

Survey Report

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

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Acknowledgements

Without the contribution from the tenants, 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 at the Cloonavin Green Project.

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

The Cloonavin Green Project 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.

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. Some questions attracted a 'neither agree nor disagree' answer and some that attracted a 'disagree' and 'strongly disagree' from one candidate and two service users. 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 it's 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.

The relative / representative questionnaire contained a total of twenty questions or statements inviting a response from the candidate. Quantitative 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, twenty-eight 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 twenty-eight distributed, nineteen were returned.

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 sixteen were also counted and displayed in chart format to give an illustration of tenant's 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 – Quantitative 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

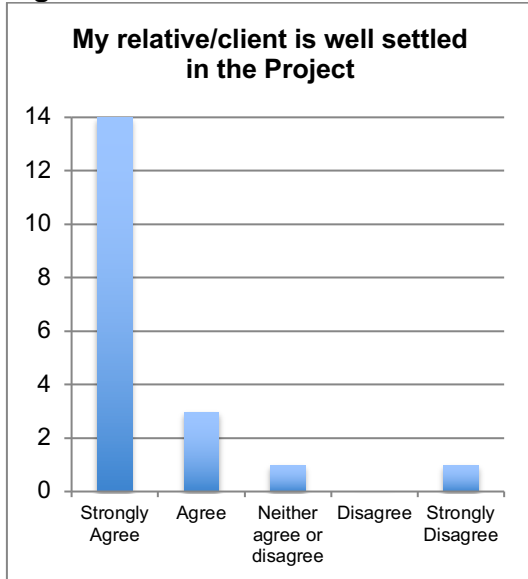


Fig 2



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. Fourteen of representatives/relatives strongly agreed with the statement and three agreed. One neither agreed/disagreed and one strongly disagree. The majority of tenants strongly agreed with the statement and three agreed. One neither agreed/disagreed and one strongly disagree.

Fig 3

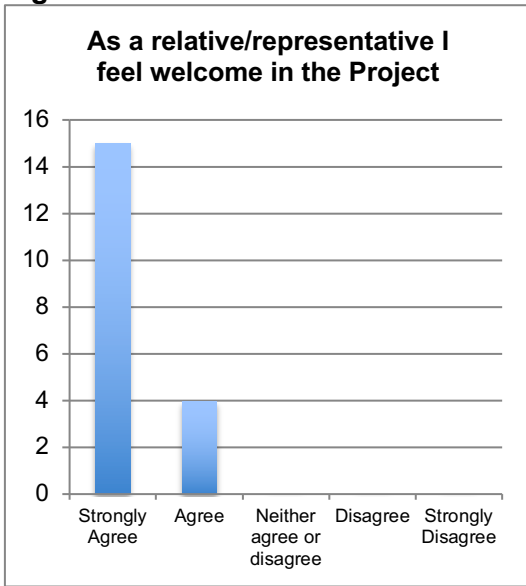


Figure three illustrates the response to the statement that relatives and representatives feel welcome in the Project. Fifteen candidates stated that they strongly agree with the statement and four agreed with the statement.

Fig 4

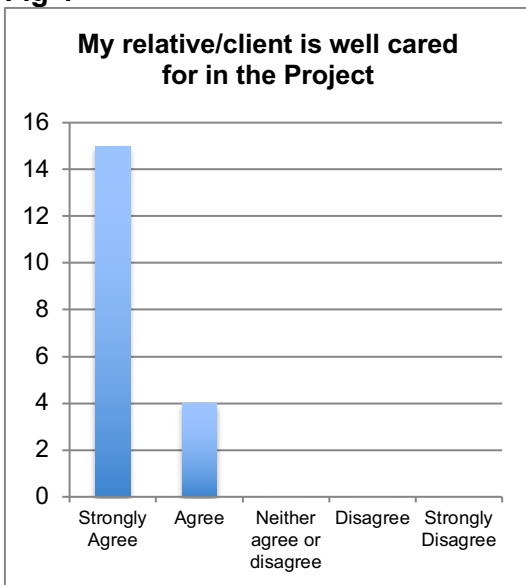


Fig 5

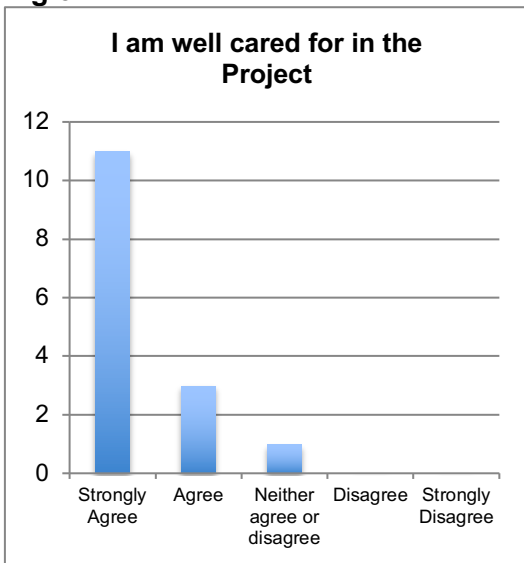


Figure four shows that fifteen candidates feel that his/her relative or client is well cared for at the Project. The remaining candidate ticked the 'Agreed' box. Figure five shows that eleven out of the fifteen tenants surveyed strongly agreed that they felt well cared for in the Project. The remaining three stated they 'agreed' with the statement and one neither agree/disagree.

