

Annual Survey Report

Illustrating the Views of Service Users, Relatives and stakeholders On the Service Provision of Fairways Outreach Service.

May 2022

Acknowledgements

Without the contribution from service users, their relatives and representatives, this report would not have been possible. The response rate was really helpful in helping to build a picture about various 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.

We welcome all feedback about our service 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 Outreach Service is a registered Domiciliary Care & Support provider; registered with the Regulation & Quality Improvement Authority. It currently provides services for people with learning disabilities in Coleraine and the surrounding area.

Fairways Outreach Service is one of four 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 services' 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.

At large, the survey gained a very positive response in all areas being researched with all questions attracting 'Strongly Agree or 'Agree' other than one service user who neither agreed or disagreed to four questions and strongly disagreed to six questions. Another Service User answered 'neither agree nor disagree' to four questions. All issues were discussed with both service users and conclusions 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 service users, relatives and representatives about the services provided by the Agency.
- To promote best practice by working in partnership with service users, 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 service users, 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 was for the use by the people who use our service and the second was for service user's relatives or representatives such as named workers or involved professionals. 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.1, service user questionnaires stated 'I am happy and settled living in the community with Fairways Outreach Service support', whereas all other candidates were asked to indicate their level of agreement to; 'With support from Fairways Outreach Services, I feel my relative/client is well settled living in the community'.

Both questionnaires contained a total of fifteen questions or statements inviting a response from the candidate. Quantitative data was gained from the first twelve 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 or disagree, disagree or strongly disagree.

The remaining three questions on both surveys were open ended questions and invited a 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 service in managing and responding to any matters arising as a result of the survey.

In total, ten questionnaires were distributed to service users (the service currently supports thirteen service users but due to the capacity of three, it was decided not to be an appropriate way of assessing their satisfaction). Of the ten distributed, seven were returned. Twenty-seven questionnaires were distributed to relatives and representatives with fourteen being returned.

The statistical data gained from both sets of questionnaire statements from one to twelve was collated and displayed in charts to give an illustration of candidate's 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. Where necessary, individual responses were addressed on an individual basis and are discussed in the recommendation section of the report.

Findings Analysis – Quantative Data – Service User Views

Table 1

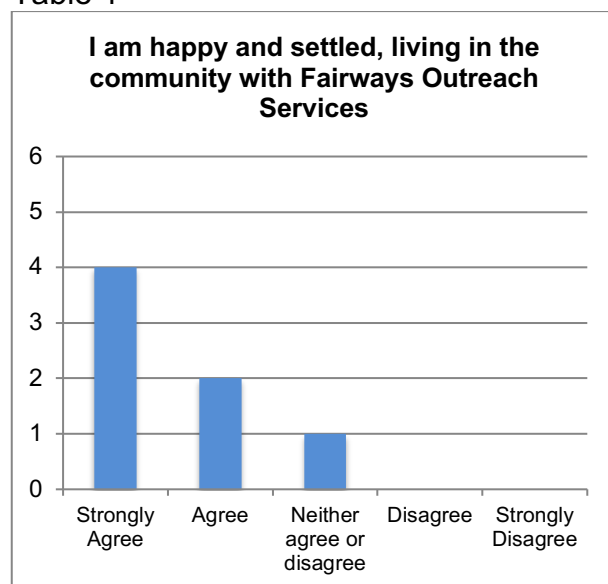


Table 1 shows that four service users strongly agree that they are happy and settled, living in the community with support from Fairways Outreach Services. Two people agree and one neither agrees nor disagrees.

Table 2

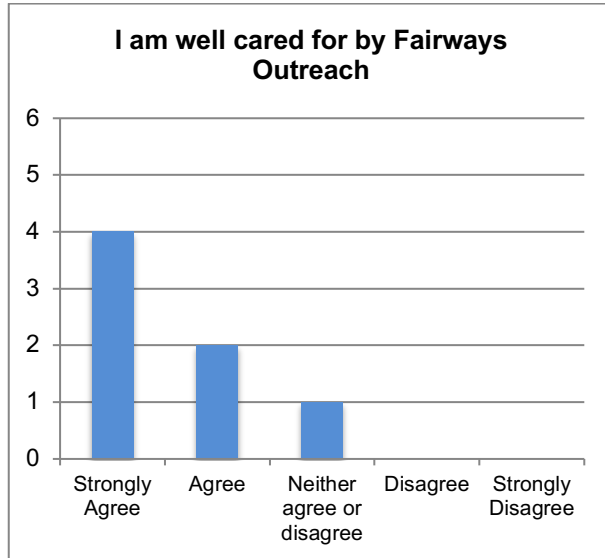


Table 2 shows that four service users strongly agree that they are well cared for by Fairways Outreach Services. Two people agree and one neither agrees nor disagrees.

