

Survey Report

Illustrating the Views of Tenants
Service Users Relatives / Representatives
on the Service Provision
at Fairways
Cloonavin Green Project

21st July 2011

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Acknowledgements

Without the contribution from so many tenants, relatives and representatives, this report would not have been possible. The significantly high response rate was really helpful in helping to build a true widespread picture about peoples views of our service provision and delivery. Thank you to all those who contributed and we trust and hope that you feel that your views and opinions have had a real impact on how we shape our service delivery at Cloonavin.

We welcome all feedback about our provision. It is important for us to hear when we are delivering service to a pleasing standard. Likewise however, we equally welcome comments and suggestions about how we can do things better and where we can make service improvements. Your input is genuinely valuable to us in developing a true user-led service. All comments will be noted and we continue our commitment to work positively in achieving our goals and objectives.

Abstract

Fairways – Cloonavin is a registered Domiciliary Care & Support provider; registered with the Regulation & Quality Improvement Authority. It currently provides services for people with learning disabilities in the Coleraine area. Most service users rent property from Fairways and live 'on-site' so to speak but there is also provision for Cloonavin to provide outreach services for people with learning disabilities who live in the local area and require some support with various living tasks.

Cloonavin is one of three core projects owned and managed by Fairways. Fairways has experience in working with a wide range of people who have learning disabilities including people with complex needs, people with physical disabilities, people who exhibit behaviour that could be perceived as challenging, people who have offended, people who need support or assessment in parenting, people who have autism, people who have additional mental health needs and older people to name a few.

As part of the project's requirement to assess and monitor performance, and our desire to continually develop and better our service provision, this study was carried out to assess the views of the people we serve and their representatives.

'The views of service users and their carers/representatives shape the quality of services provided by the agency'. (Standard 1) Domiciliary Care Agencies Minimum Standards.

The Project wanted to seek perceptions and views about the services, and standard of services it provides. It was important that views gained were from a wide range of people. For this purpose, questionnaires were distributed to service users, service users families / representatives and also to professional practitioners such as Social Workers and Community Nursing Staff.

At large, the survey gained a very positive response in most areas being researched with all questions attracting 'Strongly Agree or 'Agree' as the most dominant answer. There were however some candidates who explained that they would like to be better informed regarding financial issues pertaining to their client / relative. It was also made apparent that not all relatives / representatives were aware of the Agency's Vulnerable Adults procedure. These issues have been addressed in the Conclusion and Recommendation section of this report.

Other suggestions were made in the open questioning section of the survey. In the interest of promoting best practice and evidencing the Agency's willingness to work with transparency and in partnership with tenants, relatives and representatives, these suggestions have also been considered in the Recommendations section.

Introduction

This report explains the purpose of the survey, how the survey was carried out in terms of the methodology used and depicts the results of the survey, both quantitatively and qualitatively. These results were then analysed by Senior Management before drawing conclusion and ultimately dictating recommendations in order to further develop and improve the service provision.

This piece of research had a number of main aims and objectives:

- To gain the views of tenants, relatives and representatives about the services provided by the Agency.
- To promote best practice by working in partnership with tenants, families and representatives.
- To evidence our will to work towards transparent working practices.
- To use the data gained by the survey to further develop and shape the working practices within the Agency and its service provision.
- To assure tenants, families and representatives of the Agency's commitment to continual development and improvement.
- To offer Management a performance indicator which can then form part of the annual Management Review process.

The final report is made available in two formats; online in the form of a pdf document which can be downloaded from the Organisation's website; or as a hard copy on paper, available for forwarding if requested. A letter will be sent to all individuals who were originally invited to take part in the survey. The letter will inform them that the report is available for download whilst offering the opportunity for the Agency to forward a paper copy if preferred.

Methodology

The sole method of gaining information was through the use of questionnaires. Two questionnaires were formatted. One for use by the people who use our services and the second was for service user representatives and professional Social Work and Nursing staff. The content of each questionnaire was very similar in terms of the information being sought. The only difference being the way in which the questions were formatted. So for example, when candidates were asked to indicate their level of agreement with no.4, Service User questionnaires stated 'I feel safe and secure in the Project', whereas all other candidates were asked to indicate their level of agreement to; 'I am satisfied that my relative/client feels safe and secure in the project'. A copy of each questionnaire is contained within the appendices of this report. Some questions, aimed specifically at relatives and representatives were omitted from the questionnaires given to tenants. Two questions regarding choice and problem resolution featured in the tenant questionnaire but not in the one circulated amongst relatives and representatives.

The relative / representative questionnaire contained a total of twenty-one questions or statements inviting a response from the candidate. Quantative data was gained from the first eighteen closed statements, which invited the candidate to tick a box indicating their level of agreement with that statement. The candidate could pick one of five options; Strongly agree, Agree, Neither agree nor disagree, Disagree or Strongly disagree.

The tenant questionnaire contained nineteen questions or statements, with the first sixteen being as described in the previous paragraph.

The remaining three questions were the same on both surveys. They were open questions and invited a wide range of views, offering the candidate the opportunity to provide any additional information not already relayed through the closed statement activity.

Candidates were also offered the opportunity to sign their questionnaire. This ensured that the candidate could receive anonymity if they so desired. Likewise, it also provided the opportunity for the candidate to be directly identified and linked to their response; something that would later be useful to the Project in managing any matters that may arise as a result of the survey.

In total, thirty-five questionnaires were distributed to family members, representatives and other outside professionals. Stamped addressed envelopes were included to make it easier for candidates in the hope of promoting the response rate. Of the thirty-five distributed, twenty-five were returned.

Sixteen tenant questionnaires were distributed with fifteen being received at the time of writing.

The statistical data gained from representative questionnaire statements from one to eighteen were counted and displayed in charts to give an overall illustration of candidates' views. The information gained from the remaining three questions was collated and assessed to see if there were any recurring comments, views or themes arising from the sample group.

The statistical data gained from tenant questionnaire statements from one to fifteen were also counted and displayed in chart format to give an illustration of tenants views. Where the questions or statements were similar to those on the representative questionnaires, charts have been displayed along side one another to act as an illustration rather than a comparison.

Findings Analysis – Quantative Data

The findings from the survey have been converted from raw data into simple to view charts. Each question or statement has been taken in turn and a brief explanation of the results accompanies each chart.

With all eighteen questions, candidates were asked to tick a box to indicate how much or how little they agree with the statement. Sixteen in the case of tenant questionnaires.