Fig 6

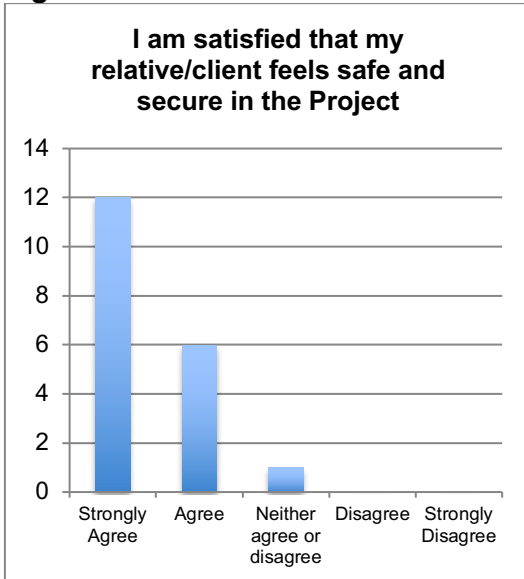
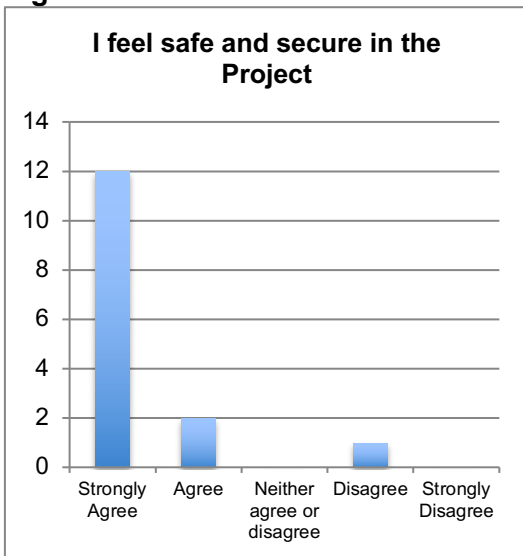


Fig 7



Statement four of the representative survey invited views about how safe and secure relatives and representatives considered the tenant they represented might feel. Six people agreed that s/he was satisfied that his/her relative felt safe and secure. Twelve candidates strongly agreed and one neither agree/disagree. The corresponding statement on the tenant questionnaire showed that twelve tenants 'strongly agreed' , two 'agreed' that they felt safe in the Project. One service user disagreed.

Fig 8

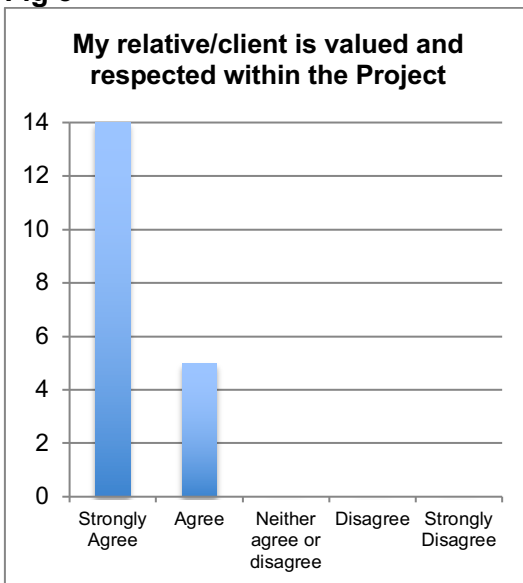


Fig 9

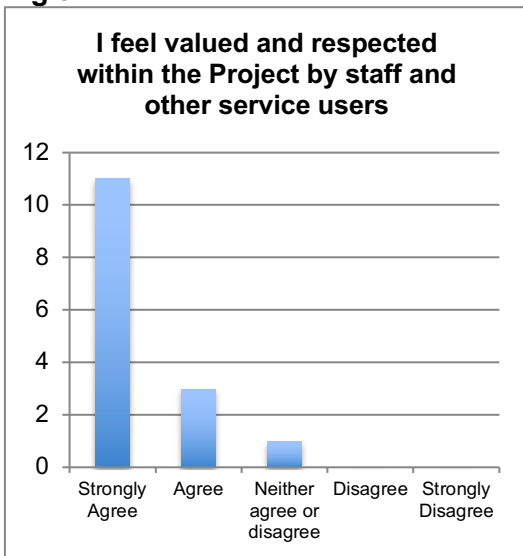


Figure eight shows that fourteen candidates felt that the person who they represented is valued and respected within the Project. The remaining five ticked the 'Agreed' box. Of the fifteen surveys returned from tenants, eleven strongly agreed that they felt valued and respected by Project staff and tenants. The remaining three tenants indicated that they agreed and one neither agreed/disagreed.

Fig 10

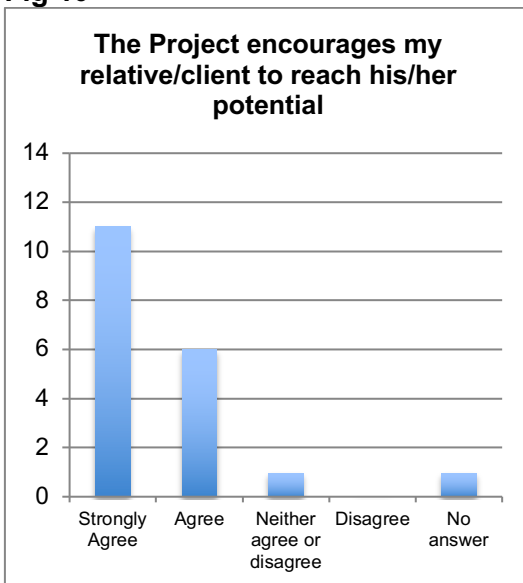


Fig 11

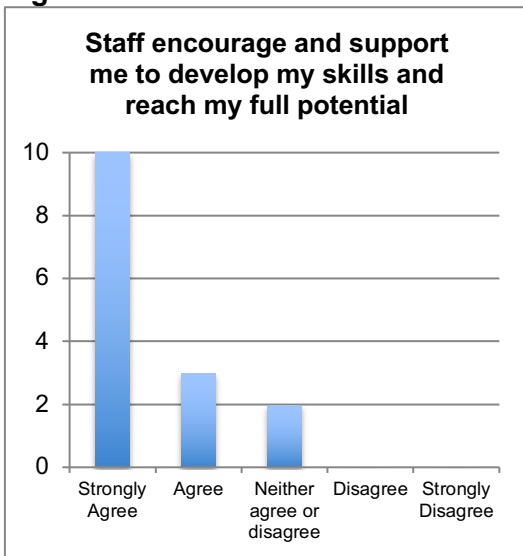


Figure ten shows that eleven candidates strongly agreed that the Project encourages tenants to reach his / her potential. Six candidates agreed, one candidate selected that they 'neither agree or disagree' with the statement and one did not answer. Three tenants agreed that staff encourage and support them to develop skills and reach their potential. Ten tenants strongly agreed with the statement and two tenants stated that they 'neither agree or disagree' with the statement.