Table 3

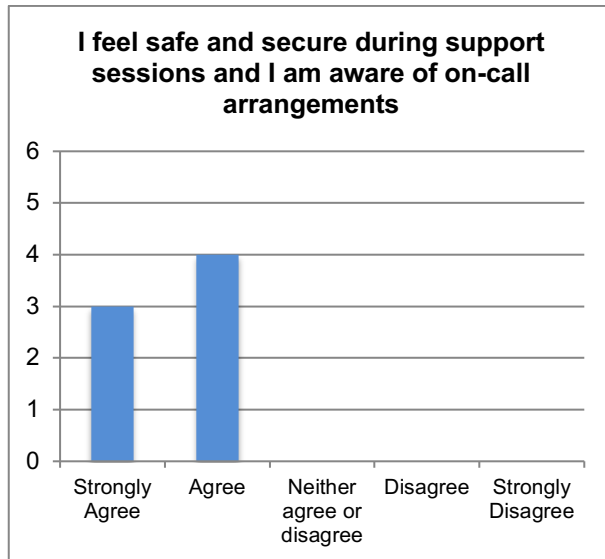


Table 3 shows that three service users strongly agreed and four agree that they feel safe and secure during support sessions and are aware of on-call arrangements.

Table 4

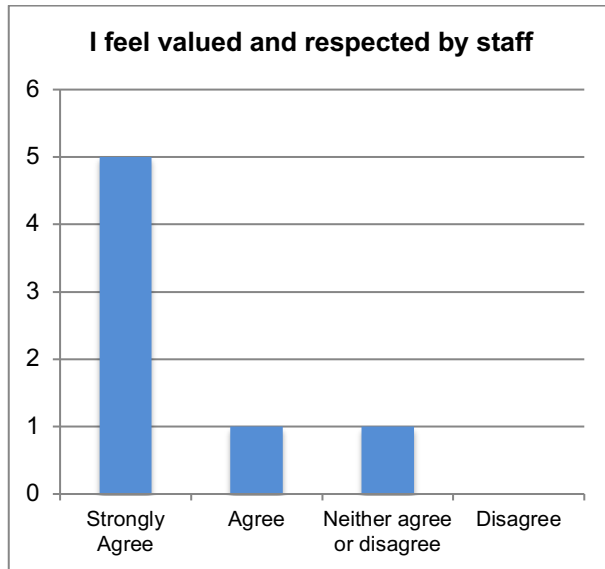


Table 4 shows that five service users strongly agree that they feel valued and respected by staff, one person agrees and one neither agrees nor disagrees.

Table 5

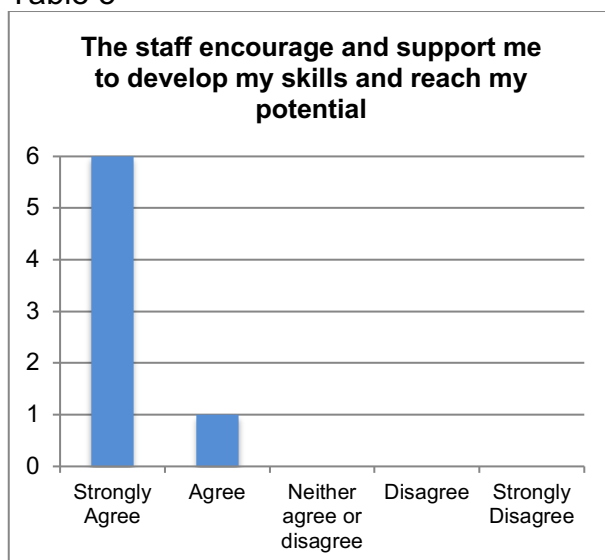


Table 5 shows that six service users strongly agreed that staff encourage and support them to develop skills to reach their potential. One service user agreed with this statement.

Table 6

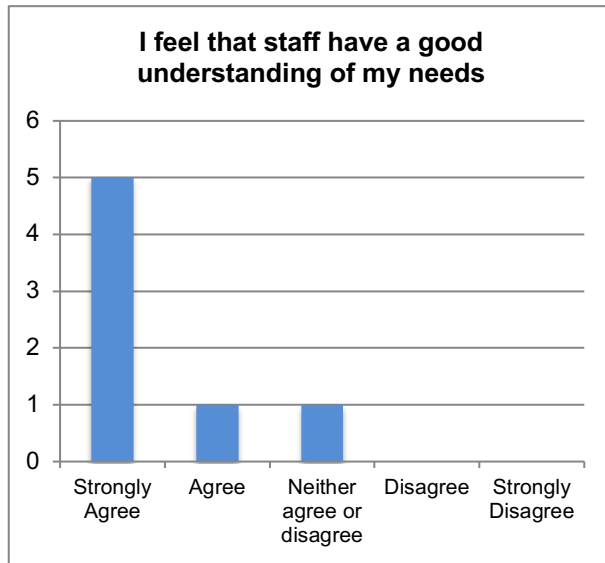


Table 6 shows that five service users strongly agreed that staff have a good understanding of their needs. One service user agreed and one neither agreed nor disagreed.