Fig 1

My relative / client is well settled in the Project

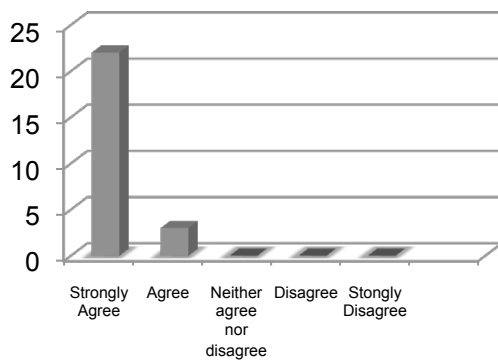


Fig 2

I am happy and settled in the Project

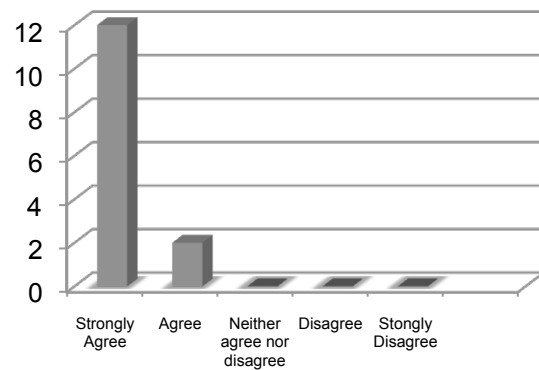


Figure one depicts the response, indicating his or her view about the statement that the tenant who they represent is well settled in the Project. Fig 2 pertains to the tenant questionnaires and also indicates their views about how happy and settled they feel. A significant amount of candidates from both groups strongly agreed with this statement. All three remaining candidates and two tenants indicated that they agree with the statement. One tenant questionnaire could not be counted for this question as both the 'Strongly Agree' and 'Agree' boxes had been ticked.

Fig 3

As a relative / representative I feel welcome in the Project

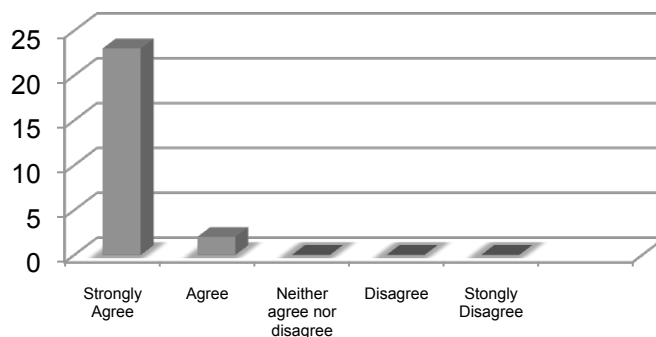


Figure three illustrates the response to the statement that relatives and representatives feel welcome in the Project. All but two candidates strongly agreed with the statement. The remaining candidates ticked the 'Agreed' box.

Fig 4

My relative / client is well cared for in the Project

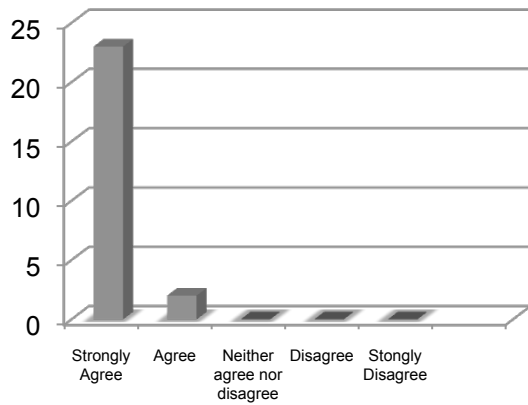


Fig 5

I am well cared for in the Project

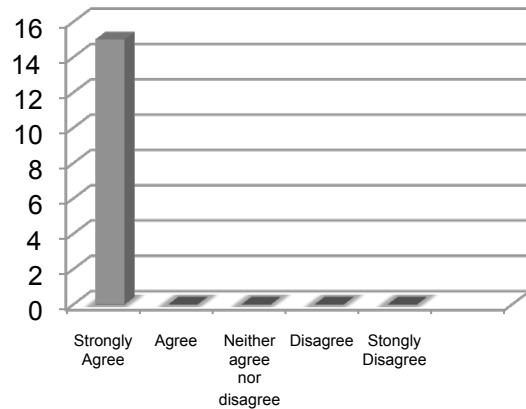


Figure four shows that twenty-three candidates feel that his/her relative or client is well cared for at the Project. The remaining two candidates ticked the 'Agreed' box. Figure five shows that 100% of tenants surveyed strongly agreed that they felt well cared for in the Project.

Fig 6

I am satisfied that my relative / client feels safe and secure in the Project

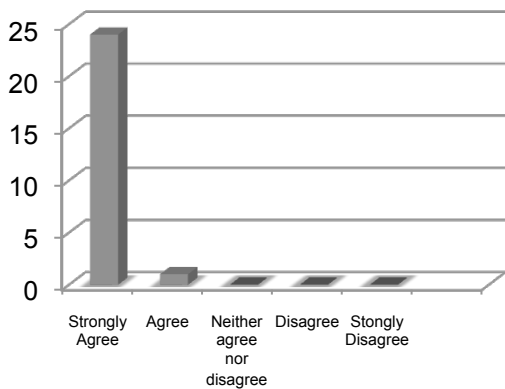
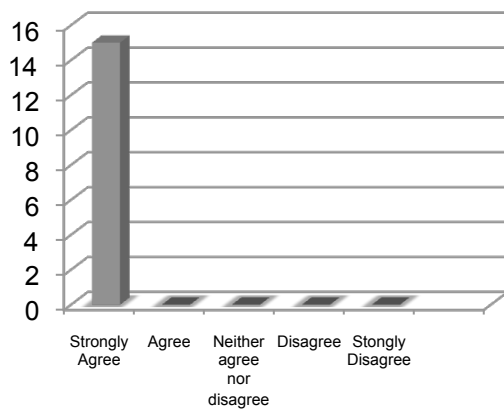


Fig 7

I feel safe and secure in the Project



Statement four of the representative survey invited views about how safe and secure relatives and representatives considered the tenant they represented might feel. One person agreed that s/he was satisfied that his/her relative felt safe and secure. All other candidates strongly agreed. The corresponding statement on the tenant questionnaire showed that 100% of tenants survey felt safe and secure in the Project.

