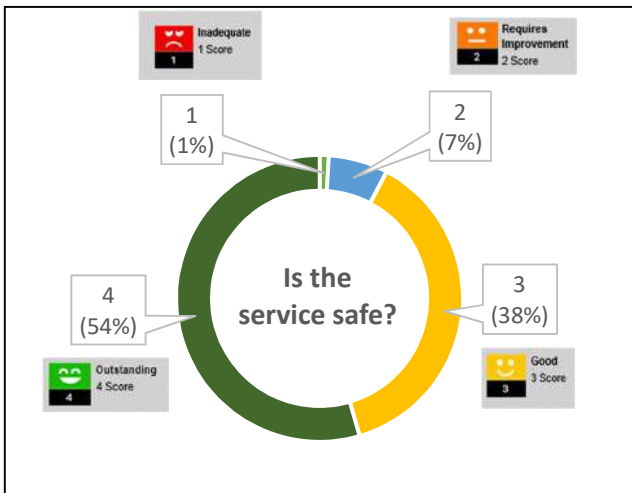


SURVEY RESULTS – WHAT DO OUR SERVICE USERS THINK?

We would like to share with you the results from our Service Users Survey which you completed earlier this year. Thank you for taking the time to fill out this form. The information you have given us is invaluable and will help us improve Our Services for the future.

IS THE SERVICE SAFE?



The total score for this area was 87%. This is our highest scoring area.

Our lowest scoring comment was that you feel your belongings are safe and secure.

Our highest scoring comment was reviewing medication and Service Users having the support to be as independent as possible with medication.

92% of our Service Users have scored us with a total of Good or Outstanding.

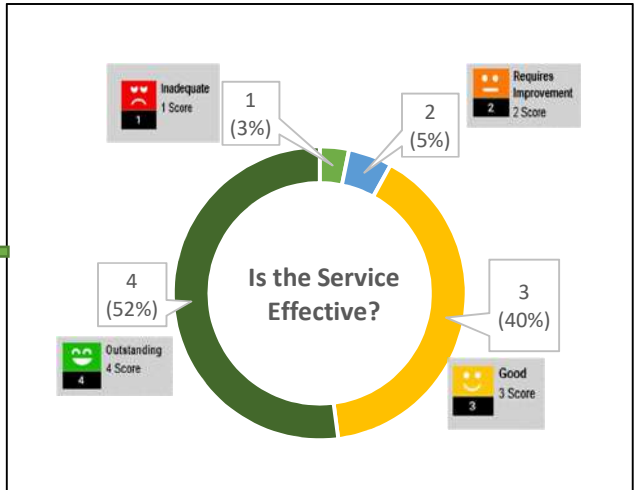
IS THE SERVICE EFFECTIVE?

The total score for this area was 85%.

We scored lowest on not asking you for regular feedback about the service we provide, and the feedback you receive is not consistent.

Our highest score in this area was asking for your consent to Care, Give Treatment and Support in a way which you can understand.

92% of our Service Users have scored us with a total of Good or Outstanding.



IS THE SERVICE CARING?

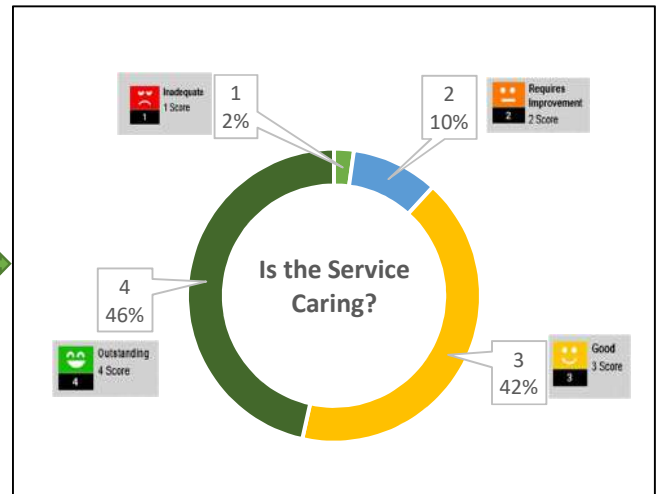


The total score for this area was 84%.