Table 7

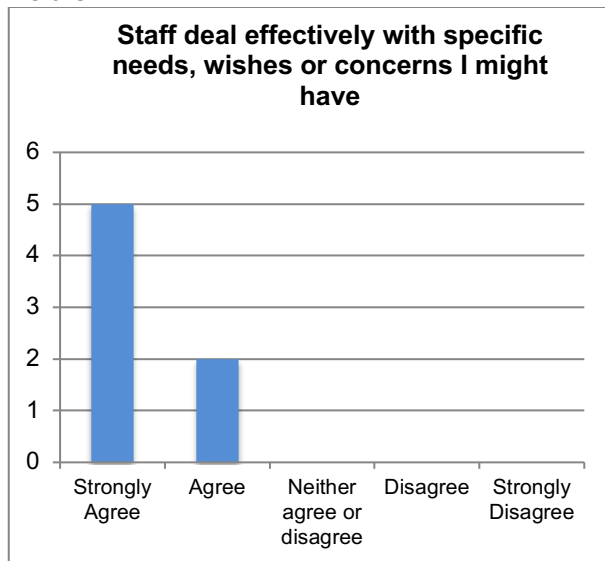


Table 7 shows that five service users strongly agreed and two agreed that staff deal effectively with specific needs, wishes or concerns.

Table 8



Table 8 shows that four service users strongly agree that they are aware of what to do when they feel threatened, bullied or if someone is treating them badly. One person agrees and one neither agrees nor disagrees.

Table 9

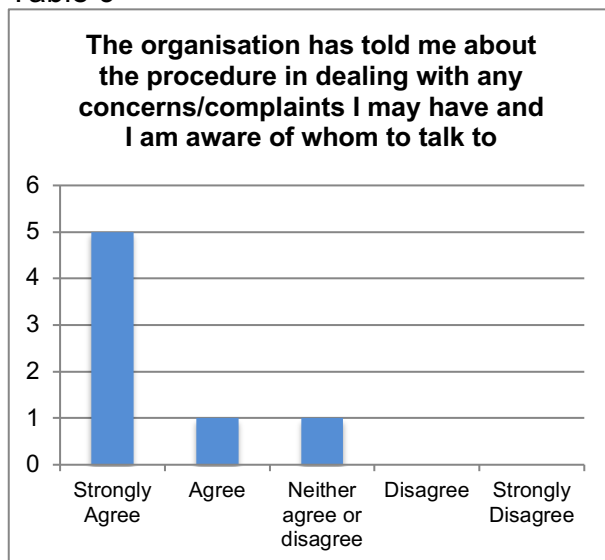


Table 9 shows that five service users strongly agree that the organisation has told them about the procedure through which to deal with any concerns/complaints and who they should talk to. One person agrees and one neither agrees nor disagrees.

Table 10

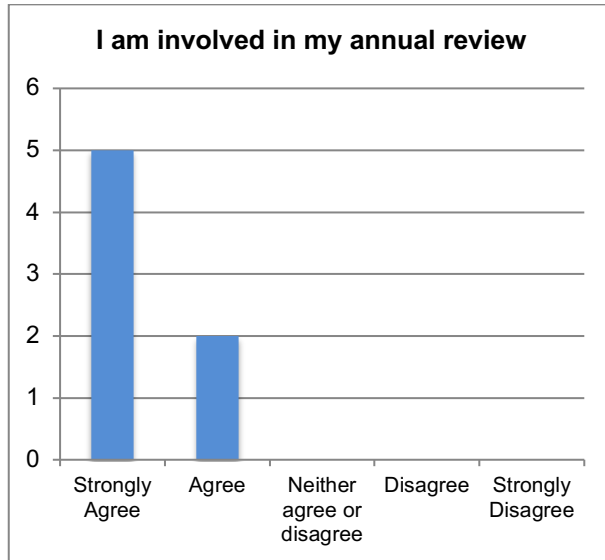


Table 10 shows that five service users strongly agree that they are involved in the annual review and two service users agree with this statement.

Table 11

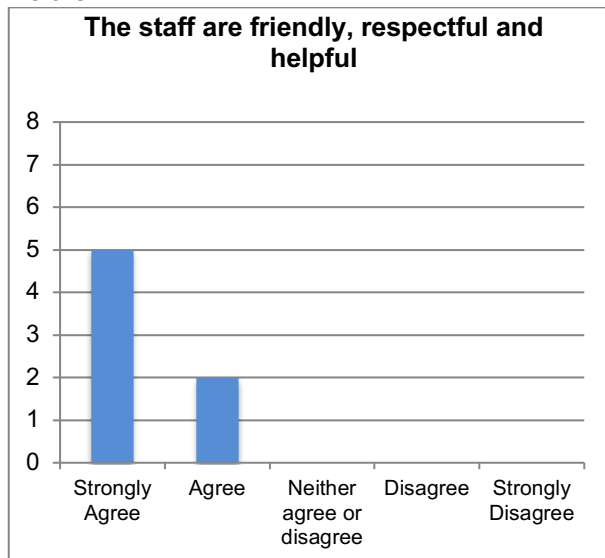


Table 11 shows that five service users strongly agree that staff are friendly, respectful and helpful and two service users agree with this statement.

