

# How We Support People

**Survey Results**

**August 2021**



**Real Life Options**

*a real choice | a real voice | a real difference*

# Giving Every Person a Voice

This MyVoice survey marks the first in a new quarterly series designed to give the people we support, and their families and guardians, a real voice in the organisation. To truly take on board everyone's views and advice, each MyVoice survey will be focused on a different topic and will be followed by a subsequent focus group in which participants will have the opportunity to discuss key themes further to provide more enlightening insights that will inform future direction. This new approach will replace the existing annual survey that was conducted at the yearly person-centred reviews of the people we support.

**This initial MyVoice survey focused on the theme of how we support people.**



# Key highlights

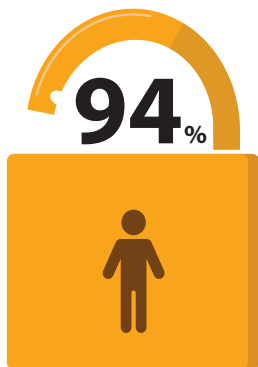
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The results of this first MyVoice survey were overwhelmingly positive, with almost three quarters of respondents providing the highest scores for every question. Key themes arising from the qualitative feedback questions included the **high-quality of staff and their attentive and person-centred approach** which helps to enable independent living.

The people we support expressed that **staff always listened to them and helped keep them safe and secure** in their home and in their community. They spoke about being given real choices and being supported to make their own meals, take part in interviews, get involved in gardening, shopping and seeing their friends and family. They also cited that **staff were friendly, caring, kept them informed and showed good community spirit**.

Families and guardians reinforced this positive view, saying that Real Life Options provided **excellent individualised support and that staff are kind, considerate, helpful and professional**. Many reported that **communication is excellent** and that they are kept well informed.

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94% of people we support said they get the support they need to feel safe

91% of people we support said they always get the support they need to be healthy



92% of people we support said they always get the support to feel clean and tidy and wear what they want to wear

*"They ensure that I live the life I want safely and promote my independence and give me choices, including me in everything that involves me."*

Person we Support

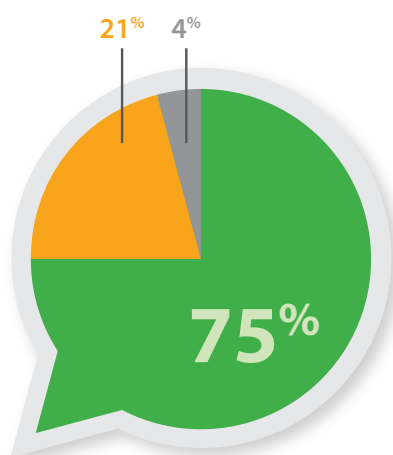
*"We are delighted with Real Life Options and the life that our son lives under their care. He is a happy and fulfilled individual, living independently from us but retaining close family contact. This is exactly what we had been looking for."*

Family Member

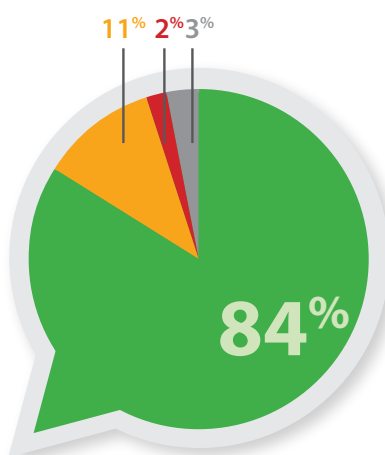
# Survey Results

# People we Support

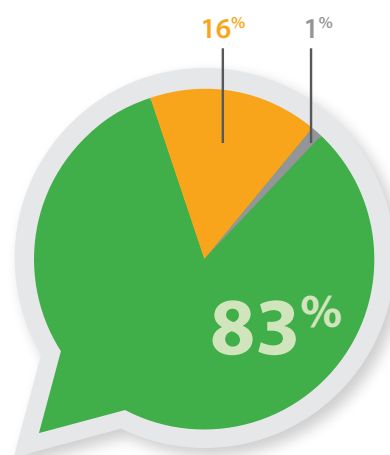
Always Sometimes Never N/A



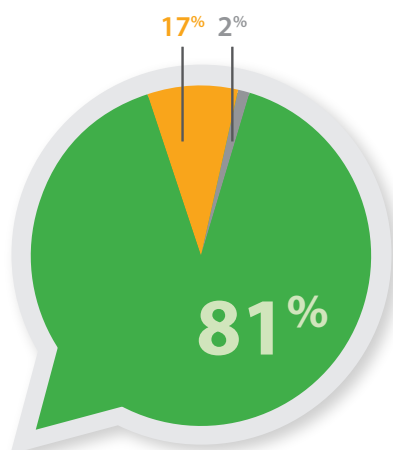
" I am listened to "



