

About People I Know

Survey Results

June 2022



Real Life Options

a real choice | a real voice | a real difference

Giving Every Person a Voice

The My Voice is a quarterly survey designed to offer the people we support, and their families and guardians, a real voice in the organisation. Each My Voice survey focuses on a different topic and participants are invited to join subsequent focus groups to discuss these key themes and provide enlightening insights that inform and shape the way we support people into the future.

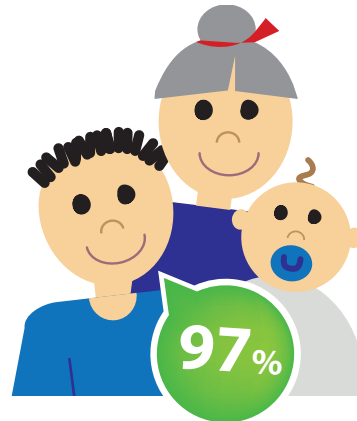
These results are taken from the third My Voice survey of 2021/22 which focused on relationships with family and friends.



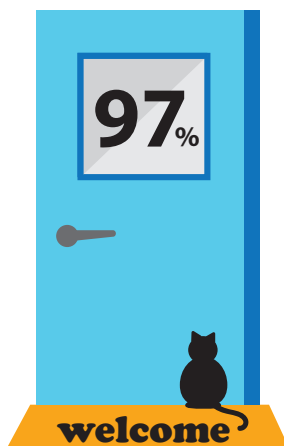
Were People We Support



94% of people we support said they get support to see their friends how and when they want to



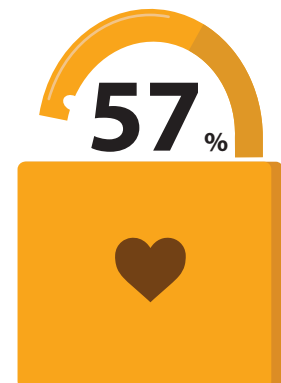
97% of people we support said they can see their family when they can



97% of people we support said my family can visit me at home



94% of people we support said they could go to family events or celebrations



57% of people we support said they wanted to keep their friendships more private

Identified areas of strength and areas for development



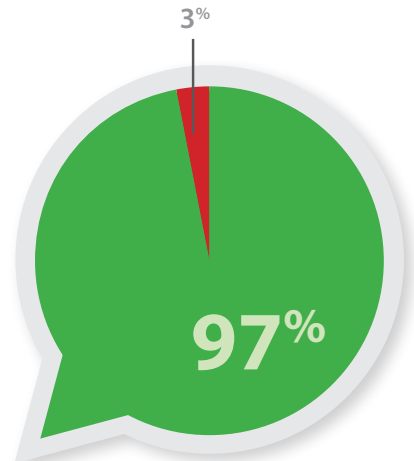
Areas of Strength



" My family are treated well by staff "



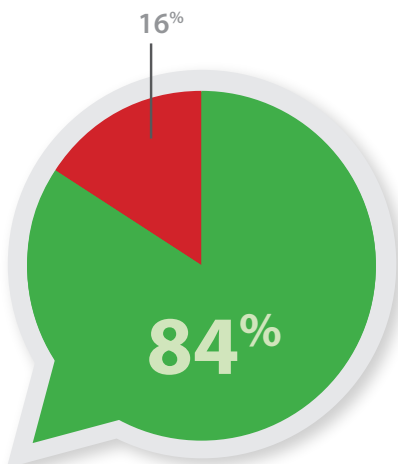
" I can go to family events and celebrations "



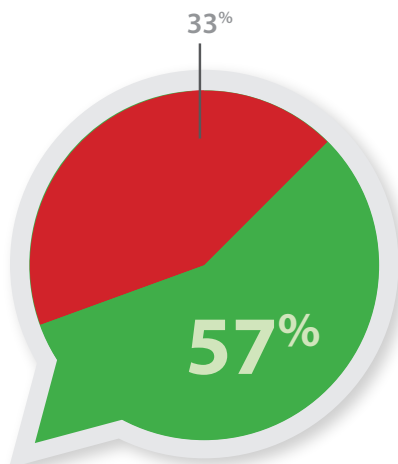
" I can see my family when we can, this is face to face or using the phone or video calling "



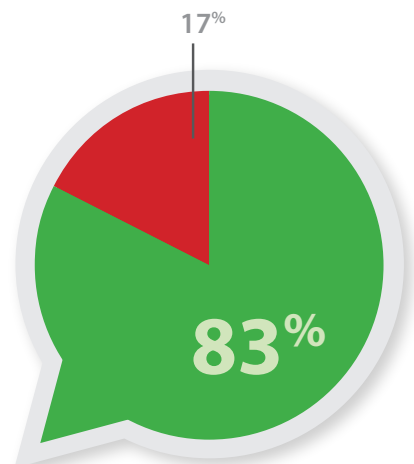
Areas of Development



" I get support to meet new people and make new friends "



" I want to keep my friendships more private "



" I get support to keep in touch with friends I don't see "

Common Feedback Themes



Areas of Strength

Throughout the comments and feedback provided, the inclusion of family, the promotion of choice and the ability to make (and break plans) if they so wished were the main themes regarding areas of strength, especially in regard to family contact.