Table 12

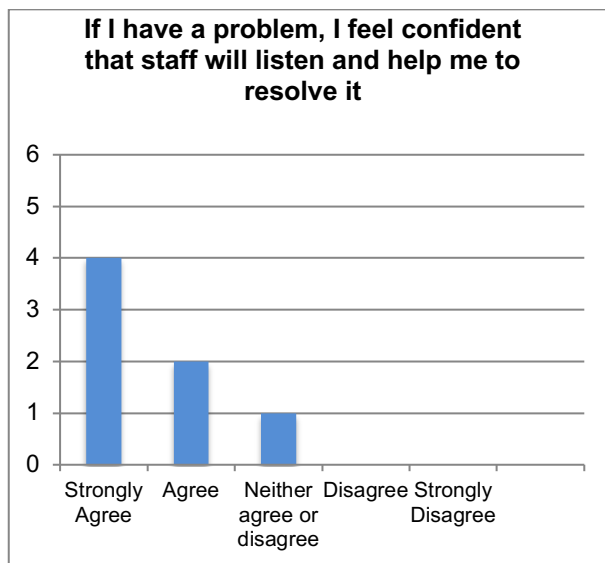


Table 12 shows that four service users strongly agree that they feel confident that staff will listen and help resolve any problem they may have. One service user agreed with this, one neither agreed nor disagreed

Findings Analysis – Quantitative Data – Relative/Representative Views

Table 13

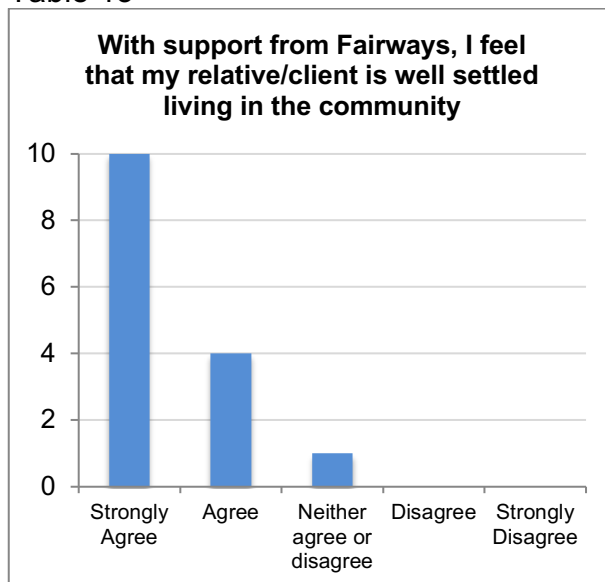


Table 13 shows that of the fifteen responding representatives, ten strongly agree that with the support from Fairways, they feel that their relative / client is well settled living in the community. Four respondents agree with the statement and one neither agreed nor disagreed.

Table 14

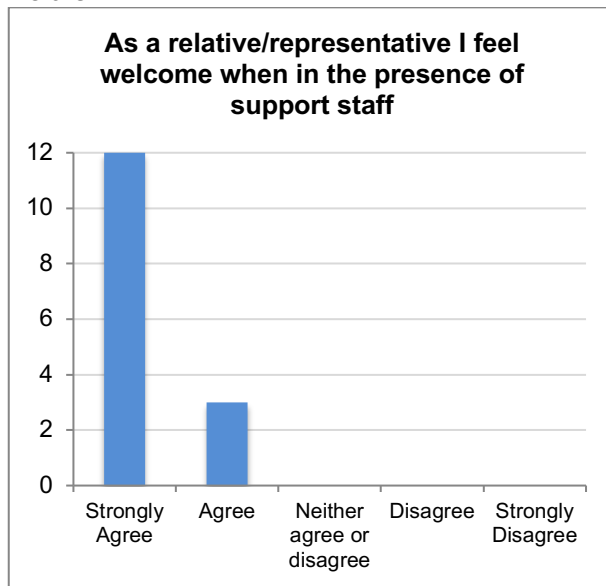


Table 14 shows that twelve relatives / representatives strongly agree that they feel welcome when in the presence of support staff. Three respondents agree with this statement.

Table 15

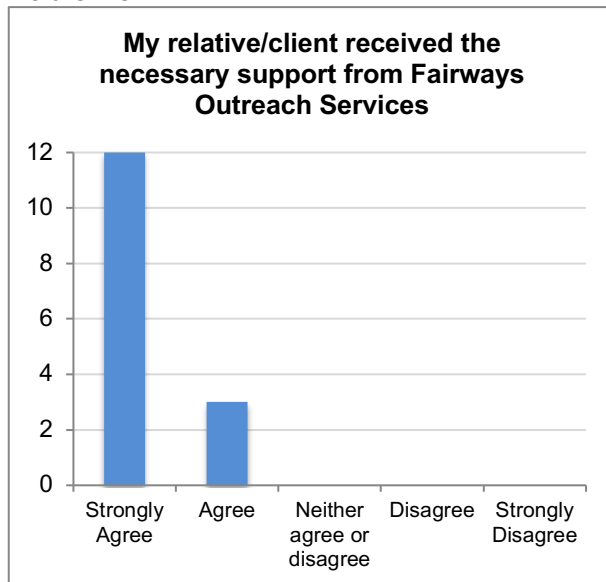


Table 15 shows that twelve relatives / representatives strongly agree that their relative / client receives the necessary support from Fairways Outreach Services. Three respondents agree with this statement.