Fig 8

My relative / client is valued and respected within the project

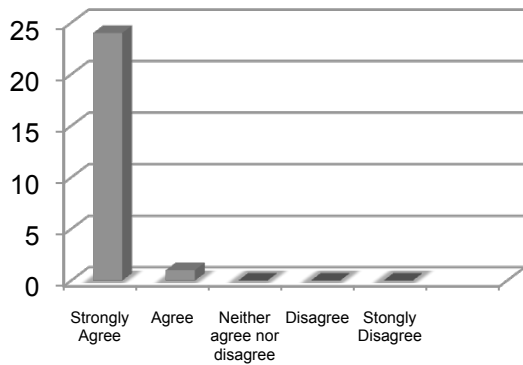


Fig 9

I feel valued and respected within the Project by staff and other tenants

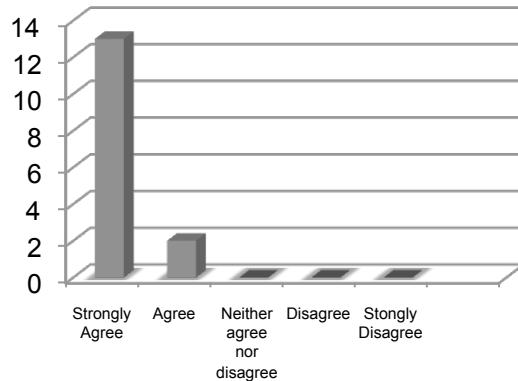


Figure eight shows that twenty-four candidates felt that the person who they represented is valued and respected within the Project. The remaining one ticked the 'Agreed' box. Of the fifteen surveys returned from tenants, thirteen strongly agreed that they felt valued and respected by Project staff and tenants. Two tenants indicated that they agreed.

Fig 10

The Project encourages my relative / client to reach his / her potential

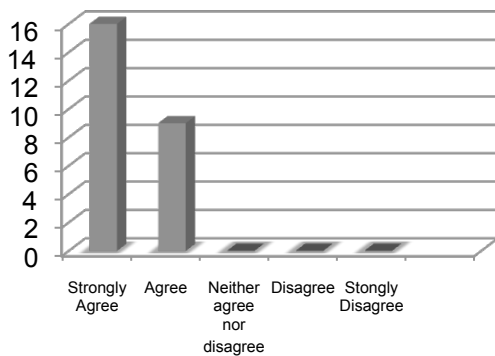


Fig 11

The staff encourage and support me to develop my skills and reach my potential

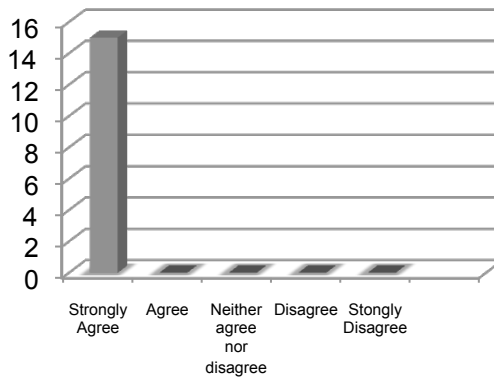


Figure ten shows that sixteen candidates strongly agreed that the Project encourages tenants to reach his / her potential. Nine candidates agreed. 100% of tenants surveyed, strongly agreed that staff encourage and support them to develop skills and reach their potential.

Fig 12

I feel that the staff have a good understanding of my relative / client's needs

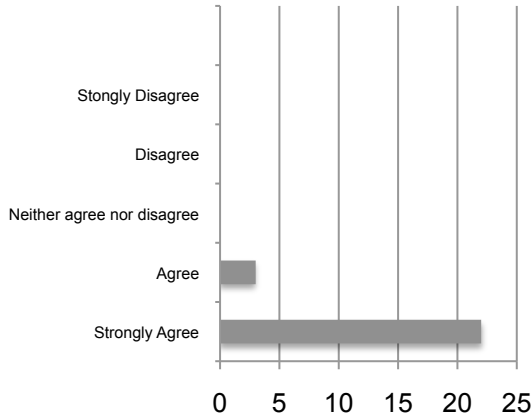


Fig 13

I feel that the staff have a good understanding of my needs

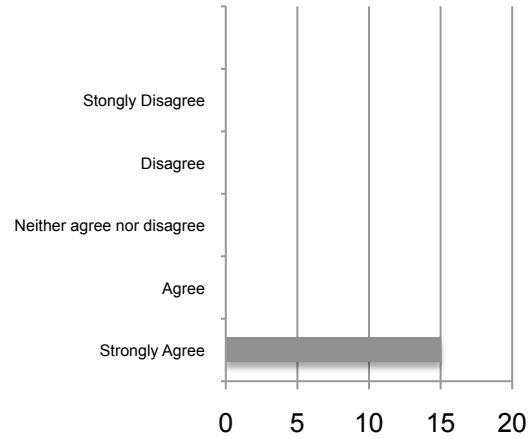


Figure seven illustrates candidates' views about how they perceive staff understanding in relation to tenants needs. Twenty-two candidates strongly agreed whilst the remaining three agreed that staff had a good understanding of the tenant's needs. All fifteen tenants felt strongly that staff had a good understanding of their needs.

Fig 14

There is a culture of mutual respect between staff and tenants

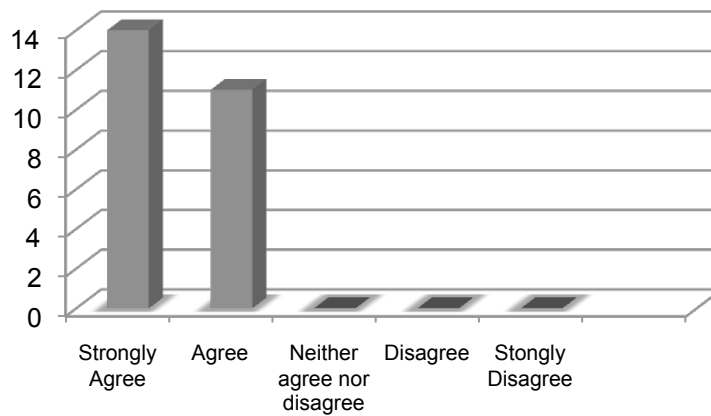


Figure fourteen illustrates a rather more even split between 'Strongly Agree' and 'Agree'. When asked if they perceive there to be a culture of mutual respect between staff and tenants, fourteen strongly agreed whilst eleven ticked 'Agreed'.

