



# Asking the People We Support What you said

August 2021



EasyRead version

# Listening to everyone



This is the first time we have asked people what they think in this way.



Instead of asking people once a year in their reviews, we now plan to do this every 3 months.



This way we can listen to everyone and make our services better.



We will set up a special group of people who use our services to talk about what people have said and what changes we need to make. This is called a focus group.



We will be asking about a different area each time. This time we asked about how we support people.



166 in total told us what they think.



132 were people who we support.



34 were family members.

## What people said



Over 7 out of 10 people gave the highest marks.



People liked the great staff they have who listened to what people wanted. This helped people to live independently.



People said staff always listened and helped people keep safe.



They had real choices.



People were supported to:

- make their own meals
- take part in interviews
- do gardening
- go shopping
- see friends and family.



They said staff were:

- friendly
- caring
- kept people up to date
- supporting the community.





Families said the same sort of things.

They said Real Life Options are good at making support right for each person and had staff who:



- are kind



- thought about people



- helped



- did their jobs properly



- kept them up to date with everything.

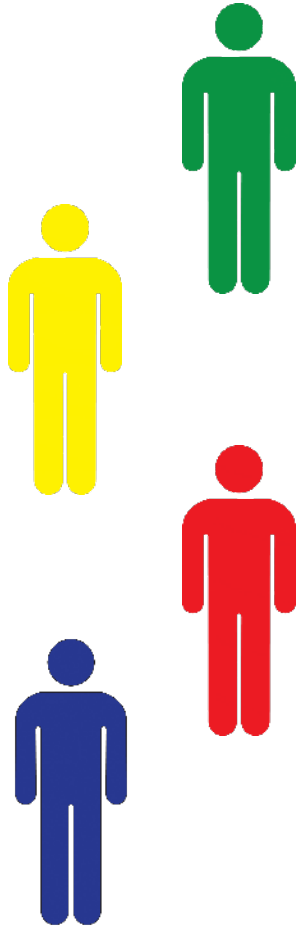
One person said:

**“Staff make sure I live the life I want in safety. They help me be independent, give me choices and include me in everything.”**

A family member said:

**“We are really happy with Real Life Options and the life that our son lives under their care. He is happy and fulfilled, lives independently but is supported to keep in touch. This is exactly what we had been looking for.”**

## What the people we support said



In these pictures:

- green people said always
- yellow people said sometimes
- red said never
- blue didn't answer



I am listened to.







I can take part in my reviews.



I tell people what I want in my own way.



I choose how I spend my time.



I choose how I spend my money.





I choose how I like to live.



Over 8 out of 10 people we support said they feel happy and safe in their home.

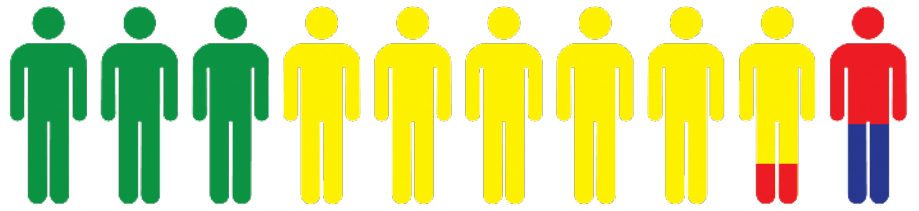


Over 7 out of 10 people we support said they always stayed in touch with friends and family.





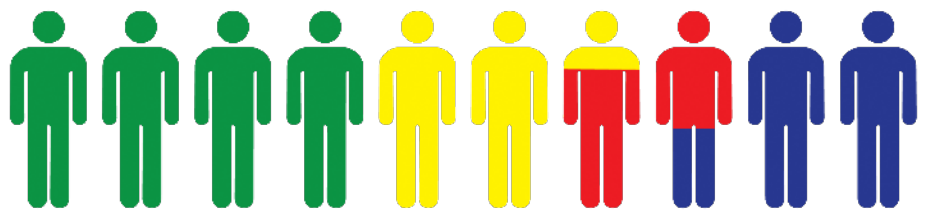
I spend time with people who are not paid to be with me.



I stay in touch with friends and family.



I can keep friendships private if I want.



image

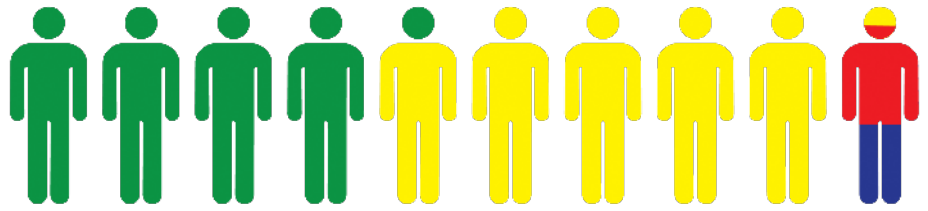


I am able to do the same things in the community as other people.





I take part in my community.



I go to the places I want to.



8 out of 10 of the people we support said they are always happy and live the life they want to.



Just over 8 out of 10 of the people we support said they choose how they spend their time.





I feel happy and safe in my home.



I can invite my friends and family home.



I take part in how my home is run.



I get the support I need to be healthy.