Table 16

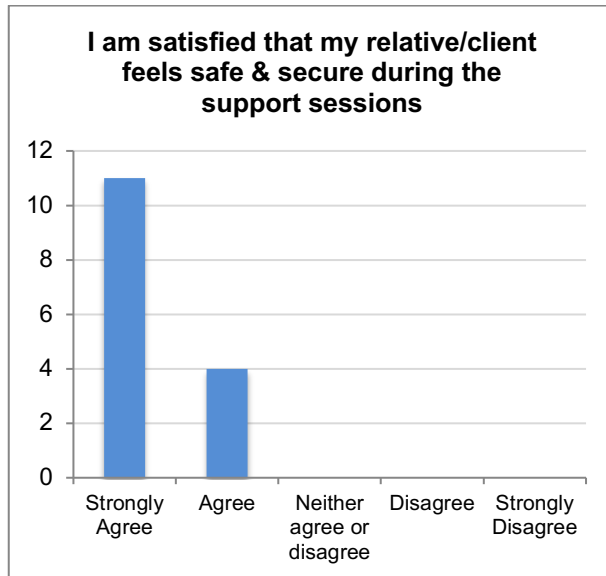


Table 16 shows that eleven relatives / representatives strongly agree that they are satisfied that their relative / client feels safe and secure during support sessions. Four respondents agree with this statement.

Table 17

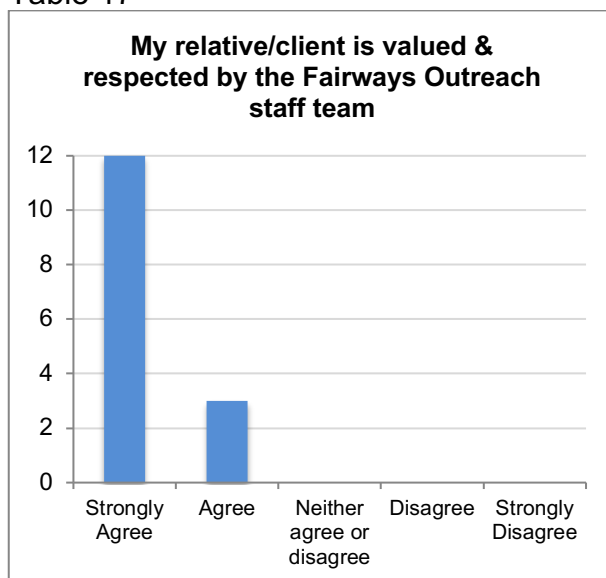


Table 17 shows that twelve relatives / representatives strongly agree that their relative / client is valued and respected by the Fairways Outreach staff team. Three respondents agree with this statement.

Table 18

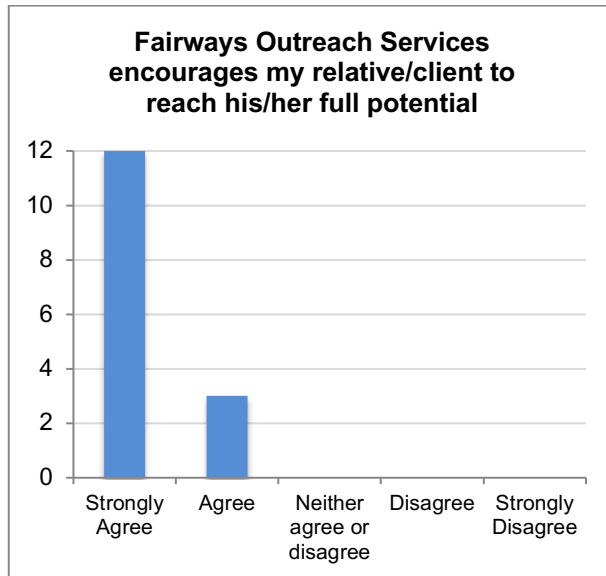


Table 18 shows that twelve relatives / representatives strongly agree that their relative / client is encouraged to reach his / her full potential. Three respondents agree with this statement.

Table 19

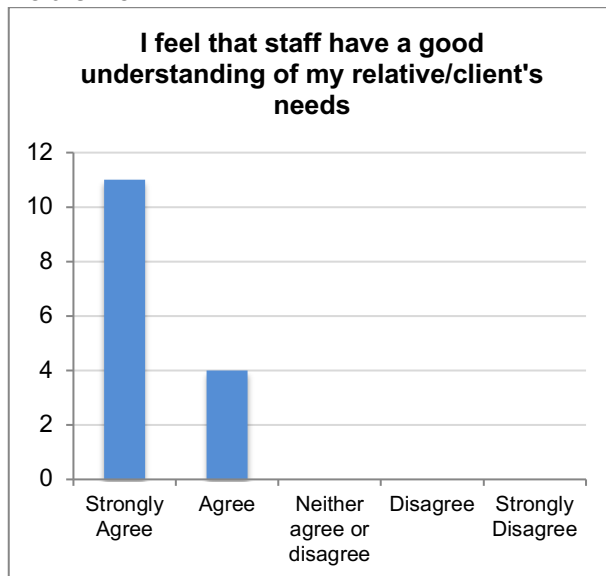


Table 19 shows that eleven relatives / representatives strongly agree that staff have a good understanding of their relative / client's needs. Four respondents agree with this statement.