Fig 12

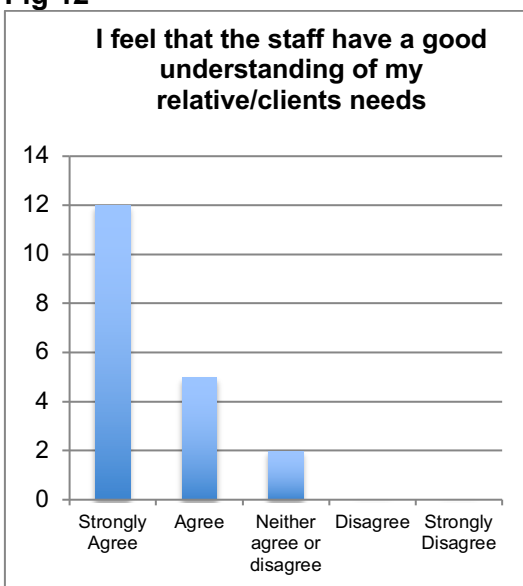


Fig 13

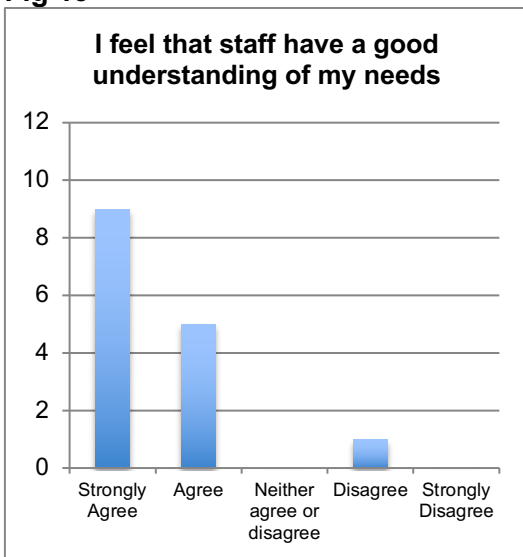


Figure twelve illustrates candidates' views about how they perceive staff understanding in relation to tenants needs. Twelve candidates strongly agreed whilst five agreed that staff had a good understanding of the tenant's needs. Two neither agree/disagree. Nine tenants felt strongly that staff had a good understanding of their needs, while five tenants agreed with the statement. One tenant disagreed.

Fig 14

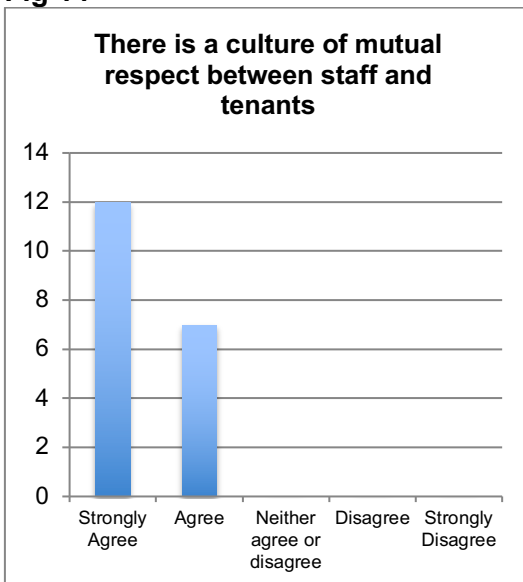


Figure fourteen illustrates that the majority of relative/representatives strongly agreed that there is a culture of mutual respect between staff and tenants.

Fig 15

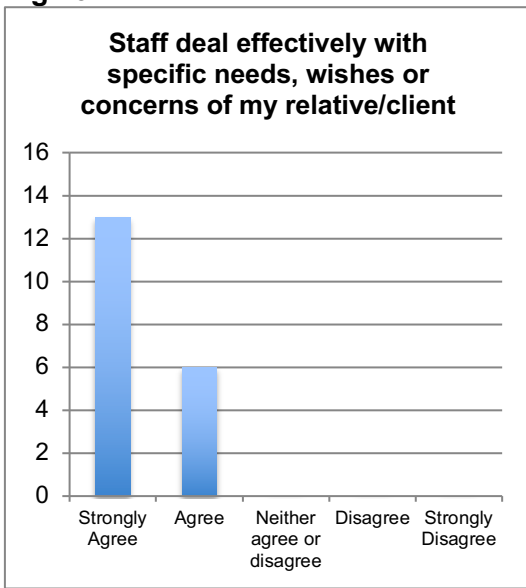
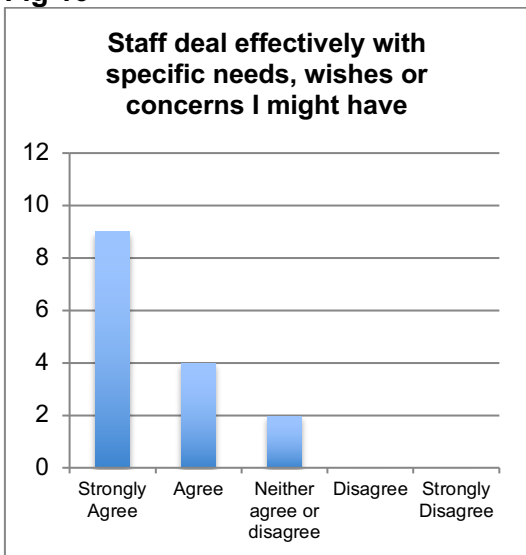


Fig 16



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. All nineteen candidates indicated that they strongly agreed or agree that staff deal effectively with their relative/clients needs and wishes. Nine tenants ticked the 'Strongly Agree' box, four tenants ticked the 'Agree' box and two neither agree or disagree.