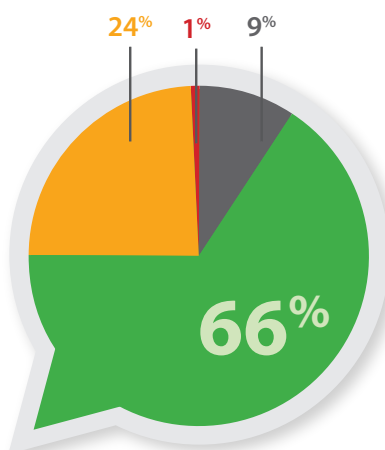
" I can take part in my reviews "



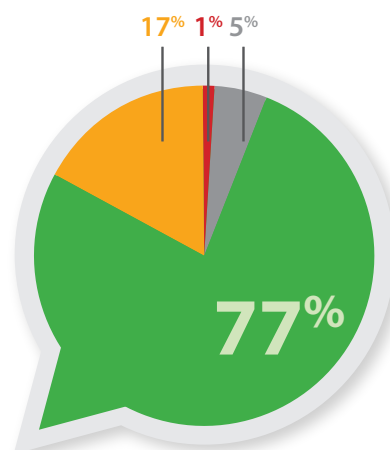
" I tell people what I want in my own way "



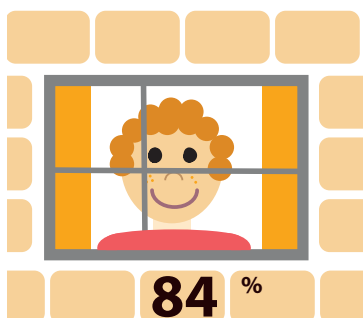
" I choose how I spend my time "



" I choose how I spend my money "



" I choose how I like to live "



84% of people we support said they feel happy and safe in their home

Over three quarters of people we support said they always stayed in touch with friends and family



# Survey Results

# People we Support

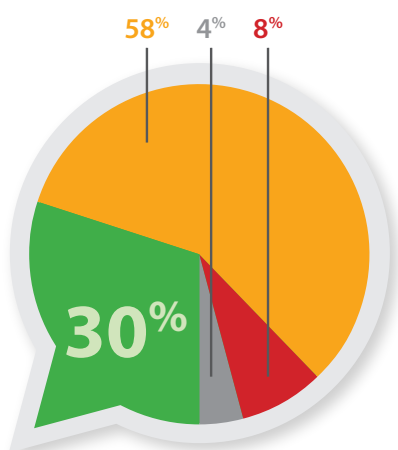
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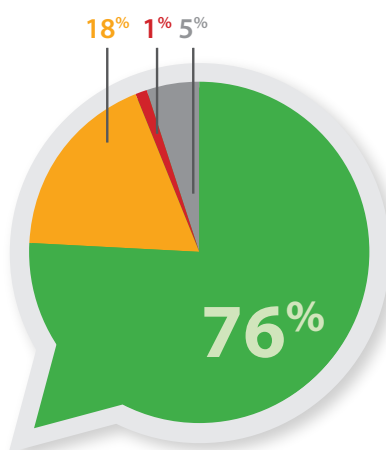
**80%** of people we support said they are always happy and live the life they want to



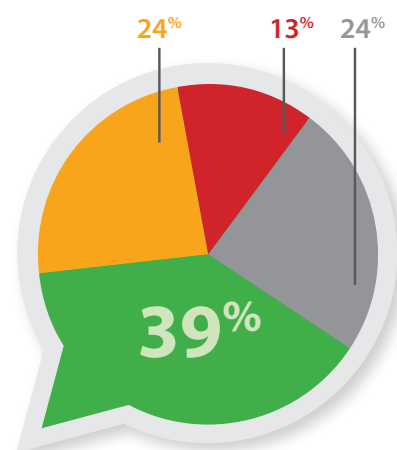
**81%** of people we support said they choose how they spend their time



