



# About the people you know – family and friends What you said



EasyRead version



Every 3 months we ask the people we support what they think about our service.



Each time we ask about different things.



We also set up a group to talk about what people have said and what changes we need to make. This is called the My Voice Working Group



This time we asked about the people you know, your family and friends.



69 people responded to the survey.

# What people said about friends



1. We asked do you get support to see friends how and when you want to?



Over 9 out of 10 people said yes



People said the things we did well were:

“I don’t go out and see many friends but I know if I wanted to I can whenever I want.”



“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.”



People said some things need to be better like:

“I don’t want to see other people.”



“Sometimes I cannot stay at bowling as long as I would like.”



2. We asked do you get support to keep in touch with friends you don’t see?



Over 8 out of 10 people said yes.



People said the things we did well were:

“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.”

People said some things need to be better such as:



“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.”



3. We asked do you get support to meet new people and make new friends?



Over 8 out of 10 people said yes.

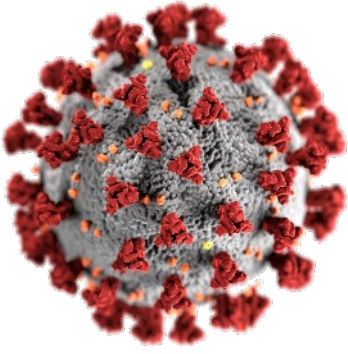


People said that some of the things we did well in supporting people to make new friends were:

“By going to bingo and meeting new people.”



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



People said some of the difficulties they find in making new friends were:

“Not since Covid.”



“I struggle with meeting people I don’t know.”



4. We asked do want to keep friendships more private?



Just over half of people said yes.

## What people said about family



5. We asked can you see your family when you can, either face to face or using the phone or video calling?



Nearly everyone said yes.



People said:

“I have one family member, however we do not keep in touch.”



“On the phone, speak to me.”





6. We asked can your family visit you at home?



Nearly everyone said yes.



7. We asked can you go to family events or celebrations?



Nearly everyone said yes.



People said:

“I would like to see my family more”



“I can’t remember going to family celebrations but could go if invited to any.”



8. We asked, are you happy with how much your family are involved in your support?



Nearly everyone said yes.



People said:

“I would like to see my family more.”



9. We asked, are your family all treated well by staff?



Everyone said yes.

## What we can do better



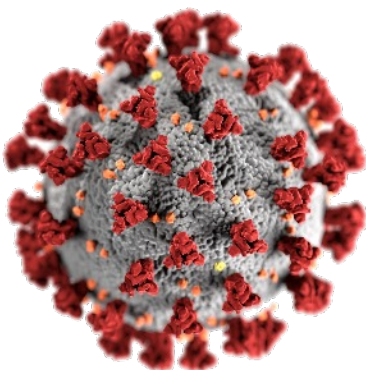
Most people like seeing others, having friends and meeting up as often as possible.



People said we are good at supporting people to get out and about in the community and seeing friends and family.



But we need to make sure people have more chances to make new friends and keep in touch with others.



Covid still seems to be having an effect.



We need to make sure people are not worried unnecessarily, they can go out if they want to, but do still know what the risks are.



Over half of people said they want to keep their friendships more private. This is something we need to ask more about to see what we can do to help.



So the next lot of questions we ask will be about sex and relationships. This will be in August 2022.



As always, answers will be kept private, so no one will know what you said.



But your answers will help us to make our service and the support we give better.



If you want to tell us anything more or take part in the My Voice Working Group please email us at:  
**[myvoice@reallifeoptions.org](mailto:myvoice@reallifeoptions.org)**



## Credits

This paper has been designed and produced by the EasyRead service at Inspired Services Publishing Ltd. Ref ISL196 22. August 2022.

**[www.inspiredservices.org.uk](http://www.inspiredservices.org.uk)**



Selected photos are from the Inspired.pics EasyRead collection and cannot be used anywhere else without written permission from Inspired Services Publishing Ltd.

**[www.inspired.pics](http://www.inspired.pics)**