Table 20

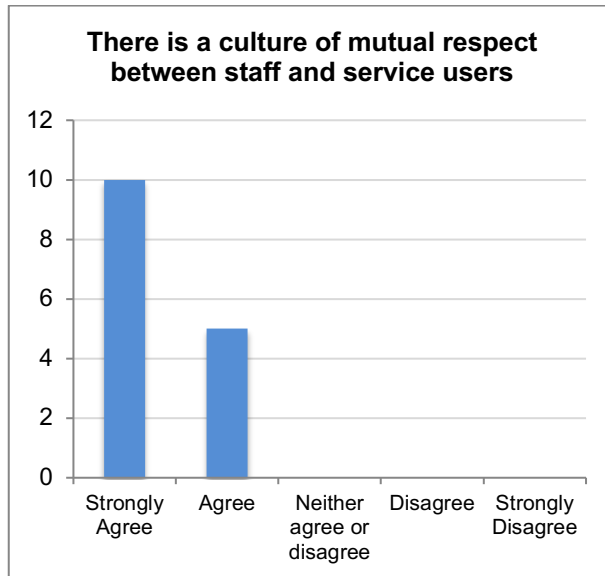


Table 20 shows that ten relatives / representatives strongly agree that there is a culture of mutual respect between staff and service users. Five respondents agree with this statement.

Table 21

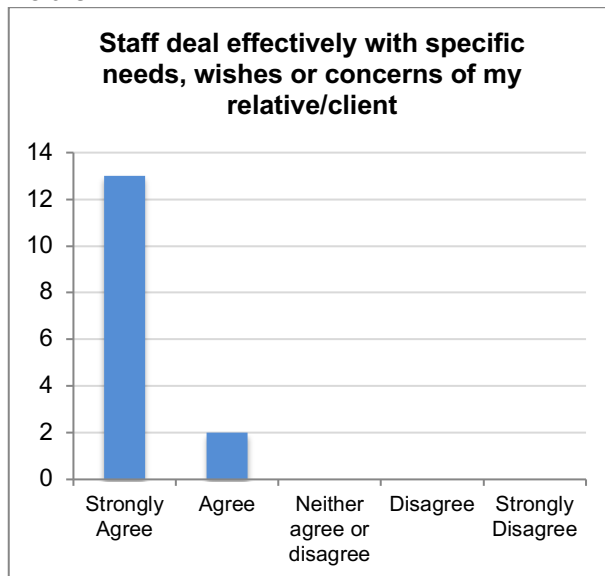


Table 21 shows that thirteen relatives / representatives strongly agree that staff deal effectively with specific needs, wishes or concerns of their relative / client. Two respondents agree with this statement.

Table 22

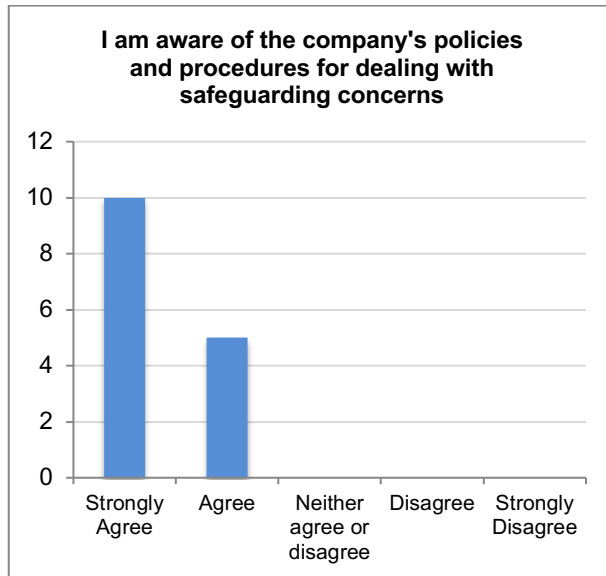


Table 22 shows that ten relatives / representatives strongly agree that they are aware of the company's policies and procedures for dealing with safeguarding concerns. Five respondents agree with this statement.

Table 23

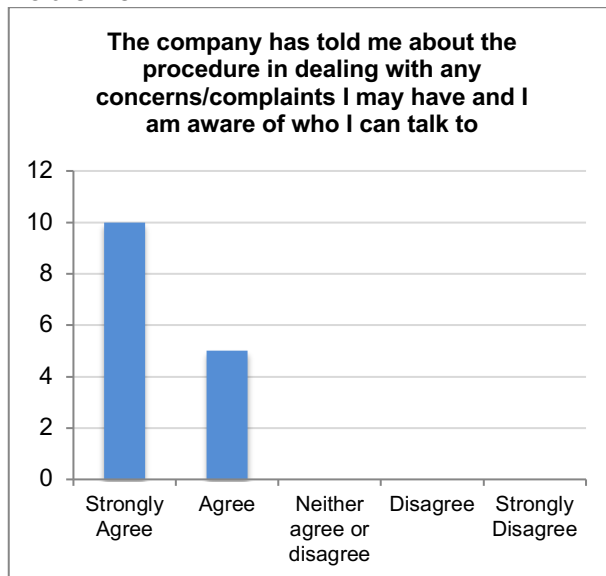


Table 23 shows that ten relatives / representatives strongly agree that the company has told them about the procedure through which they can deal with concerns / complaints. Five respondents agree with this statement.