Fig 15

Staff deal effectively with specific needs, wishes or concerns of my relative / client

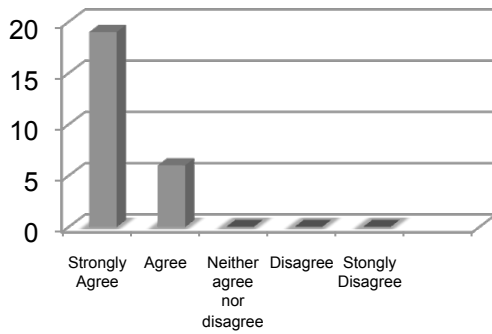
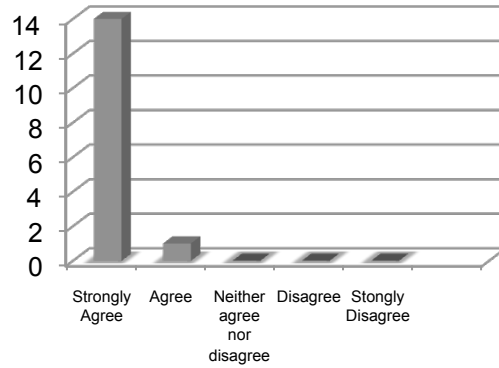


Fig 16

Staff deal effectively with specific needs, wishes or concerns I might have



Statement nine of the representative survey required candidates to think about their experiences of how they have seen staff responding to the needs and wishes of the person they represent. Nineteen candidates strongly agreed that staff deal effectively with needs, wishes and concerns. The remaining six ticked the 'Agree' box. Fourteen tenants ticked the 'Strongly Agree' box whilst the remaining tenant ticked the 'Agree' box.

Fig 17

I am aware of the Project's policies and procedures for dealing with vulnerable adult matters

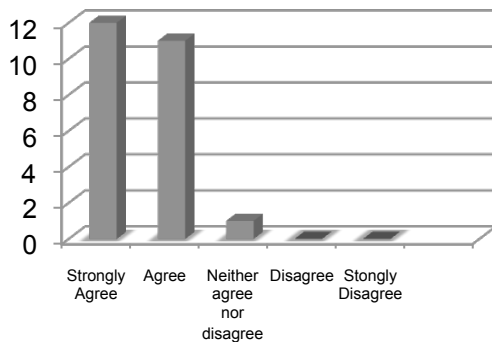
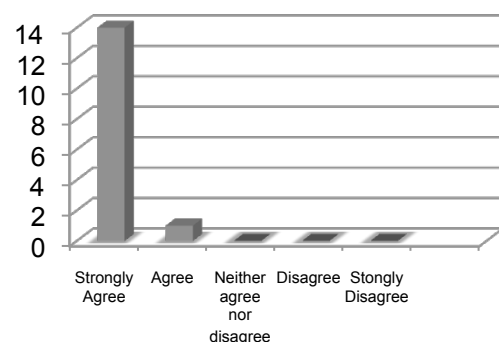


Fig 18

I am aware of what to do if I feel threatened, bullied or if someone is treating me badly in any way



Statement ten of the representative survey also seen a more even split between candidates responses. Twelve candidates strongly agreed that they were aware of the Project's policies and procedures for dealing with vulnerable adult matters. Eleven candidates indicated that they agreed. One candidate stated that s/he neither agreed nor disagreed. One candidate did not indicate a response to this question. Whilst the statement was worded somewhat differently, it is worthy of note that fourteen tenants strongly agreed that they would know what to do if they felt threatened, bullied or if someone was treating them badly. One tenant ticked the 'Agree' box.

Fig 19

The Project has told me about procedure in dealing with any concerns / complaints I may have and I am aware of whom to talk to

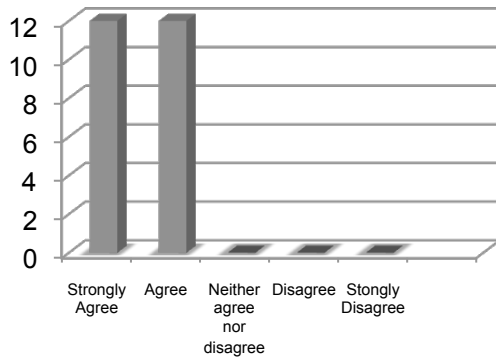
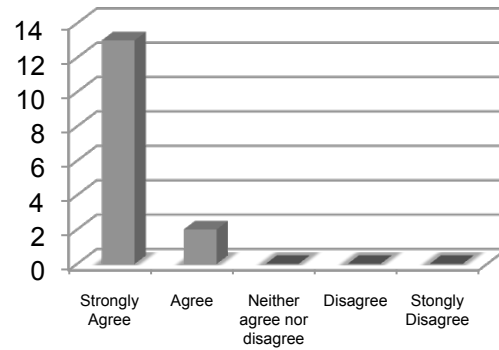


Fig 20

The Project has told me about the procedure in dealing with any concerns/ complaints I may have and I am aware of whom to talk to



Statement eleven seen the most even split of the survey responses. Twelve candidates strongly agreed and twelve candidates agreed that the Project had told them about procedures in dealing with any concerns / complaints they may have and who they need to talk to. One candidate did not indicate a response to this question. Thirteen tenants strongly agreed that the Project had told them the procedure for dealing with any concerns or complaint they might have and that they know whom to talk to. The two remaining tenants ticked the 'Agree' box.

Fig 21

I am kept informed about my relative / client's well being, including notification of accidents, incidents, ill health or other significant events as they occur

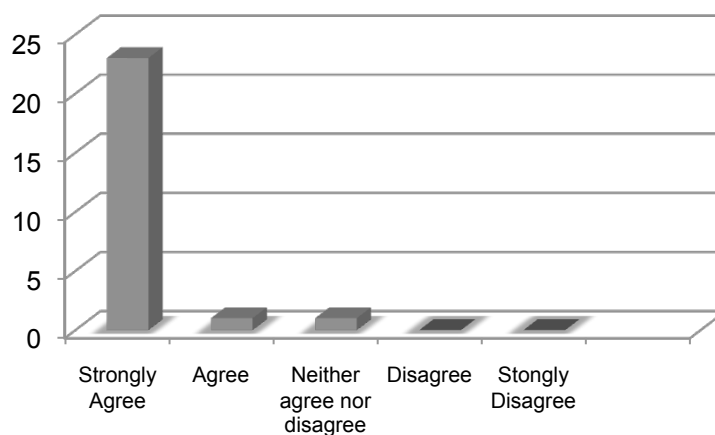


Figure twenty-one illustrates that a significant majority of candidates strongly agreed that the Project informs relatives / representatives about tenant well being, including notification of accidents, incidents, ill health or other significant events as they occur. One person ticked the 'Agree' box and one person ticked the 'Neither agree nor disagree'.