Fig 17

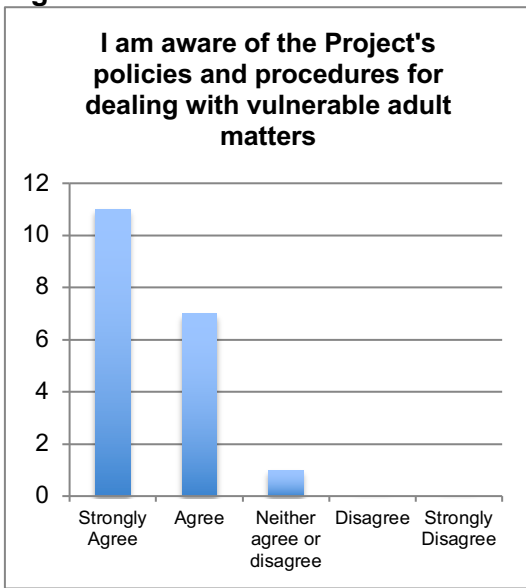
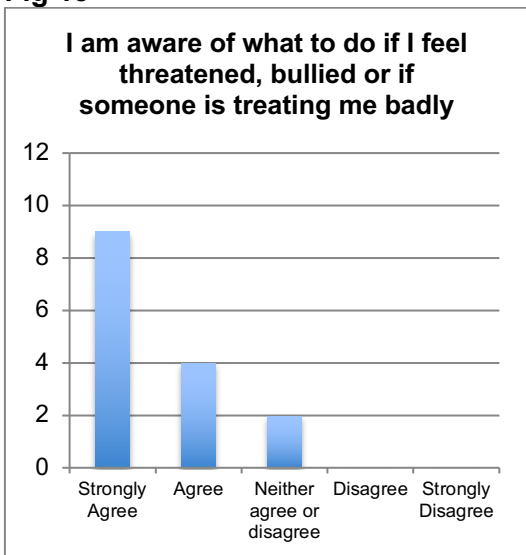


Fig 18



Statement ten of the representative, eleven candidates strongly agreed that they were aware of the Project's policies and procedures for dealing with vulnerable adult matters. Seven candidates indicated that they agreed. One neither agree/disagree. Whilst the statement was worded somewhat differently, it is worthy of note that nine tenants strongly agreed that they would know what to do if they felt threatened, bullied or if someone was treating them badly. Four tenants ticked the 'Agree' box and two neither agree/disagree.

Fig 19

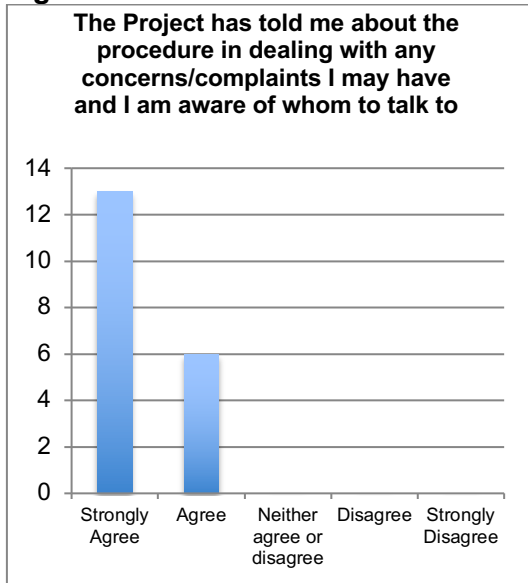
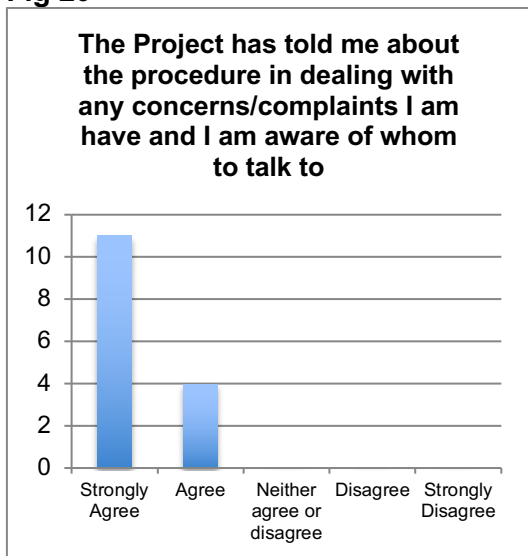


Fig 20



Thirteen candidates strongly agreed and six 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. Four tenants 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 eleven remaining tenants ticked the 'Strongly agree' box.

Fig 21

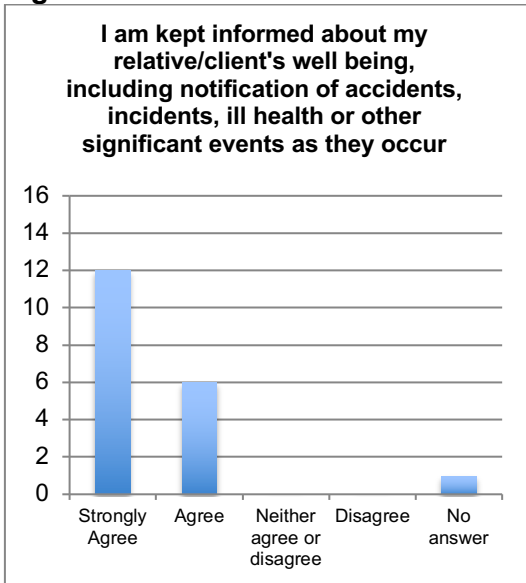


Figure twenty-one illustrates that the majority of candidates strongly agreed that the Project informs relatives / representatives about tenant well-being, including notification of accidents, incidents, ill health or other significant events as they occur. Six people ticked the 'Agree' box and one person did not answer.

