

Survey Report

Illustrating the Views of Tenants
Service Users Relatives / Representatives
On the Service Provision
at Fairways
Woodford Park 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 Woodford Park 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 Woodford Park 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.

Woodford 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.

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 for service user relatives / representatives. The 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 remaining three questions 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, 11 questionnaires were distributed to family members and / or representatives. Stamped addressed envelopes were included to make it easier for candidates in the hope of promoting the response rate. Of the eleven distributed, six were returned (four from families and two from named workers).

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 charts relate to questionnaires returned by relatives of service users at 30 & 32 Woodford Park. 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.

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.

Fig 1- Question 1

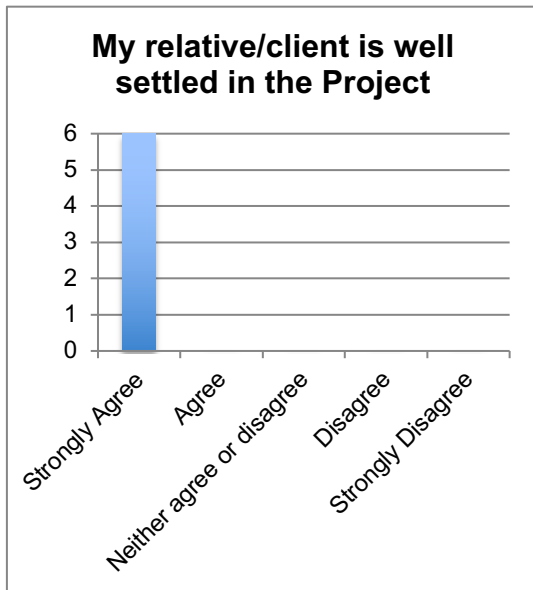


Figure 1 depicts the response from relatives/representatives, indicating his or her view about the statement that the service user who they represent is well settled in the project. Six representatives/relatives strongly agreed with the statement.

Fig 2 – Question 2

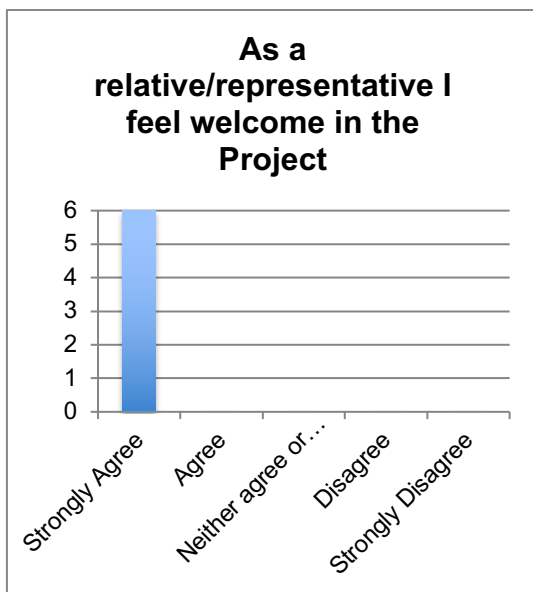


Figure 2 shows the response from relatives/representatives, indicating his/her views on whether they feel welcome in the project. Six respondents strongly agreed.