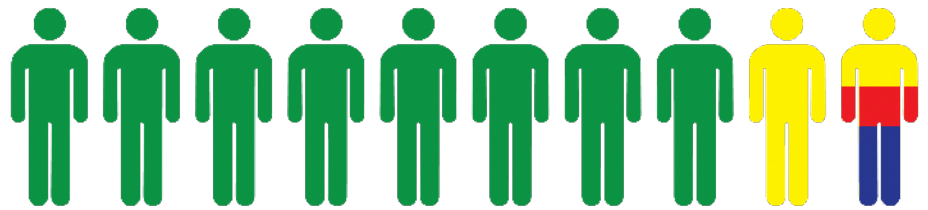




I get the support I need to feel clean and tidy and wear what I want to wear.



I am happy and live the way I want to.



I get the support I need to feel safe.



I know what is going on and what everyone should do to be safe.



# What families said



Real Life Options listens to people.



I am involved in support reviews.



People are supported to communicate in their own way.



People have a choice in how they spend their time.





People have a choice in how they spend their money.



People have a choice in how they like to live.



Over 8 out of 10 family members/guardians said that Real Life Options always listens to people.







Almost 8 out of 10 family members/guardians said that they are involved in support reviews.



People are supported to spend time with others who are not paid to be with them.



People are supported to keep in touch with friends and family.



People are supported to have privacy in their friendships if they want it.

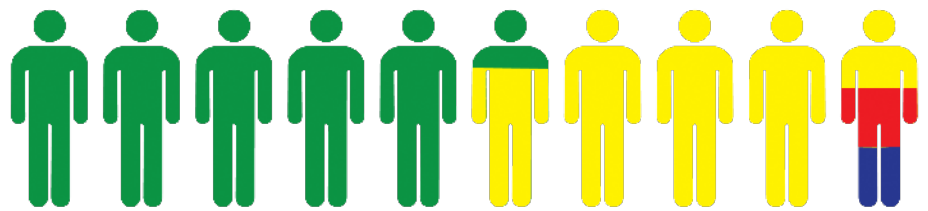




People are supported to have the same opportunities in the community as other people.



People are supported to be involved in their community.



People go to places that interest them.





Almost 10 out of 10 family members/guardians said that people are supported to keep in touch with their friends and family.

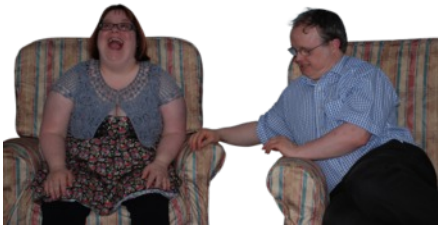


Over 9 out of 10 family members/guardians said that people are supported to live a full and happy life.



People are happy and safe in their home.

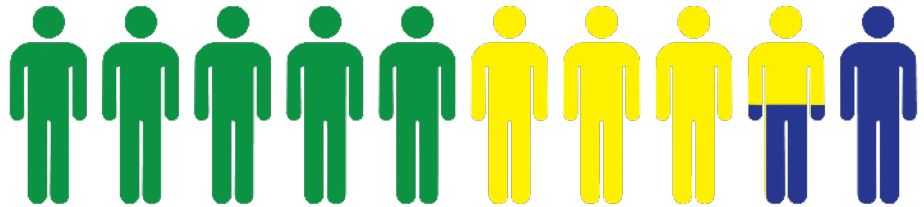




People can invite their friends and family home.



People are involved in the running of their home.



People are supported to stay healthy.



People are supported to feel clean and tidy and wear what they want to wear.





People are supported to live a full and happy life.



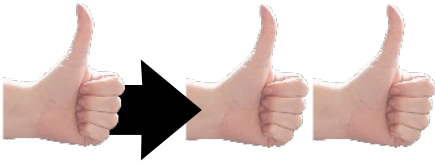
People are supported to feel safe.



Real Life Options supports people to know what is going on and what to do to be safe.



## What we can do better



People said we could do some things better.



### **Keeping families up to date**

Families asked to be told more quickly about some things like support costs going up.



Families asked for managers to keep them up to date more often.



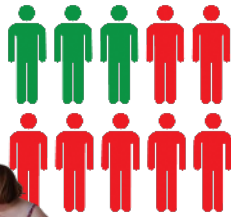
In some areas families said this was great so we need to make sure it happens everywhere.

## Group activities

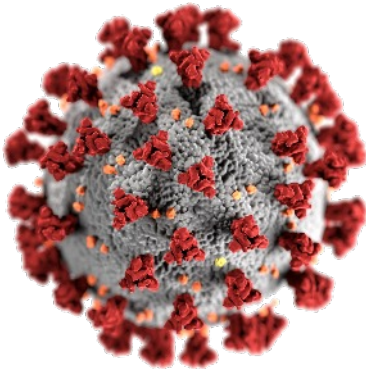


Some people said they would like:

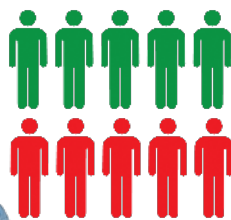
- more things like coffee mornings and trips away
- more outdoor activities and walks.



Only 3 in 10 people said they spend time with people who are not paid to be with them.



Of course, Covid-19 has affected these things and should get better.



### Being involved in running your home

Only 5 out of 10 families said they thought people were involved in running their home.



But 7 out of 10 people we support said they were involved in running their home.



So we need to be better at making sure this happens and telling people what we do.



## The new Focus Group

We will talk about these things more in the focus group.



There we will talk about how best to do these things and check they have been done.



If you want to tell us anything about the things people have said or take part in the Focus Group please email us at:  
**[myvoice@reallifeoptions.org](mailto:myvoice@reallifeoptions.org)**





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