Fig 22

I am actively involved in the annual review process in relation to my relative / client

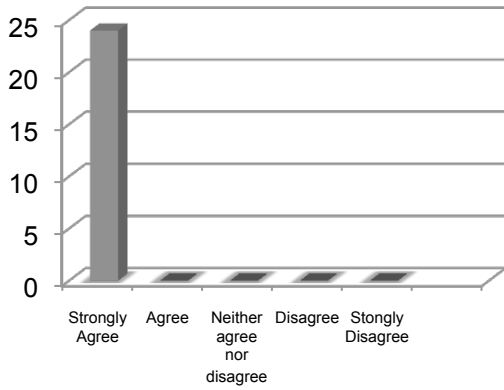
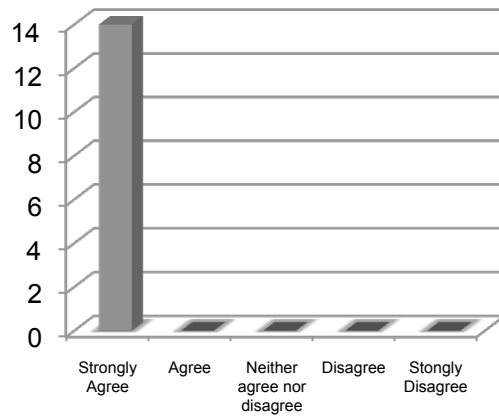


Fig 23

I am involved in my annual review process



Number thirteen of the representative survey seen all respondents indicating that they strongly agreed that they were actively involved in the tenant’s annual review process. One respondent did not indicate a view. Fourteen tenants strongly agreed that they were involved in the annual review process. One tenant survey paper could not be used as the tenant has recently moved to the Project and has not yet been involved in the annual review process and therefore left the question unanswered.

Fig 24

The Project provides opportunities for my relative / client to participate in various social and leisure activities

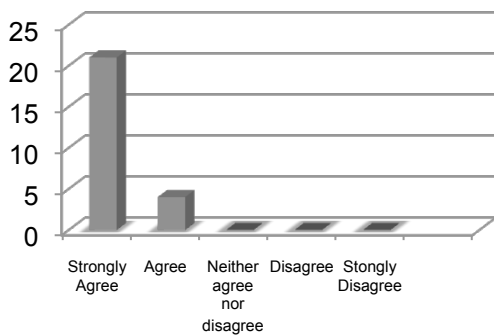
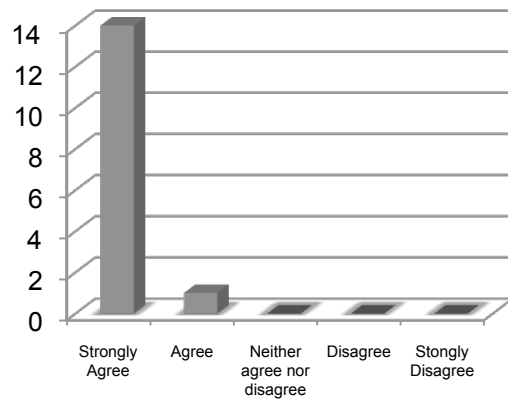


Fig 25

I have opportunities to participate in various social and leisure activities



Twenty-one respondents strongly agreed whilst four agreed that the Project provides opportunities for his/her client or relative to participate in various social and leisure activities. Fig 25 illustrates that fourteen tenants strongly agree that they have opportunities to participate in various social and leisure activities. One tenant ticked the ‘Agree’ box.

Fig 26

I am kept informed in relation to the management of my relative / client's finances and any other financial issues

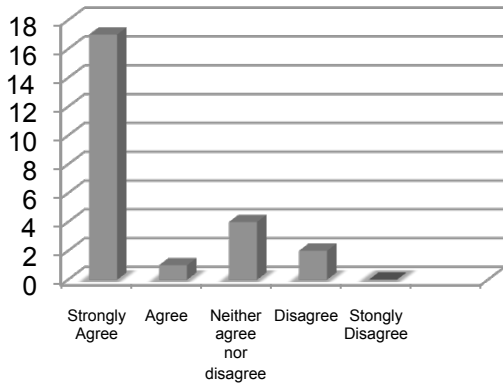
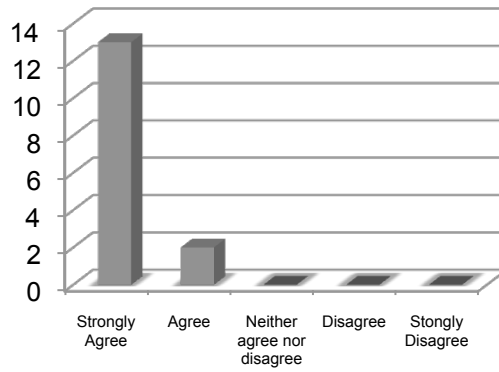


Fig 27

I am aware of and am given information on all my financial issues, even if the Project manages my finances for me



Seventeen respondents stated that they strongly agreed that they are kept informed regarding financial issues pertaining to his/her relative or client. One person agreed whilst four neither agreed nor disagreed. Two people disagreed that they are kept informed in this area. One person did not comment on this statement. Thirteen tenants strongly agreed that they are aware of and are given information on all financial issues, even if the Project manages their money on their behalf. Two tenants ticked the 'Agree' box.

Fig 28

The Project is kept clean and well maintained

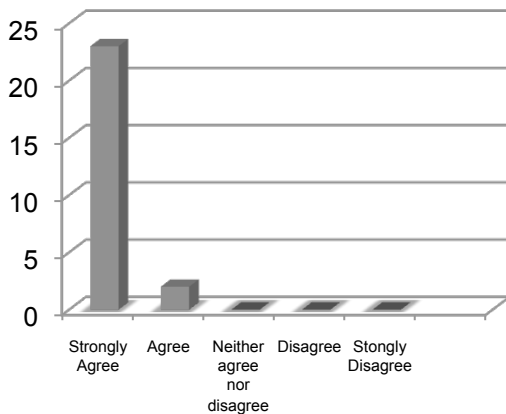
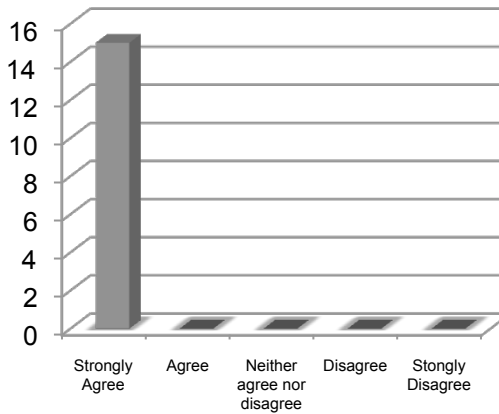


Fig 29

The Project is kept clean and well maintained



A majority of respondents (twenty-three) strongly agreed that the Project is kept clean and well maintained. The remaining two candidates agreed. 100% of tenants surveyed strongly agreed that the Project was kept clean and well maintained.