Fig 3 – Question 3

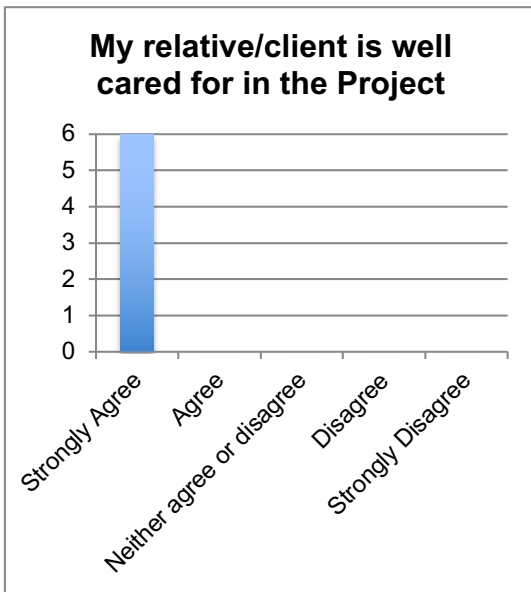
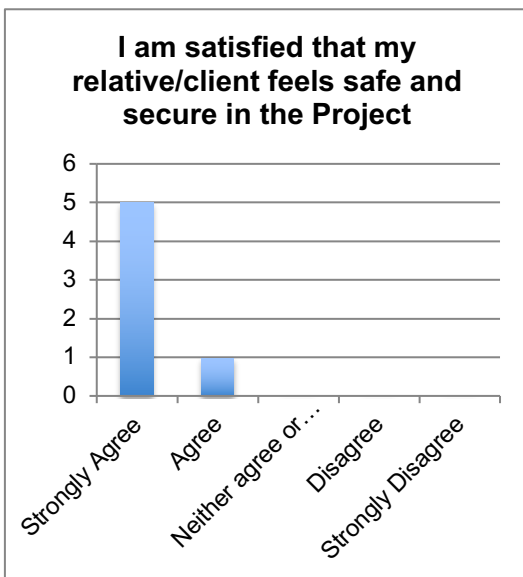


Figure 3 shows that six respondents strongly agree that his/her relative or client is well cared for at the project.

Fig 4 – Question 4



Statement 4 of the representative survey invited views about how safe and secure relatives and representatives considered the tenant they represented might feel. Five people strongly agreed that s/he was satisfied that his/her relative felt safe and secure and one person agreed with this statement.

Fig 5 – Question 5

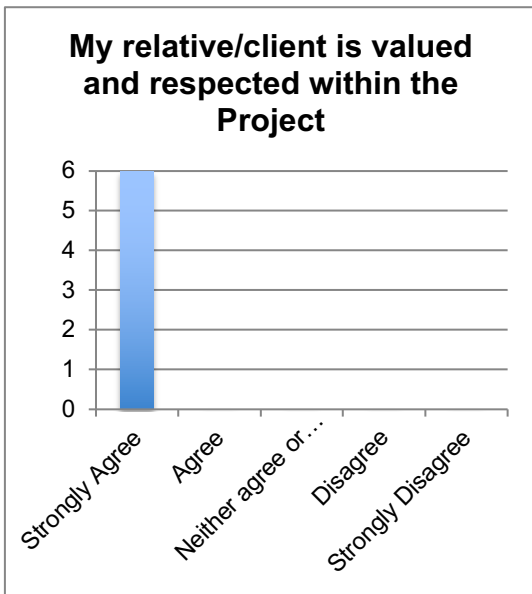


Figure 5 shows that six respondents strongly agree that the person who they represented is valued and respected within the Project.

Fig 6 – Question 6

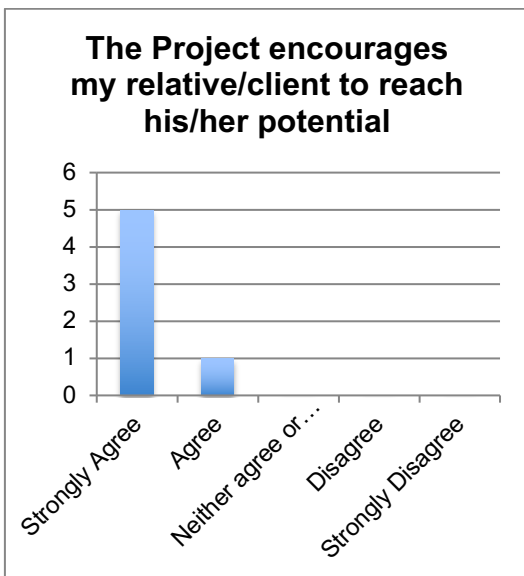


Figure 6 shows that five respondents strongly agreed that the home encourages residents to reach his/her potential and one respondent agreed with the statement.