Fig 22

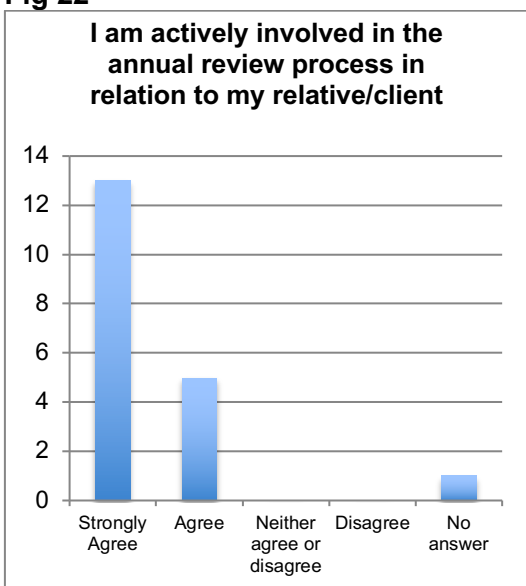
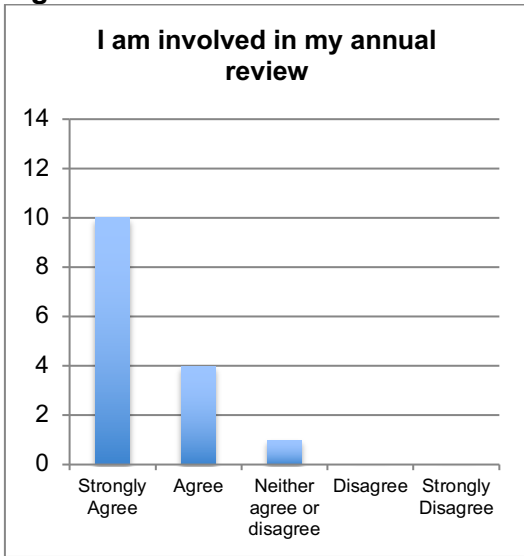


Fig 23



Number thirteen of the representative survey seen thirteen respondents indicating that they strongly agreed that they were actively involved in the tenant’s annual review process. Five respondents ticked that they ‘Agree’ and the other remaining candidate did not answer. Ten tenants strongly agreed that they were involved in the annual review process and four candidates agreed. One neither agreed/disagree.

Fig 24

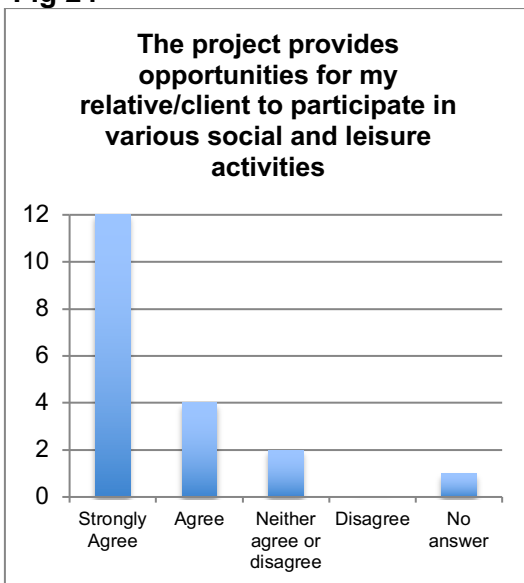


Fig 25

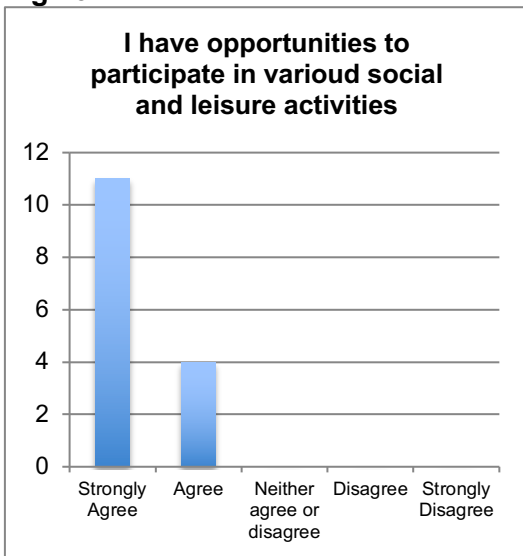


Figure 24 shows twelve respondents 'strongly agreed', four 'agreed', two neither agree/disagree and one did not answer that the Project provides opportunities for his/her client or relative to participate in various social and leisure activities. Fig 25 illustrates that eleven tenants 'strongly agree' and four 'agree' that they have opportunities to participate in various social and leisure activities.