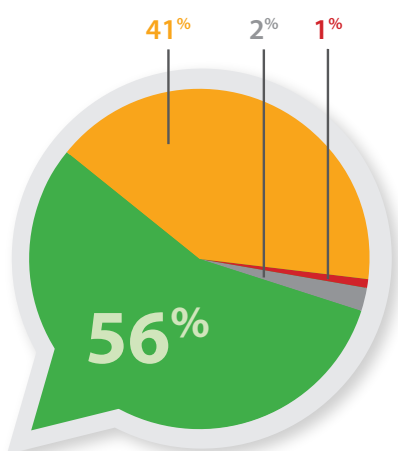
" I spend time with people who are not paid to be with me "



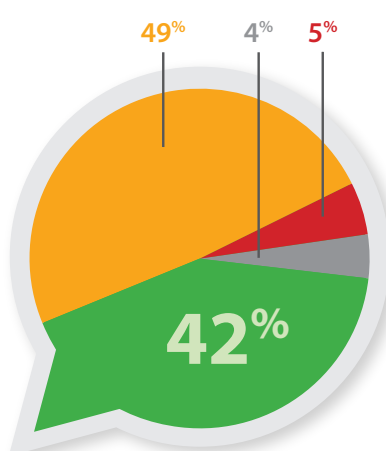
" I stay in touch with friends and family "



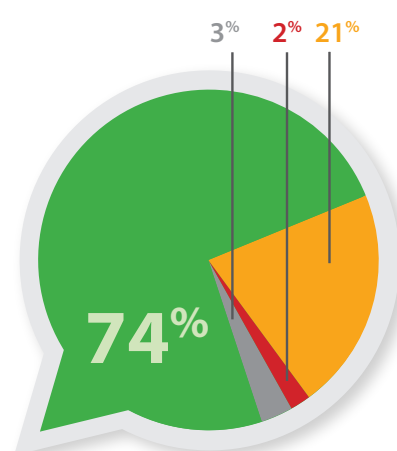
" I can keep friendships private if I want "



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



" I take part in my community "