Fig 7 – Question 7

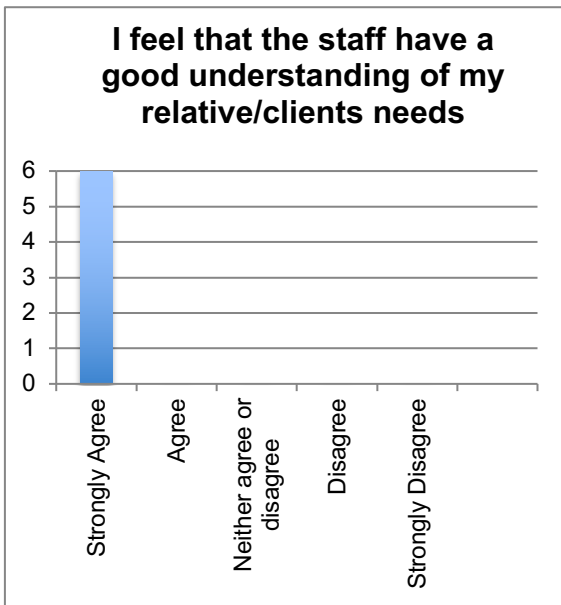


Figure 7 illustrates respondents' views about how they perceive staff understanding in relation to tenants needs. All six respondents strongly agreed that staff had a good understanding of the tenants needs.

Fig 8 – Question 8

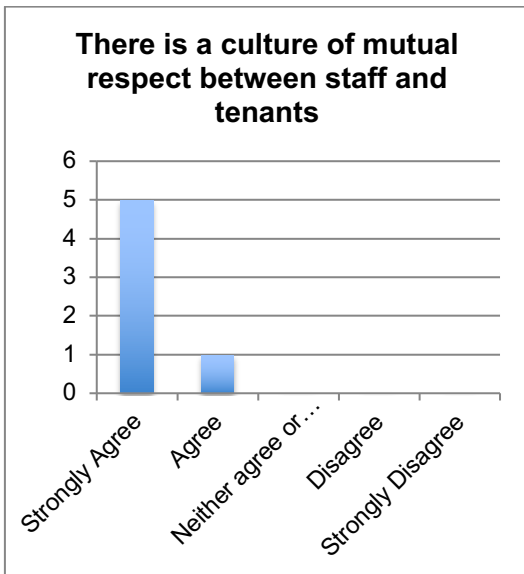
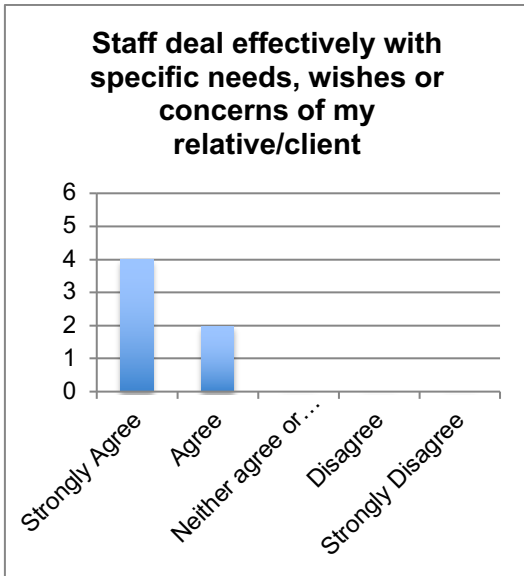


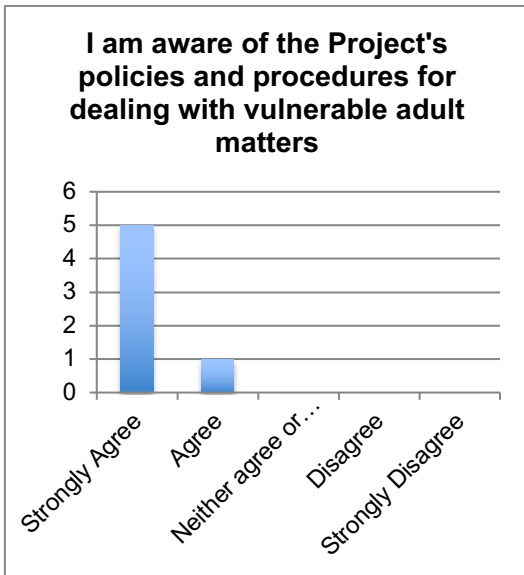
Figure 8 illustrates that all relative/representatives strongly agreed or agreed that there is a culture of mutual respect between staff and tenants.