Fig 26

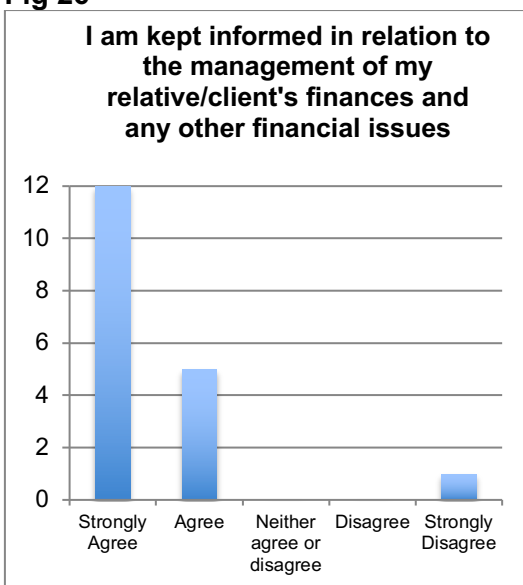


Fig 27

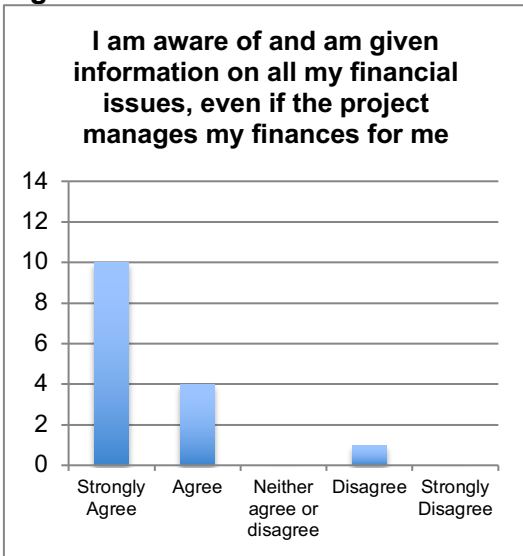


Figure 26 shows a variation of responses when asked if they are informed regarding financial issues pertaining to his/her relative or client. Ten people 'strongly agreed' and five people 'agree' whilst one 'strongly disagree'. Ten tenants strongly agreed that they are aware of and are given information on all financial issues, even if the Project manages their money on their behalf. Four tenants ticked the 'Agree' box and one disagreed.

Fig 28

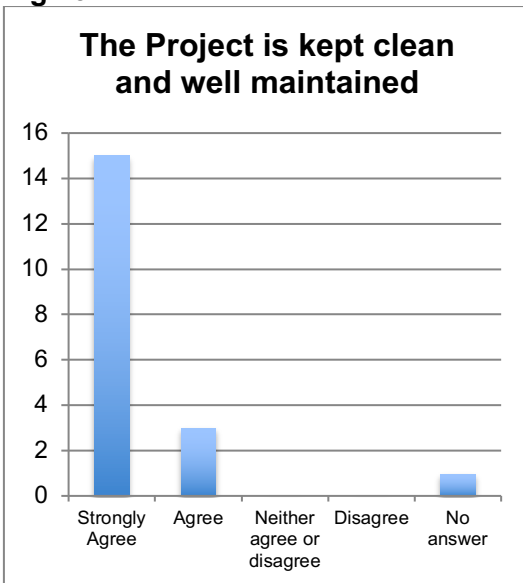


Fig 29

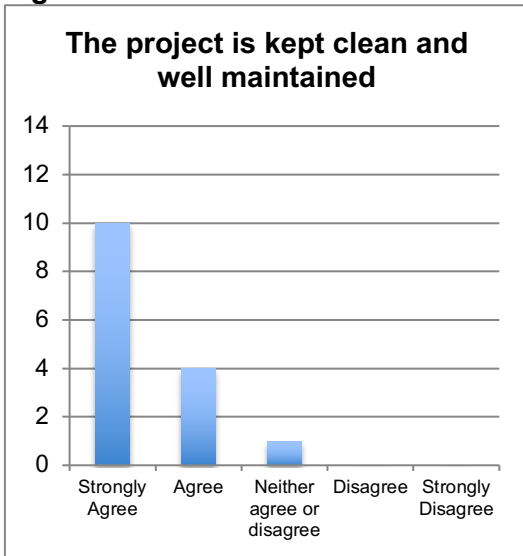


Figure 28 shows that fifteen 'strongly agreed', three agreed and one did not answer that the project is kept clean and well maintained. Four tenants stated that they 'agreed' the project was kept clean and well maintained. Ten tenants 'strongly agreed' with the statement while one tenant 'neither agree/disagreed'.