Fig 30

The staff are friendly, courteous and informative

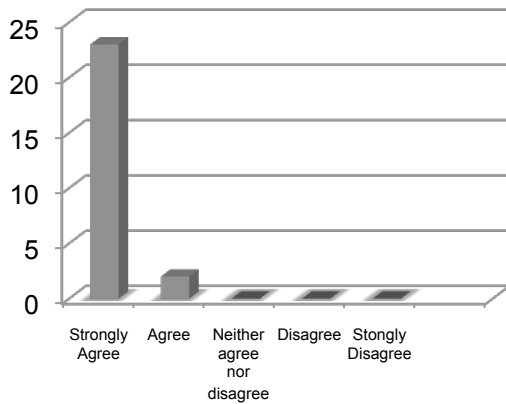
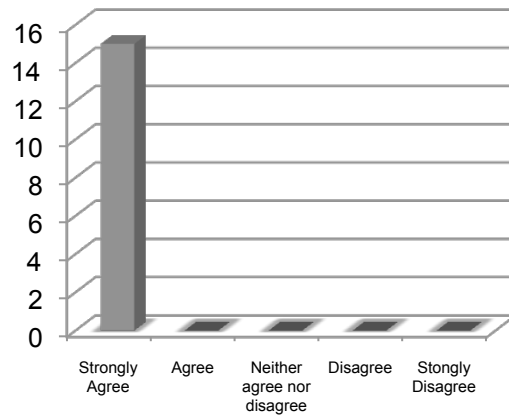


Fig 31

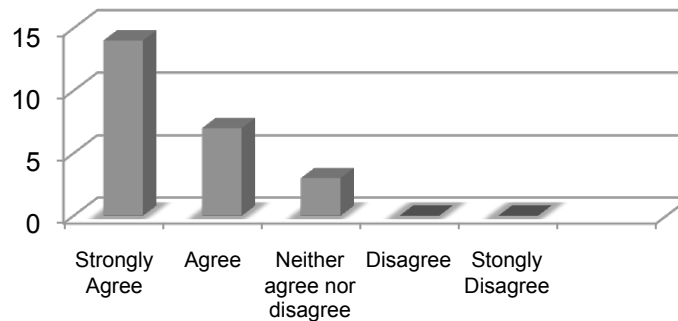
The staff are friendly, respectful and helpful



A majority of respondents (twenty-three) strongly agreed that Project staff are friendly and courteous whilst the remaining two agreed. All tenants surveyed, strongly agreed that staff are friendly, respectful and helpful.

Fig 32

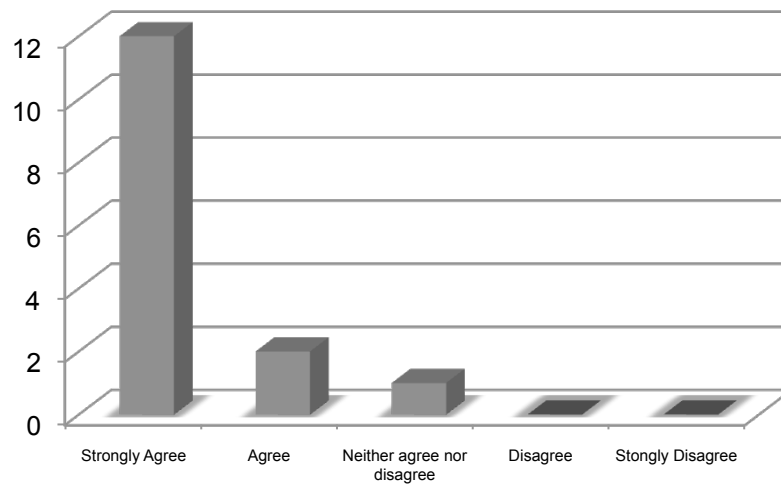
The Project is well thought of in the community



When asked how relatives and representatives felt the Project was viewed within the community, fourteen strongly agreed that it was well thought of, seven agreed and three neither agreed nor disagreed. One survey paper was unmarked with a note detailing that the respondent could not comment as s/he does not live in the area and therefore is unable to comment on the community perception.

Fig 33

I am given choice in daily living eg. What I wear, what I eat, what activities I do etc.



Tenants were asked to indicate how they felt about the statement above. The bar chart illustrates that twelve strongly agreed, two agreed and one neither agreed nor disagreed. This question only featured in the tenant survey.

Fig 34

If I have a problem, I feel confident that staff will listen and help me to resolve it

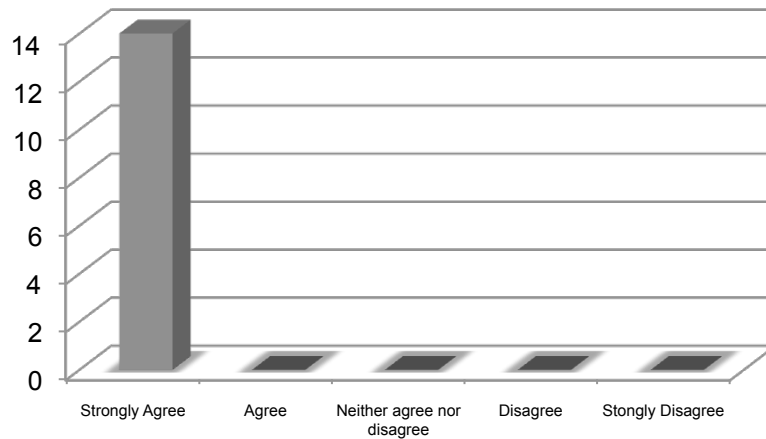


Figure 34 illustrates that fourteen of the tenants' surveyed felt confident that staff will listen and help to resolve any problems. One survey was left blank in relation to this statement.