Fig 9 – Question 9



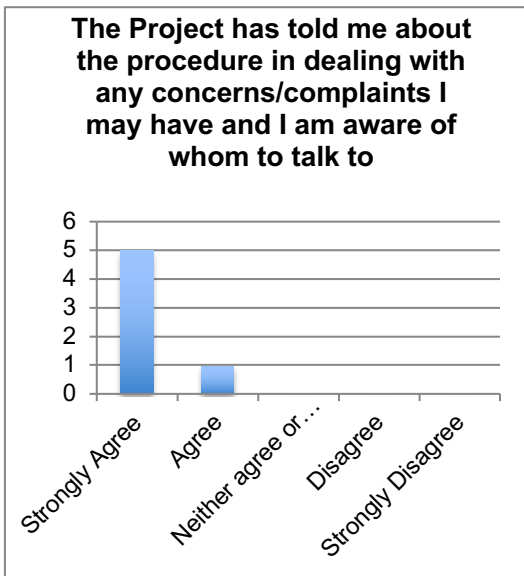
Statement 9 of the representative survey required candidates to think about their experiences of how they have seen staff responding to the needs and wishes of the person they represent. Four candidates indicated that they strongly agreed that staff deal effectively with their relative/clients' needs and wishes. Two candidates ticked the 'Agree' box.

Fig 10 – Question 10



Statement 10 of the representative survey resulted in five respondents strongly agreeing that they were aware of the projects policies and procedures in dealing with adult safeguarding matters and one respondent indicated that they agreed.

Fig 11 – Question 11



Five respondents strongly agreed and one respondent agreed that the service had told them about procedures in dealing with any concerns/complaints they may have and who they need to talk to.

Fig 12 – Question 12

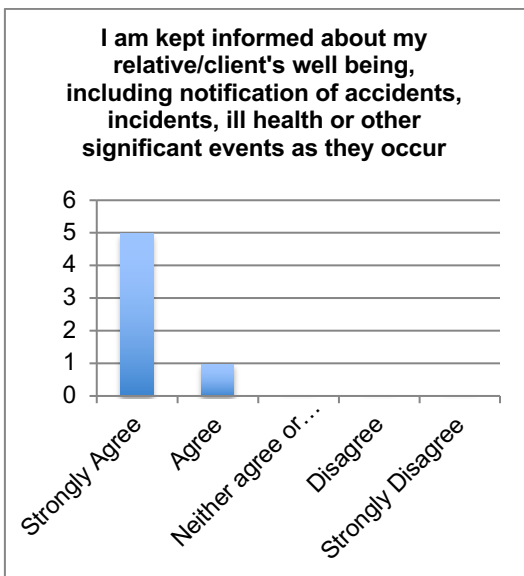
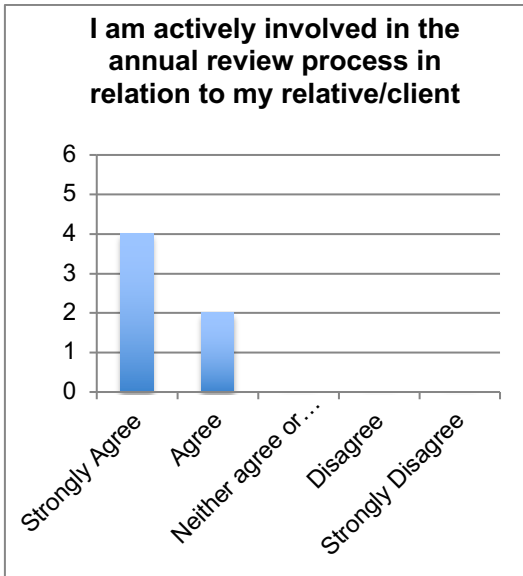


Figure 12 illustrates that the majority (five) candidates strongly agreed that the project informs relatives/representatives about tenant well-being, including notification of accidents, incidents, ill health or other significant events as they occur. The remaining one person ticked the 'Agree' box.