Fig 30

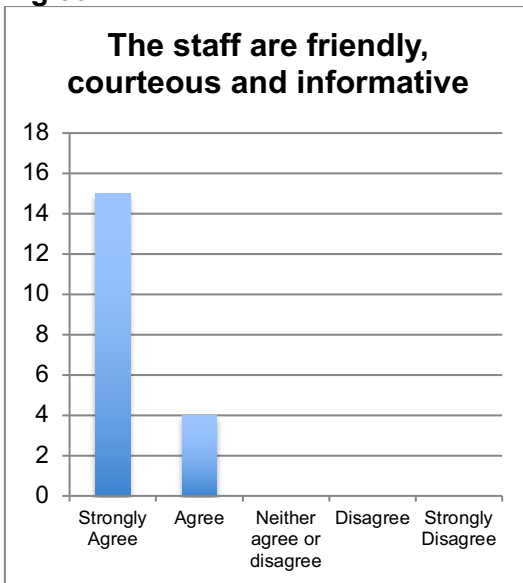


Fig 31

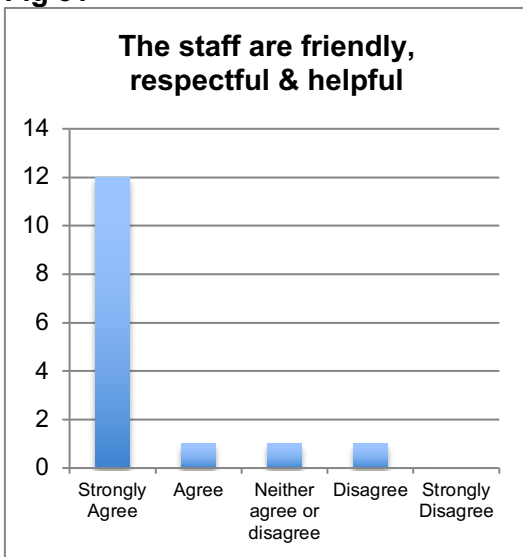
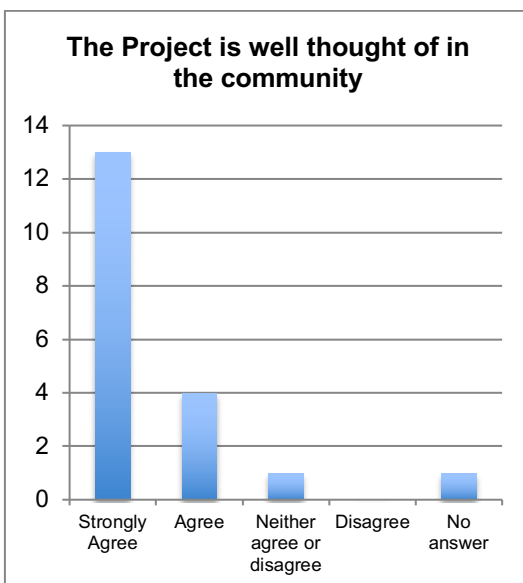


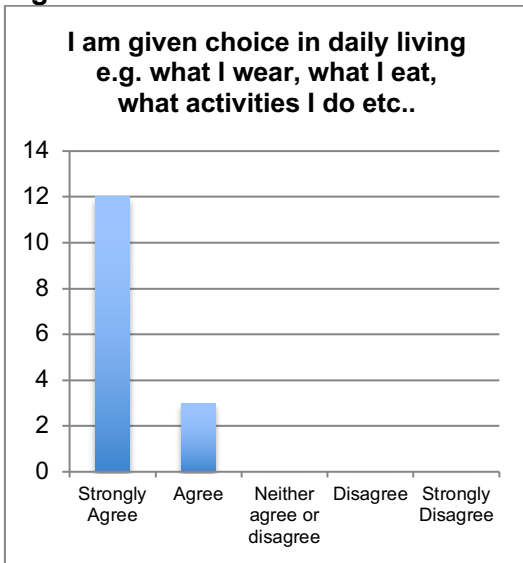
Figure 30 shows fifteen of respondents 'strongly agreed' that Project staff are friendly. Four agreed. Figure 31 shows the majority of tenants 'strongly agreed' that staff are friendly, respectful and helpful. One agreed, one neither agree or disagree and one disagrees.

Fig 32



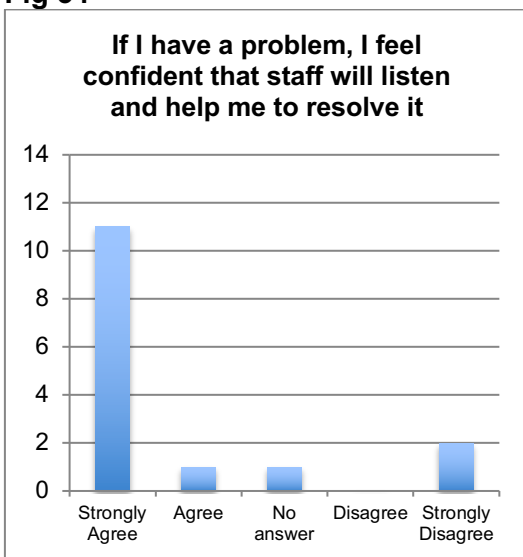
When asked how relatives and representatives felt the Project was viewed within the community, thirteen respondents replied that they 'strongly agreed', four "agreed" one neither agree/disagree and one no answer that the Project was well thought of.

Fig 33



Tenants were asked to indicate how they felt about the statement above. The bar chart illustrates that twelve 'strongly agreed' with the statement while the remaining three 'agreed'.

Fig 34



Tenants were asked if they were confident staff would listen and help resolve their problems. The bar chart illustrates that eleven of tenants 'strongly agreed' with the statement, one 'agreed', one no answer and two disagreed.

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:

“Very happy that my relative has settled so well, staff very nice and welcoming every time I visit. House nice and clean.

“Staff are very good and keep me up to date with all that is going on. Very friendly and always made welcome with all my we queries”

“Good staff and well looked after, clean and tidy”

“How well the clients are cared for and specific needs looked after. Kept up to date with clients progress or difficulties. Clients encouraged to do new things to reach their potential”

“The friendly welcoming atmosphere and caring staff”

“The easy living and calm structure of residents lifestyle”

“The staff are very friendly and helpful, always made welcome”

“Staff are efficient and friendly and coped very well during covid disruptions. Excellent care”

“Staff go over and above for all service users, project has the service users at the core. The staff are extremely knowledgeable and highly skilled and very competent working with service users who have complex needs. I am always made to feel welcome anytime I call to the project and staff are very helpful. The level of communication is fantastic from staff who keep me updated. The support from staff helping my service user is greatly appreciated and they have managed well during the pandemic.

“Friendly, homely atmosphere. Staff are very approachable and welcoming. All incidents are reported promptly”

“The care and support provided by staff is of a high standard, and it is evident that service users independence and wellbeing is promoted. Feedback from family members is always positive”

“Staff are professional and respectful. They have demonstrated that they can deal with challenges in terms of service user behaviour and mental health as well as the complexities of having a learning disability. Staff contact CLDT only when needed and they use the teams wisely”

“The good relationship my son has with his team leader and the deputy management. Good communication between all staff.

“Staff’s empathy and ability to work with behaviours that challenge. A solid understanding of learning disability, a commitment to promote independence and realistic expectations of the service users”

“It’s well maintained, any information you need is at hand, nice homely atmosphere throughout”

“Fairways have been very attentive to the ends of the service user who I support. The person is struggling at present with the delay in progressing a transfer to independent living. This has causes her to be very dissatisfied with her current living arrangements. Staff have been extremely supportive and are working hard to help the individual feel safe and secure within her home while she waits for alternative housing. This has been a difficult life experience and has caused the individual frustration and distress. Fairways have always been approachable and very respectful in all interaction and have been more than flexible to ensure that the individual I support can be facilitated to attend appointments.”