Areas for Development

Maintaining or enhancing privacy of friendships was the largest area identified for development. Meeting new friends and keeping in touch with other friends or people they don't see as often also being an area for some development.



Areas of Concern

An area of concern in regard to the validity of the survey is that in one section the response indicated that the question was not posed correctly as there is an indication the person did not understand the question posed.

" I need to get out more and look at new groups to meet more people and get me involved with new groups "

" My friend phones me. I ask my staff to help me make plans when I want to go out with my friend. I can say no when I want to. I see my friend at the bingo staff help me to keep in touch with people I don't see such "

" I'm encouraged to go down town and go to group events "

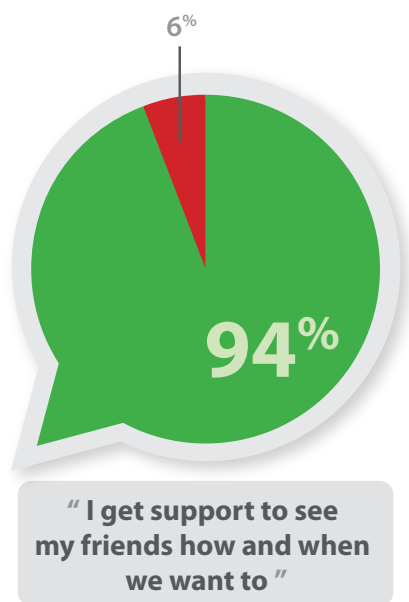
" I struggle with meeting people I don't know "



" I can communicate with my Brother through my Playstation and also join him playing games together "

Insightful quotes from our survey

Survey Results



How I see my friends ...

I meet them in town	I go to day service
I go to their house	Staff take me out
I call them on video	I go to hairdressers
I speak to my friends by phone	I go out for lunch

Staff support me ...



to go and see my parents

to see my friends at Enable Club and arrange days out with my friends

go to Starbucks and to the disco

to meet my friends for a coffee at the local cafe

keep in contact and see them if I wish to. The rota is changed so that I have staff to go

to meet up for lunch with friends. I see friends at day services

by taking me in the service vehicle to visit my mum

to arrange to meet up with friend and help me get there

to visit my neighbours who I used to live with

to go on days out. I meet my friends at the bingo and I visit their house. I go to the snooker hall

to go next door to see my friends that I used to live with

Staff help me to arrange visits from my parents/ brother, or arrange for me to go and see them

to see my friends if I chose to go and what time is best for me

to clubs to meet new people and I see my friends when I go to my mam and dad's



What we are doing well

" I don't go out and see many friends but I know if I wanted to I can whenever I want to "

" I can phone my friends and make plans with them, I ask my staff to put it on my calendar "

" I can ask my friends if they want to go on days out. I meet my friends at the bingo and I visit their house. I go to the snooker hall "

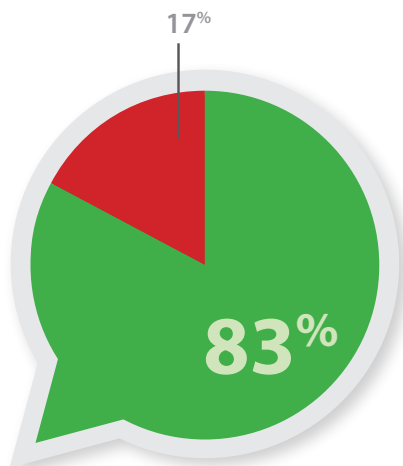


What we need to do better

" I don't want to see other people "

" Sometimes I cannot stay at bowling as long as I would like "

Survey Results



" I get support to keep in touch with friends I don't see "



What we are doing well

" I see all my friends I don't have any friends I don't see - I keep in touch with everyone "

" Staff support me to use the telephone to call friends "

Staff support me ...



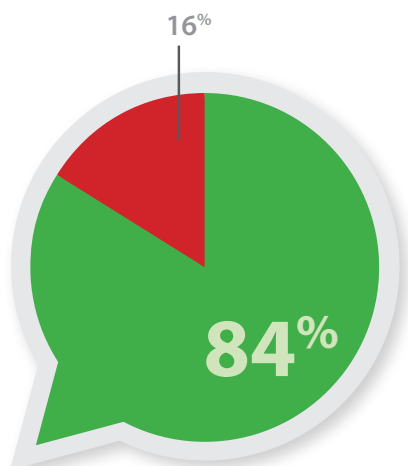
- to write a letter or use the telephone
- to keep in touch with my parents with regular phonecalls
- to use the telephone to call friends
- to keep in contact with the people I don't always get to see, I ask them to contact them on my behalf
- take me to the shopping centre to buy cards for people and I can phone



What we need to do better

" I would like Real Life Options to start a social group with other services and to find people who might have the same interests as me "

" I don't have friends "



" I get support to meet new people and make new friends "



What we are doing well

" By going to bingo and meeting new people "

" I go to groups. We had a party and been to the seaside "

Staff support me ...