Fig 13 – Question 13



Number 13 of the representative survey saw four respondents indicating that they were actively involved in the tenant's annual review process. Two respondents ticked that they 'Agree'.

Fig 14 – Question 14

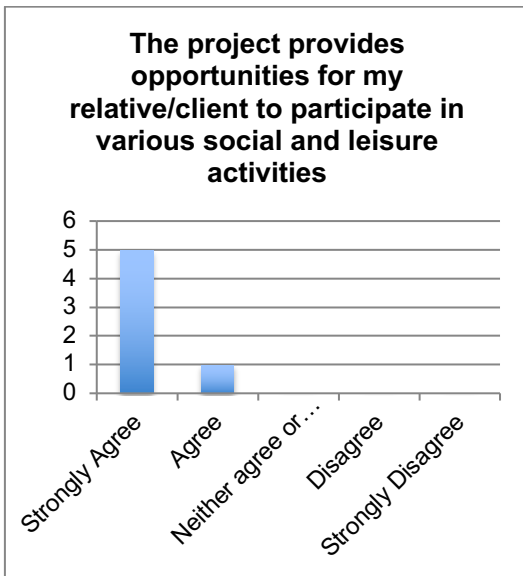


Figure 14 shows five respondents 'strongly agreed' whilst a further one 'agreed' that the project provides opportunities for his/her client or relative to participate in various social and leisure activities.

Fig 15 – Question 15

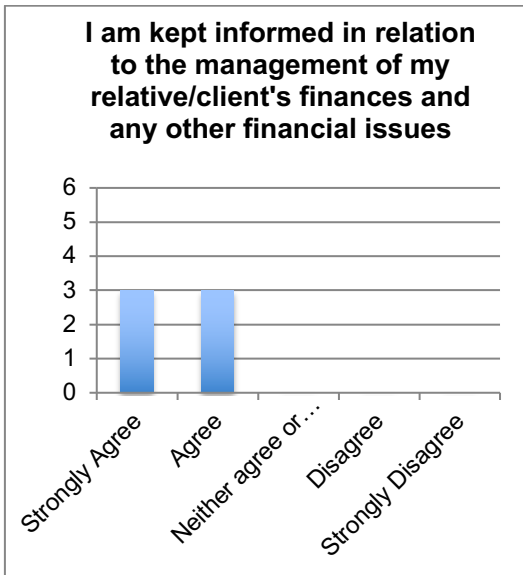


Figure 15 shows the responses when asked if they are informed regarding financial issues pertaining to his/her relative or client. All respondents 'strongly agreed' or 'agreed'.

Fig 16 – Question 16

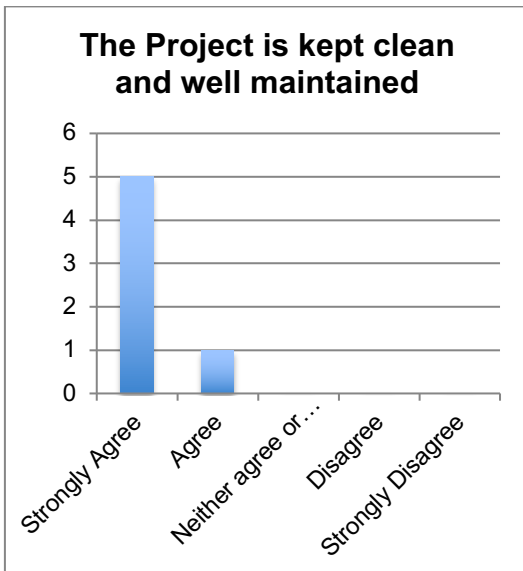


Figure 16 shows that five respondents 'strongly agreed' that the project is kept clean and well maintained with the remaining one ticking the 'Agree' box.