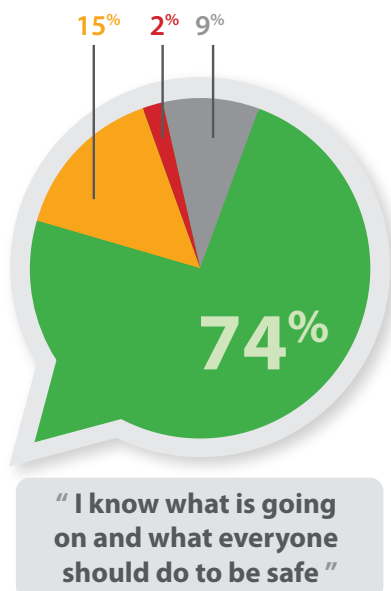
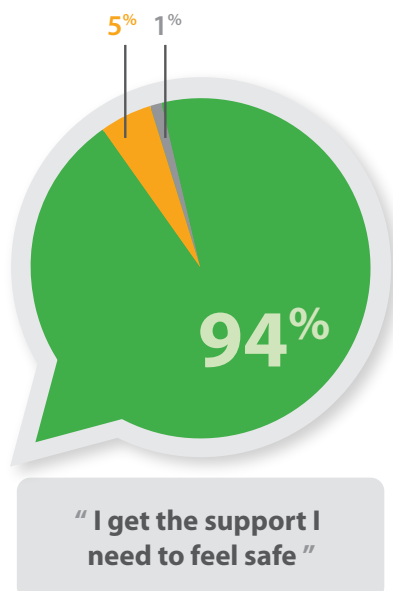
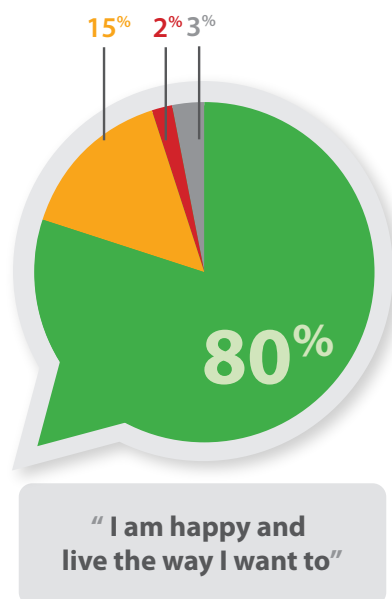
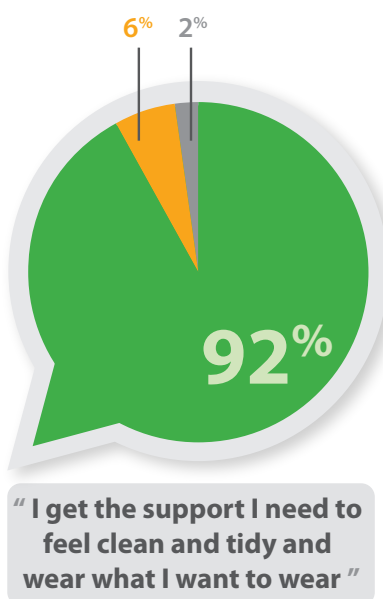
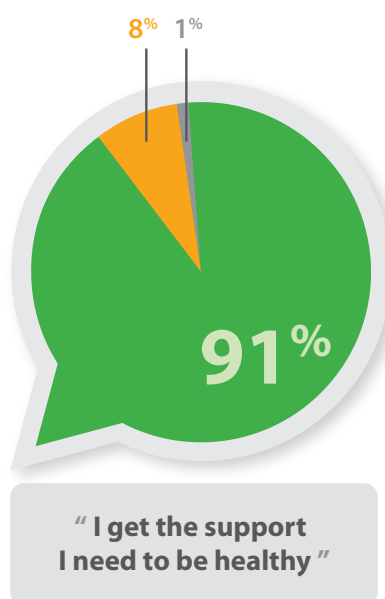
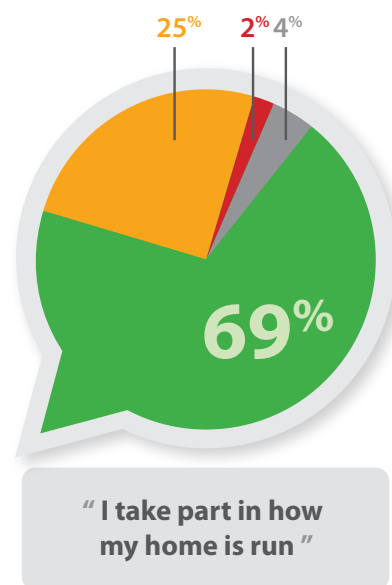
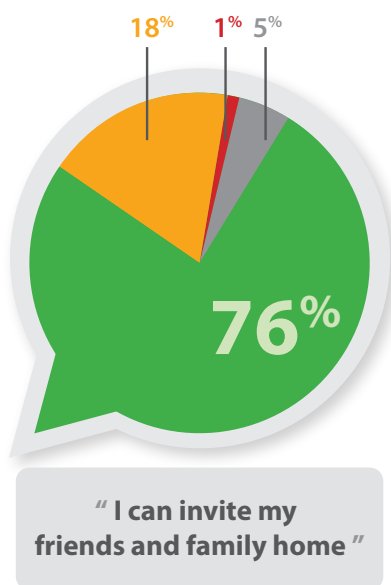
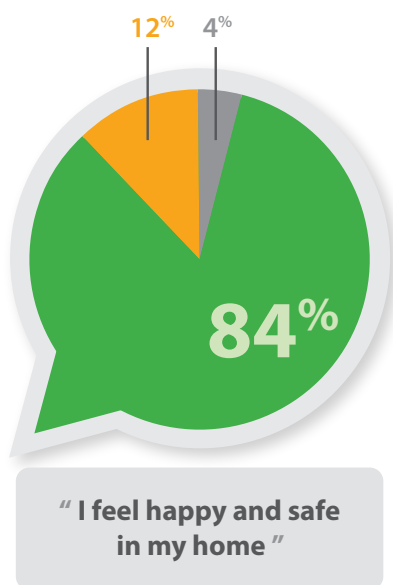


" I go to the places I want to "