“The easy living and calm structure of residents lifestyle”

“Helpful staff”

“The quick responsive of the staff to her problems especially medical problems and the efficient follow up required”

Things Tenants liked most about the Project:

"The staff, the tenants and my house as I was scared to move"

"You feel like it is your home"

"Home sweet home and I have nothing to complain about".

"I like everything in Cloonavin"

"I love the ones that live in my house with me"

"Like the tenants in my house and staff"

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 nineteen surveys received, sixteen were unmarked in this question or stated that there was nothing they would like to change.

The following are responses from clients/representatives who had suggestions for improvements/changes:

- One family member asked for more social contact between the tenants in each house e.g games, BBQ's, quizzes, bowling/cinema trips.
- "Perhaps more continuity and service users would get to know staff better on a rotational basis. Maybe we teaching lesson to teach skill i.e. cleaning, changing bed, learning about money"
- Fixtures and fitting were in poor condition. So many items of bedding and clothing belonging to other residents. Due to having a weak bladder can staff support tenant to freshen up throughout the day.

Out of the fifteen tenants only four had suggestions for improvements and changes. The remaining fourteen tenants did not answer the question or stated that they had no suggestions. The following are responses from tenants:

- maybe more beer
- would like my kitchen changed, everything is coming off
- Two tenants would like more days out

The final question invited candidates to write down what they would like to know more about. Of the fifteen surveys received from tenants, all were unmarked or stated there was nothing they would like to know more about.

Of the nineteen surveys received from relatives/representative, sixteen were unmarked for this question. The following are responses from relative/representatives when asked what they would like to know more about:

- Tenant to attend a D/C where they can participate in craft activities or helping others.
- Tenant day to day activities using his communication book so family can chat to tenant.
- Relative stated that they know more than we've ever done and are truly happy that this would be the care going forward.

Conclusion

In conclusion, there has been a positive response to the survey. The agency takes great encouragement from many of the positive findings from both the qualitative and quantitative elements of the surveys. Over 85% of responses from service user's, relatives and professionals agree or strongly agree to quality questions covering good quality care, community involvement, value and mutual respect and empowerment to reach full potential. They also agree that the service has robust safeguarding procedures in place, respond effectively to any untoward events and have a clear and transparent complaints procedure in place for any issues to be resolved.

The highest performance was noted in three key areas. A significant majority strongly agreed that their relative or client is well cared for; settled; that they are satisfied that their relative or client feels safe and secure in the Project; and that the Project is kept clean and maintained.

It is important however, that we as an agency work to develop the perceived weaker areas of our service provision. The weaker areas seem to develop a theme amongst candidate's responses. It could be suggested that a small number of candidates expressed that the agency needs to be more transparent with information. While no negative responses were received, a small number of 'neither agree or disagree' answers were given.

One service user strongly disagreed that they are happy and settled in the project and disagreed that if they have a problem, they feel confident that staff will listen and help me resolve it. This service user is currently struggling at present with the delay in transfer to independent living. This is causing them to be very dissatisfied with current living arrangements.

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. One respondent who stated that they strongly disagree that their client is well settled in the project, the tenant also ticked that they strongly disagree with this statement, they also strongly disagreed that if they have a problem, they feel confident that staff will listen and help me to resolve it. They also disagreed that staff have a good understanding of my needs, staff deal effectively with specific needs, wishes or concerns and information re finances issues. The tenant is currently struggling at present with the delay in transfer to independent living. This is causing them to be very dissatisfied with current living arrangements. They have turned down alternative support housing and have their name down for housing executive housing. Tenants' finances are managed by Office of Care and Protection, the service holds no information re the service users finances. Has been advised to link in with Named Worker.
2. Two tenant stated that they do not feel they have the opportunity to participate in social and leisure activities. This should be explored by management.
3. One tenant disagreed that they felt safe and secure in the project, disagreed that staff are friendly, respectful and helpful and disagreed that if they have a problem, they feel confident that staff will listen and help to resolve it. This should be explored by management.
4. One respondent asked for more social contact between the tenants in each house e.g games, BBQ's, quizzes, bowling/cinema trips. At present we are following COVID-19 Guidelines with social distance. Management will explore when restrictions ease.
5. Respondent would like tenant to attend D/C placement. This should be explored by management.
6. Respondent would like communication book for day-to-day activities so they can talk to tenant re their week. This should be explored by management.
7. Survey was sent shortly out after the death of one tenants next of kin, their newly appointee completed the form. They stated that fixtures and fittings were is a poor state, other service users belongings in tenant bedroom, bedroom not decorated to a high standard, asked re a day centre placement, did not answer the question re being informed about my relatives well-being including notification of accidents, incidents, ill health or any other significant event. Management met with the respondent. Advised that previous next of kin had been informed about redecorating the bedroom and replacing some fixtures but had refused. Advised that it is our policy that we only inform the current next of kin re well-being including notification of accidents, incidents, ill health or any other significant event. Respondent was satisfied and did comment that this area has improved since the death of previous next of kin. Management will look into other tenants clothing being in other tenants bedrooms.
8. One tenant would like the kitchen changed due to everything coming off, Management checked kitchen and nothing was found. Drawer front had came off and this was replaced.
8. The Management team need to assess how transparent and informatively they pass information over to families in relation to service users health, activity and well-being
9. Management should consider outcomes from the surveys conducted on other sites. Useful information may be gained from other's perspectives, which could effectively and appropriately assist in developing and shaping the service at Cloonavin.

10. This survey report should be passed on to relatives/representatives as requested and displayed on Fairways website.

Appendix 1

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.

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

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.

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 e.g., 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)