- with what I would like to do if I need out in car or go by bus to see friends or family
- Staff support me to clubs to meet new people
- Staff support me to go to any activities I want to go to
- Staff take me to the disco to meet new people
- By going to classes and Camphill
- Staff support me to go to coffee mornings, out and about and local cafes

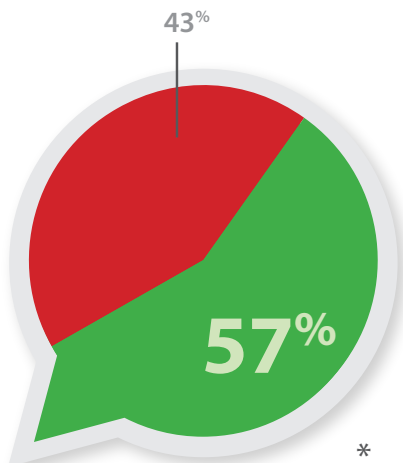


What we need to do better

" Not since Covid "

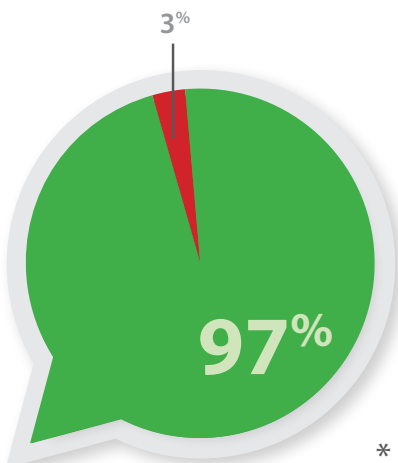
" I struggle with meeting people I don't know "

Survey Results



" I want to keep my friendships more private "

" I'm not bothered I like my staff to stay with me when I am with my friends. I can tell my staff if I don't want them there "



" I can see my family when we can, this is face to face or using the phone or video calling "

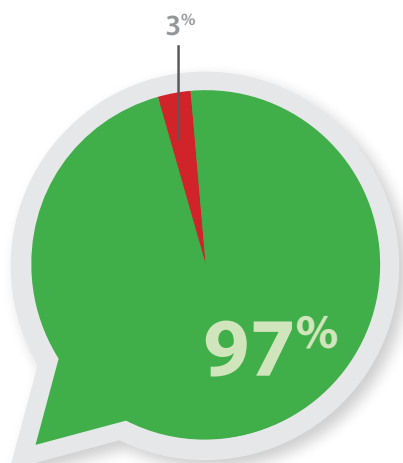
" I have one family member, however we do not keep in touch "
"On the phone, speak to me "



" I can go to family events or celebrations "

" I would like to see my family more "
" I can't remember going to family celebrations but could go if invited to any "

*Only additional comments invited for a "no" response to this question

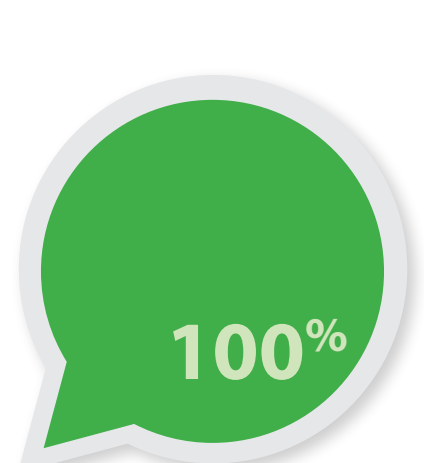


" My family can visit me at home "



" I am happy with how much my family are involved in my support "

" I would like to see my family more "



" My family are treated well by staff "

" My staff team understand that my family is really really important to me. SO important and they respect this and make sure I can see my family as much and as often as possible "

Areas for Further Improvement

The majority of the people we support clearly thrive from being around people, and we try to enable them to meet up with family and friends as often as possible. However, meeting new friends and keeping in touch with older friends should be an area that we look to improve on.

The results show that we perform well at enabling people to get out in the community, to meet friends and families and retain important relationships. Moving forward we need to look for ways to help the people we support to develop new friendship groups and connections with a broader spectrum of people from all walks of life should they wish to do so.

From some of the answers provided, COVID-19 is still fresh in the minds of some of our staff and the people we support and can still be seen as a barrier to getting out and meeting people. As an organisation we need to supply reassurance and engage in further discussions about the virus to provide a greater understanding and awareness of the latest guidance. It is important that they are aware of the relaxation of socialising rules in most areas since this survey was disseminated.

The fact that 57% of people we support said they wanted to keep their friendships more private, suggest that privacy and intimate relationships would be a topic for exploration in our next My Voice survey.

Therefore to ensure that the people we support have their voices heard in the development and shaping of the support they receive, **the next My Voice survey entitled Sexuality and Relationships will be launched in August 2022.** The results of the survey, as always, will be completely confidential but will drive the desired transformation of support, guidance and independence where necessary. In addition our teams will be supported with relevant training and links to key partners, advocates and information.

If you have any comments you would like to share, or if you would like to sign up to take part in a future focus group, please email myvoice@reallifeoptions.org