Fig 17 – Question 17

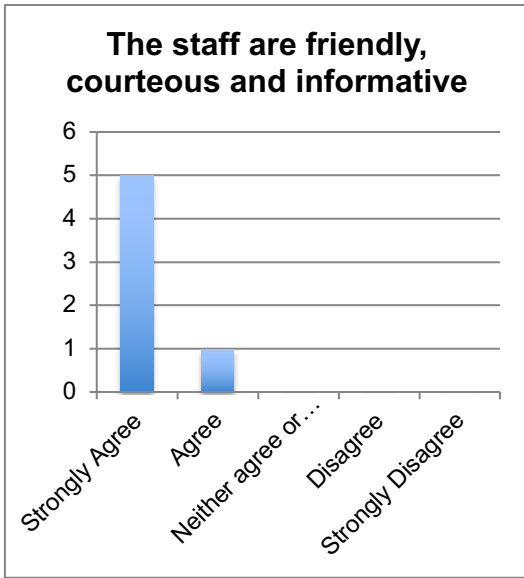
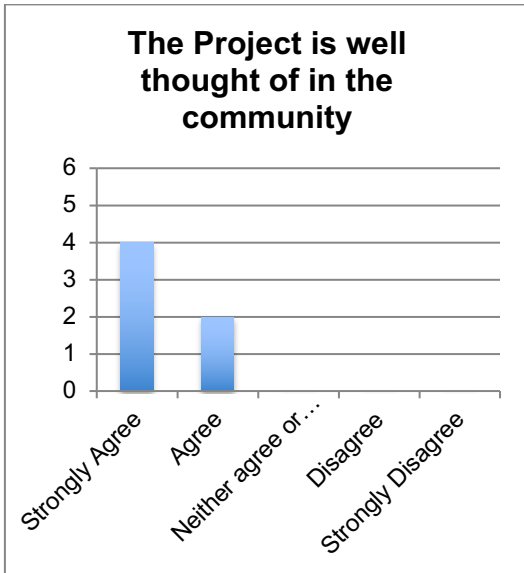


Figure 17 shows that 100% of the six respondents 'strongly agreed' or 'agreed' that the Project staff are friendly, courteous and informative.

Fig 18 – Question 18



When asked how relatives and representatives felt the Project was viewed within the community, four respondents replied that they 'strongly agreed' that the project was well thought of and one agreed with the statement.

A 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 Woodford:

Friendly and welcoming every visit

Your always made feel very welcome and it's just an extension of a family.

That XXX is valued as an individual with staff going over and above to meet some of his more quirky likes and that he feels safe and valued. He is thriving, well done.

Management and staff are really helpful.

As a representative I like most the individualised care each service user receives and the attention to detail that staff give. They keep me well informed and are willing to engage at any opportunity to improve the service users experience.

Staff are knowledgeable, competent and well trained. Staff are very good with service users, have a fantastic awareness of their needs. A high standard of care and support is provided to all service users. Staff are very committed and go over and above.

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 Woodford. Of the six surveys received, two were unmarked in this question and four stated there was nothing they would like to change, in fact, one responded 'keep doing what you are doing'.

The last question asking respondents to identify any areas they would like to know more about, of the six questionnaires, none of the respondents highlighted any areas they would like to know more about. One respondent commented 'as parents we are kept well informed'.

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 survey. In order to continually improve and address any suggestions made within this survey recommendations are made as detailed below.

Recommendations for Improvement & Development

1. Management should consider outcomes from surveys conducted on other sites. Useful information may be gained from other's perspectives, which could effectively and appropriately assist in developing and shaping service at Woodford.
2. Additional efforts should be made to achieve a higher return of satisfaction questionnaires in order to achieve a fully inclusive perception of the views and opinions of service users, their families and representatives.
3. This survey report should be passed on to relatives/representatives as requested and displayed on the Fairways Website (www.fairways-ni.org.uk)

Appendix 1

Dear relative/representative

Fairways Woodford 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 Woodford 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

Laura Kelly
Team Leader

Fairways Woodford Ltd
Woodford Park Project
Relative/Representative Satisfaction Questionnaire



		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 service users.					
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 are:

At Fairways 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)