Findings – Qualitative Data

Normally qualitative data like this is collated and summarised. However, in order to remove the potential for views to be diluted or altered through the process of summary, the report includes actual quotations taken from the survey. This has been in an effort to promote transparency and assurance of the statistics. Not all respondents passed comment on the three remaining questions. On this question three surveys were unmarked.

Respondents were asked what things they liked most about Fairways – Cloonavin.

Views varied greatly with the main themes including the following comments from relatives and representatives:

- *It's a community based Project.*
- *There is good liaison with matters as necessary.*
- *The Project is well maintained, clean & tidy.*
- *Inclusion of tenants in daily running of the Project.*
- *Strong focus on individual care and needs*
- *I am always made feel very welcome, my Aunt is very happy there ... staff are approachable.*
- *The Project promotes a normal lifestyle – Domestic and independent as possible.*
- *'X' is so happy and secure in her "home".*
- *Relaxed and caring environment.*
- *Friendly staff.*
- *'X' is always happy and content in Fairways – Cloonavin.*
- *When I know she is happy and settled, it takes a weight off my mind.*
- *'X' has become more independent.*
- *We as parents have access to 'x' any time.*
- *The excellent care, the home environment and friendly, approachable staff.*
- *The homely atmosphere in our son's house and the Project generally.*
- *The friendliness and helpfulness of each member of staff.*
- *Staff are very welcoming. My sister is very content.*
- *The clothes my sister wears are very well chosen. I feel she is treated with dignity.*
- *(The organisation) embraced the move from residential to supported living and works to this ethos with each individual client as their capabilities allow.*
- *(The Project) continually looks at ways to enhance, making as home like as possible.*

Things Tenants liked most about the Project:

- *Going out on trips and the holiday*
- *Cooking, menu planning & shopping*
- *I like the staff*
- *I like getting out in the car or minibus*
- *I like my work placement*
- *I like cooking and housekeeping*
- *I can get my money when I need it*
- *Staff are good to you*
- *This is my home – I like living here*
- *I like going to the farm*
- *I like listening to music with friends*
- *I like the comfortable furniture*
- *I like the people I live with*
- *There is good company here*
- *I like my bedroom, my co-worker and my key-worker*
- *I like going on holiday with Tony and Vikki*

- *I like going on the bus with Davy and Geoffrey*
- *I like going to ROOTS*
- *I have a panic alarm in case something happens*
- *I like my best friends*
- *Staff are good to me and I get to go out a lot*

The next question on the survey asked respondents what things they would like to change or introduce to improve or develop the service at Fairways – Cloonavin. Of the twenty-five surveys received, seven were unmarked in this question.

Responses included:

- *Development / training of staff should continue.*
- *Everything is running smoothly and do not feel that any change is necessary.*
- *A strategy needs to be developed to cover staff shortages, particularly when recreational activities have been planned for clients.*
- *More organised outings.*
- *More information about Vulnerable Adults policy – Concerns / Complaints policy.*
- *More information on financial matters.*
- *Monthly make-up / hairdressing as a social evening in winter when it's dark early. Men could also get advice on grooming, hair, and personal hygiene.*
- *We are quite happy with the way things are going.*
- *'X' seems very happy in Cloonavin, which provides very good care & support.*
- *Happy with things at the minute.*
- *Regular (possibly annual) open afternoon or evening in the Project so that clients, relatives and staff can meet to get to know each other and relatives can learn about the Project.*
- *If she would allow, I would like 'x' to have a visit from a priest. I think she has turned this down in the past.*

No tenant offered any comment to this element of the survey.

The final question invited candidates to write down what they would like to know more about. Of the twenty-five surveys received, sixteen were unmarked in this question. Things that people wanted to know more about were:

- *I am happy with the information that has been provided to me.*
- *A quarterly update or report on client finances would be valuable.*
- *How do they work out menus, meals for week ahead and how do they do their shopping?*
- *We know of nothing at the time of writing.*
- *More about day-to-day activities and other happenings in our son's life.*

Only one tenant commented to this part of the survey but the request for information did not pertain to the project but was much more personal and has therefore been left out of this report. However, staff are working with the tenant to assist her as per her request.

Conclusion

In conclusion, there has been a positive response to the survey. It is important however, that we as an agency work to develop the perceived weaker areas of our service provision. The agency takes great encouragement from many of the positive findings from both the qualitative and quantitative elements of the surveys. The weaker areas seem to develop a theme amongst candidates responses. It could be suggested that a small number of candidates expressed that the agency needs to be more transparent with information, particularly in relation to financial matters. The only question to attract 'disagree' was in relation to being informed about the management of financial matters. Two people disagreed that they are kept up to date satisfactorily in this area.

The only other areas where a small number of candidates ticked neither agree nor disagree was in relation to them being aware of the Projects Vulnerable Adults procedures; and that they feel they are kept informed about their relative / client's well being. One person ticked the neither agree nor disagree for each of these questions.

The highest performance was noted in three key areas. A significant majority strongly agreed that their relative or client is well cared for; that they are satisfied that their relative or client feels safe and secure in the Project; and that they are actively involved in their relative or client's annual review process.

The highest performance pertaining to tenant surveys was evidenced in six key areas. All tenants strongly agreed that they feel well cared for; that they feel safe and secure; that staff encourage and support them to meet their potential; that staff have a good understanding of their needs; and the Project is kept clean and well maintained; and that staff are friendly and respectful.

Recommendations for Improvement & Development

Senior management of the agency have met to analyse the results of this survey and the consequent report. It has been agreed that the following actions are necessary to further improve and develop the service provision.

1. The two respondents who disagreed that they are kept informed in relation to the management of their relative / client's finances and any other financial issues, signed their survey, choosing to waive their right to anonymity. Consequently the agency is in a position to contact them. The respondents will therefore be contacted and invited to meet to discuss financial matters in an effort towards transparency. This offer will be extended to all family members. A copy of the Financial Arrangements policy should be circulated amongst all tenant's next of kin's. The Tenant's guide should also be revised to offer more clarity and transparency in this matter.
The policy should also be amended to formally invite tenant representatives the opportunity to come to view financial records pertaining to their next of kin at a time that is mutually convenient and at a frequency suitable to the representative.
2. Project Management should circulate the Agency's Vulnerable Adults Policy amongst each tenant's next of kin's and offer the opportunity for each representative to contact the Project to speak with the Manager in order to gain clarification on any element of the policy as necessary.
3. Confirmation of how individuals can pass comments, suggestions or make complaints should be relayed to the appropriate people as it seems some respondents are not *entirely* clear on how to do this.
4. The Project should continue it's strong emphasis on induction, training and education of staff.
5. In order to promote transparency and explain how the duty roster is managed, the Project should make available its Emergency Cover policy so that relatives and representatives are aware of how the Project manages late notice sick leave and other absences.
6. Management should formally consider the suggestion of developing an activity plan in order to show special events such as the social evenings as suggested by one candidate and the outings as suggested by another.
7. Management should offer the tenant whose representative suggested that s/he would like for the priest to visit. Spiritual needs should continue to form part of tenant support / care plans.
8. The Project will consider the contribution suggesting that it organises a social event / open evening, even on an annual basis, in order to help further develop relationships between families, tenants and Project staff.