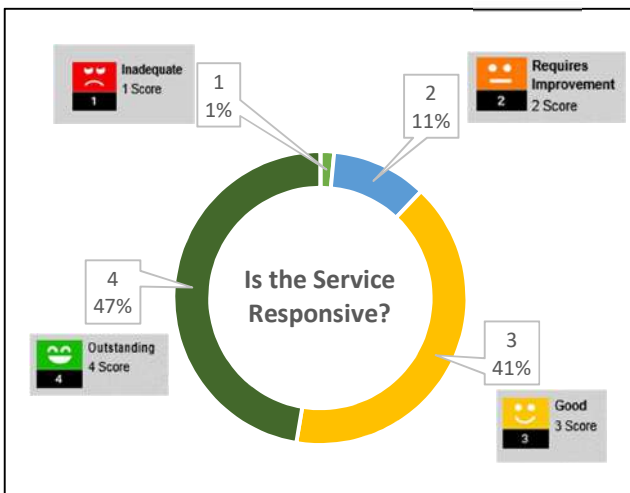
Our lowest scoring comment concluded that Service Users may not have access to advocates (people who can speak on your behalf).

Our highest scoring comment said that our staff treat Service Users with dignity and respect. Our staff have time to develop trusting relationships with you and that staff are concerned for your well-being.

88% of our Service Users have scored us with a total of Good or Outstanding.



IS THE SERVICE RESPONSIVE?



The total score for this area was 83%.

Our lowest scoring comment concerned, who supports our Service Users, including Gender Preferences.

We scored highest in setting out the Care, Treatment and Support in writing. This tells our staff what is needed to support our Service Users.

88% of our Service Users have scored us with a total of Good or Outstanding.

IS THE SERVICE WELL-LED?

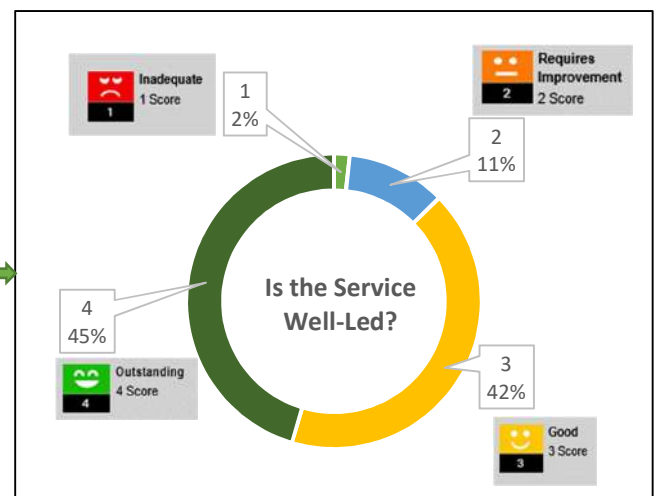


The total score for this area was 83%.

We scored lower in two areas, which are Staff and Managers working effectively with others (e.g. local council) and that our Service Users are asked on views about the wider service.

Our highest scoring comment said that our staff know what is expected of them and that they are happy in their work.

87% of our Service Users have scored us with a total of Good or Outstanding.



WHAT IS OUR OVERALL SCORE?



Total Score of 85%

From the results above, we calculated our total score as 85%. We are glad to see that you have given us this score and we will strive to improve over the next year, especially when communicating with You and Our Partners.

We scored highest in being a Safe Service, especially when reviewing Medication. We will continue to improve our Medication Procedures, and we pride ourselves in maintaining a regimented practice.

YOUR COMMENTS...



“Sometimes I feel that not enough time is given to listen to me. This upsets me and affects my behaviour”

“The farm is a good place for special needs to socialise and show off their talents five days a week and also to make friends”

WHAT WILL WE DO NOW?



We will continue to ask for your feedback as it is important for us to be able to improve the centre. We feel that it is important that we 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 are planning to issue a new quarterly newsletter to keep you up to date with any events or important information at the centre.

We would also like to express that 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 concerns you may have.

We are also stringent when training our staff. Staff have several training courses which they must complete and must be up to date with any new information, support plans, and policies at The John Graham Centre.

In terms of replying to your questions in a timely manner, we have started to consider different procedures, so that the line of communication is much smoother.

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.

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.

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