Table 24

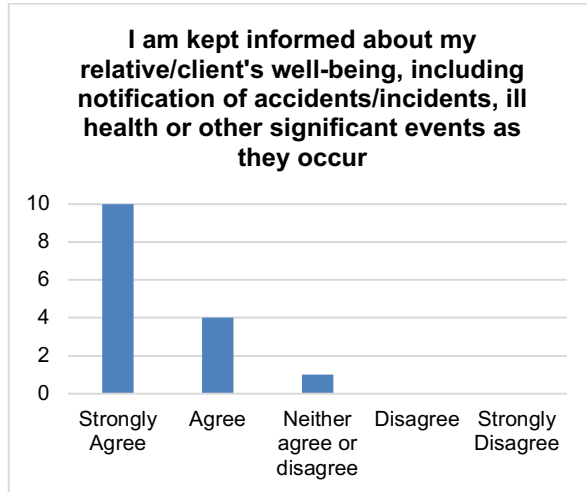


Table 24 shows that of the fifteen responding representatives, ten strongly agree that they are kept informed about their relative / client's well-being, including notification of accidents / incidents, ill health or other significant events as they occur. Four respondents agree with this statement and one neither agrees nor disagrees.

Table 25

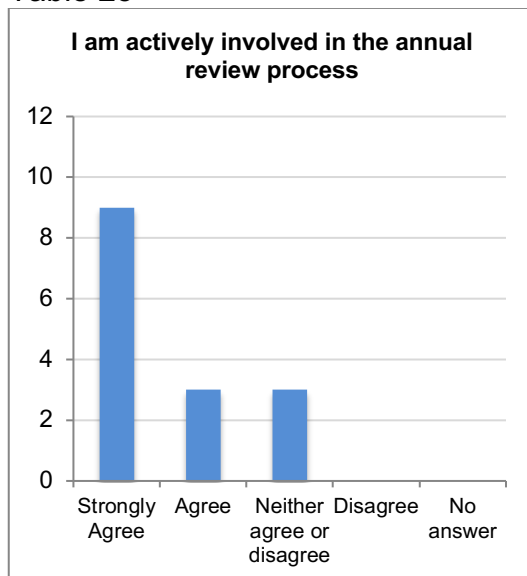


Table 25 shows that of the fifteen responding representatives, nine strongly agree that they are involved in the annual review process. Three respondents agree and three neither agree nor disagree.

Table 25

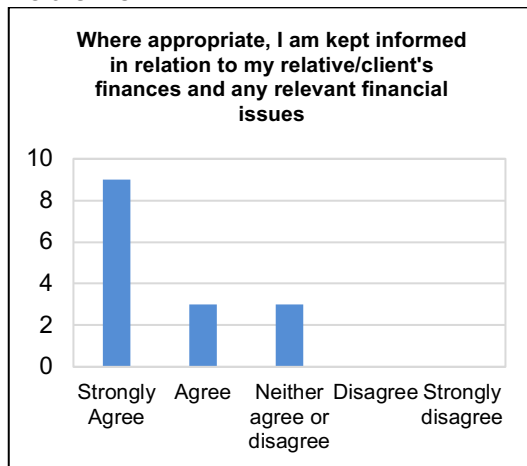


Table 25 shows that of the fifteen responding representatives, nine strongly agree that they are kept informed in relation to their relative / client's finances and any relevant financial issues. Three respondents agree and three neither agree nor disagree.

Table 26

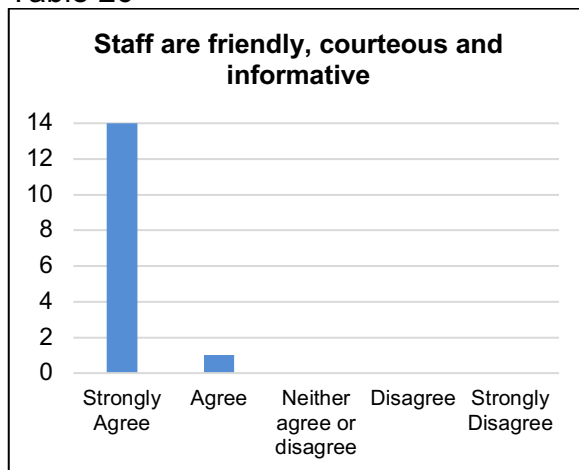


Table 26 shows that of the fifteen responding representatives, fourteen strongly agree that staff are friendly, courteous and informative. One respondent agreed with this statement.