Appendix 1

14th June 2011

Dear relative/representative

Fairways – Cloonavin aims to work to empower each tenant to live as full a life as possible. We strive to facilitate a homely environment, where each tenant has the right to privacy, dignity and respect. We aim to provide support systems that meet the assessed needs of each individual, with the ultimate objective being the achievement of self-determination for every tenant.

An essential ingredient for this to happen is teamwork and we view working in partnership with service users, relatives and representatives as integral in our aim to provide a user led service. It is for this reason that it has been decided to introduce service user/representative questionnaires as we value the important role that you play within your relatives/clients care and therefore value your comments.

Please complete the attached questionnaire on the basis of your experience of Fairways – Cloonavin during the past year. Please tell us about our strengths as well as areas for development to ensure that we can focus on the right areas in our future planning.

Please note that the questionnaire can remain confidential if you wish.

Please return the completed questionnaire to the Manager in the pre paid envelope enclosed, no later than Friday 8th July 2011.

If at any time you have any queries at all please do not hesitate to contact me.

Best regards

Vikki Derbyshire
Project Manager

| | | Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree |
|-----|---|----------------|-------|---------------------------|----------|-------------------|
| 1. | My relative/client is well settled in the Project. | | | | | |
| 2. | As a relative/representative I feel welcome in the Project. | | | | | |
| 3. | My relative/client is well cared for in the Project. | | | | | |
| 4. | I am satisfied that my relative/client feels safe and secure in the Project. | | | | | |
| 5. | My relative/client is valued and respected within the Project. | | | | | |
| 6. | The Project encourages my relative/client to reach his/her potential. | | | | | |
| 7. | I feel that the staff have a good understanding of my relative/client's needs. | | | | | |
| 8. | There is a culture of mutual respect between staff and tenants. | | | | | |
| 9. | Staff deal effectively with specific needs, wishes or concerns of my relative/client. | | | | | |
| 10. | I am aware of the Project's policies and procedures for dealing with vulnerable adult matters. | | | | | |
| 11. | The Project has told me about the procedure in dealing with any concerns/complaints I may have and I am aware of whom to talk to. | | | | | |
| 12. | I am kept informed about my relative/client's well being, including notification of accidents, incidents, ill health or other significant events as they occur. | | | | | |
| 13. | I am actively involved in the annual review process in relation to my relative/client. | | | | | |
| 14. | The Project provides opportunities for my relative/client to participate in various social and leisure activities. | | | | | |
| 15. | I am kept informed in relation to the management of my relative/client's finances and any other financial issues. | | | | | |
| 16. | The Project is kept clean and well maintained. | | | | | |

| | | | | | | |
|-----|--|--|--|--|--|--|
| 17. | The staff are friendly, courteous and informative. | | | | | |
| 18. | The Project is well thought of in the community. | | | | | |

As a relative/representative of a service user, the things I like most about Fairways – Cloonavin are:

At Fairways – Cloonavin what would you like to change/introduce in order to improve or develop the service?

Please list any areas you would like to know more about:

Signed: _____
Relative/Representative (optional)

Appendix 2

15th June 2011

Dear Tenant/Service User

Fairways – Cloonavin Green Project aims to work to empower each tenant to live as full a life as possible. We strive to facilitate a safe, secure and homely environment, where each tenant has the right to choice, privacy, dignity and respect. We aim to provide support systems that meet the assessed needs of each individual, with the ultimate objective being the achievement of self-determination and personal contentment for each tenant.

An essential ingredient for this to happen is teamwork and we view working in partnership with service users, relatives and representatives as integral in our aim to provide a user led service. It is for this reason that it has been decided to introduce service user/representative questionnaires as we value the important role that you play in delivering high quality care and support and therefore value your comments.

Please complete the attached questionnaire on the basis of your experience of Fairways – Cloonavin Green Project during the past year. Please tell us about our strengths as well as areas for development to ensure that we can focus on the right areas in our future planning.

Please note that the questionnaire can remain confidential if you wish.

Please return the completed questionnaire to the Manager, no later than Friday 8th July 2011.

If at any time you have any queries at all please do not hesitate to contact me.

Best regards

Vikki Derbyshire
Project Manager

| | | Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree |
|-----|---|----------------|-------|---------------------------|----------|-------------------|
| 1. | I am happy and settled in the Project. | | | | | |
| 2. | I am given choice in daily living eg, what I wear, what I eat, what activities I do etc... | | | | | |
| 3. | I am well cared for in the Project. | | | | | |
| 4. | I feel safe and secure in the Project. | | | | | |
| 5. | I feel valued and respected within the Project by staff and other tenants | | | | | |
| 6. | The staff encourage and support me to develop my skills and reach my potential. | | | | | |
| 7. | I feel that the staff have a good understanding of my needs. | | | | | |
| 8. | Staff deal effectively with specific needs, wishes or concerns I might have. | | | | | |
| 9. | I am aware of what to do if I feel threatened, bullied or if someone is treating me badly in any way. | | | | | |
| 10. | The Project has told me about the procedure in dealing with any concerns/complaints I may have and I am aware of whom to talk to. | | | | | |
| 11. | I am involved in my annual review. | | | | | |
| 12. | I have opportunities to participate in various social and leisure activities. | | | | | |
| 13. | I am aware of and am given information on all my financial issues, even if the Project manages my finances for me. | | | | | |
| 14. | The Project is kept clean and well maintained. | | | | | |
| 15. | The staff are friendly, respectful and helpful. | | | | | |
| 16. | If I have a problem, I feel confident that staff will listen and help me to resolve it. | | | | | |

As a tenant/ service user, the things I like most about Fairways - Cloonavin are:

At Fairways – Cloonavin what would you like to change/introduce in order to improve or develop the service?

Please list any areas you would like to know more about:

Signed: _____
Tenant/ service user (optional)