Table 27

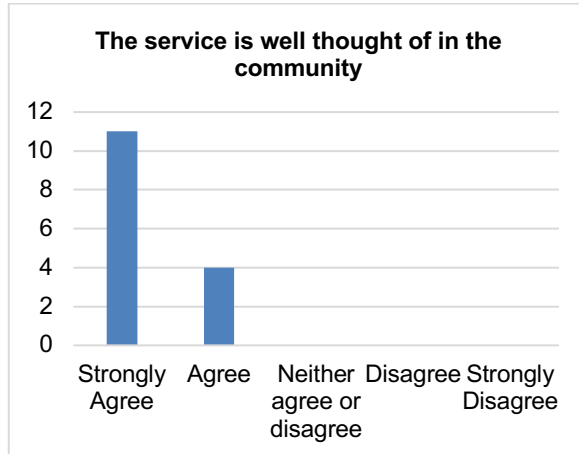


Table 27 shows that of the fifteen responding representatives, eleven strongly agree that the service is well thought of in the community. Four respondents agree with this statement.

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.

Respondents were asked what things they liked most about Fairways Outreach Service.

Comments were varied and are quoted below:

- I like going shopping and when staff declutter clothes and pamper me. I like when (certain staff member) is on my rota. I like when certain staff do my housework and ironing and decluttering cupboards. I like going to B&M, Asda and the town with staff. I like going out for coffee, lunch and Greggs for breakfast.
- Outings, bowling, cinema, out to eat etc., when there is staff available for these activities. Having a laugh with staff, general chat and like that staff aren't afraid to tell me when I'm out of order.
- Happy that staff are looking after me
- The staff are very good and understand the stuff I need. Helpful at cleaning my bedroom
- Being able to watch different sports channels on tv and having a chat with staff about football etc.
- Nice staff. Going out for tea.
- I like being able to chat to the staff. All staff have a sense of humour. Giving staff a run for their money.

The next question on the survey asked respondents what things they would like to change or introduce to improve or develop the service. Of the seven surveys

received, two questionnaires returned from users of the service suggested areas for improvement. These are addressed in the recommendation section of this report. The remaining five stated that there was nothing they would like to change.

The final question invited candidates to write down what they would like to know more about. Of the seven surveys received, one returned asked for more information in relation to group outings. This was addressed with this individual directly.

Conclusion

Whilst there has been a fairly good response to the survey, the response rate is down from previous years. Twenty-one out of a possible thirty-seven respondents answered eleven questions each, resulting in a 57% return rate. The recommendation section of the report will address the issue of improving the return rating. However, 96% of the answers were positive, (rating aspects of the service as 'strongly agree or agree'). The agency takes great encouragement from many of the positive findings from both the qualitative and quantitative elements of the surveys. It is important however, that we as an agency work to develop our service provision. Any of the responses that were rated less than average are individually addressed and the action taken discussed later in this report.

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.

- One service user requested that they be introduced to new staff by seniors / management only. It has been agreed that this will be facilitated, when possible, but due to the nature of the service, from time to time, it will be necessary that they be introduced by an experienced support worker. The client has been reassured that they will always be introduced to new staff by someone who they are familiar with and who currently provides them with support.
- This same service user requested more outings with other service users, 'when covid has settled'. This has been taken on board and the client has been reassured that it will be considered when restrictions ease and when appropriate.
- Outreach service user requested specific staff member to be allocated to individual support sessions. This was discussed with the client and facilitated when possible.
- This same service user asked for individual support staff schedules to remain unchanged and further asked that they not be notified of changes via telephone. It was explained to the client that individual support schedules may have to change due to staff sickness, but staff would continue to be sensitive to this and attempt to offer more preferred staff, when possible.

Relative / professional feedback:

- Family member commented that they have a “good rapport with staff” and stated that they are kept up to date with any problems in a timely manner.
- Another family member stated that “Fairways are in constant contact” with them and “offer support if needed”.
- One professional wrote that Fairways have a “strong value base, person centered approach, experienced and sensible staff. Appropriate level of communication. Open and honest, willing to learn and improve practice and service”.
- This same professional requested that Fairways “expand the service so that others could avail of their services”.
- One named worker commented that their client lived in “accommodation that has a friendly homely atmosphere. Staff are very approachable and welcoming”.
- Another professional wrote, “flexibility and dedication of service” They also stated, “If the service could double in size that would be great.”
- LDT professional stated “there are good lines of communication and information sharing. The staff always go above and beyond and fully engage with all Trust processes, reviews, safeguarding, PQC etc.”.
- LDT service manager wrote “This service is excellent. It is flexible and responsive. Whilst we contract for specific hours from the Trust it is clear when the need changes Fairways respond and often will work outside of hours to assist the people they support. I like that Fairways will contact the team appropriately. They try to resolve problems and do not rely on the CLDT to do so. I particularly like that there is a culture of “working together” with CLDT and Fairways that always produces the best results for the people we all support. I like the positive relationships we have with this service and the feeling that we can rely on them to care for and support the more challenging adults with LD and complex needs. As one family member stated to me ‘they are the best thing to happen to my daughter, they have changed her life and ours’. Think this comment sums it up really.”