# Survey Results

# People We Support

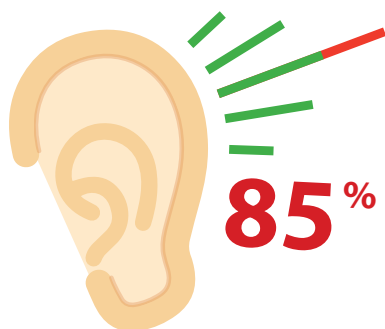
Always Sometimes Never N/A



# Survey Results

## Families and Guardians

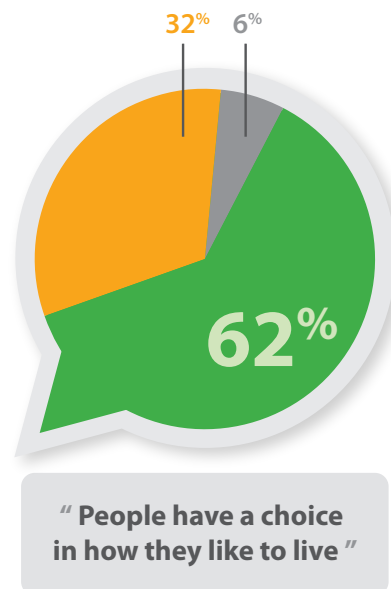
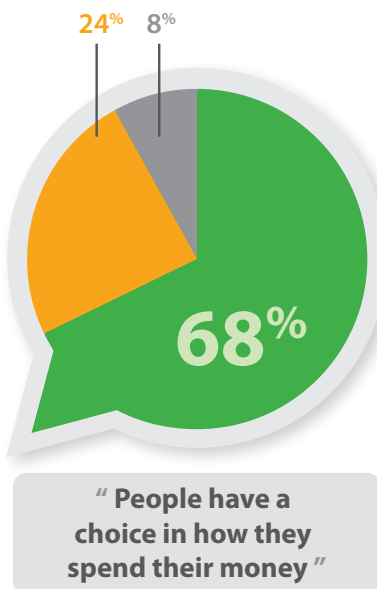
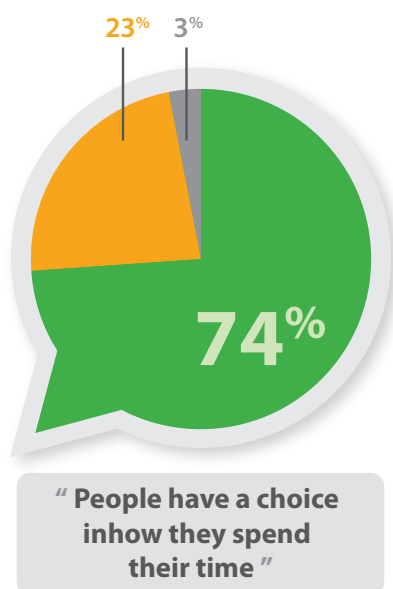
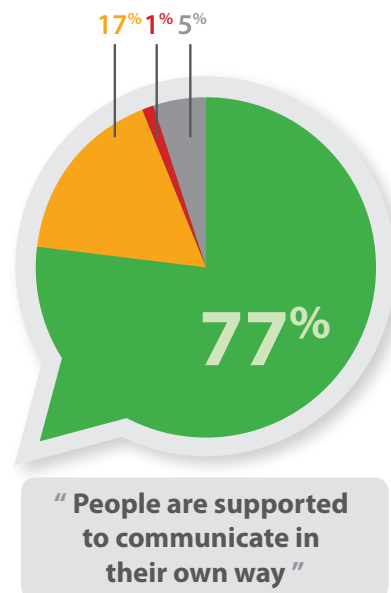
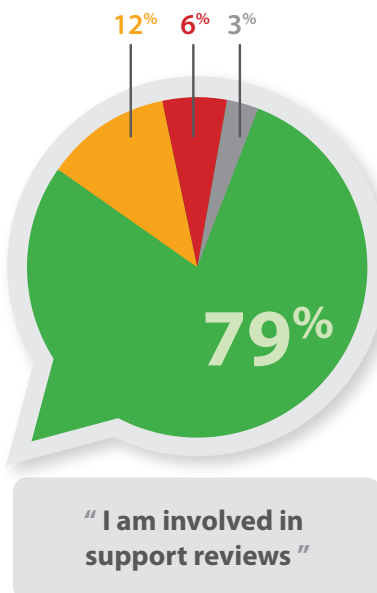
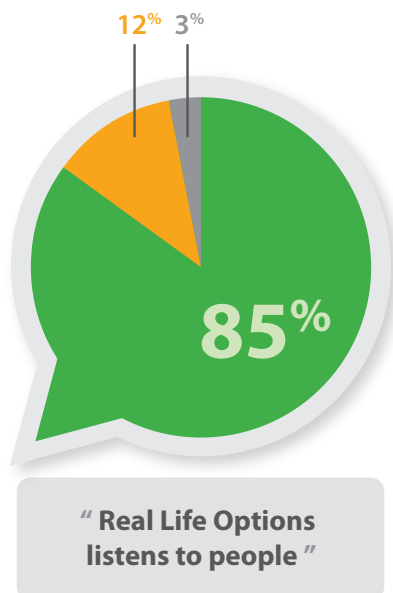
Always Sometimes Never N/A



**85%**  
85% of family members/  
guardians said that Real  
Life Options always listens  
to people



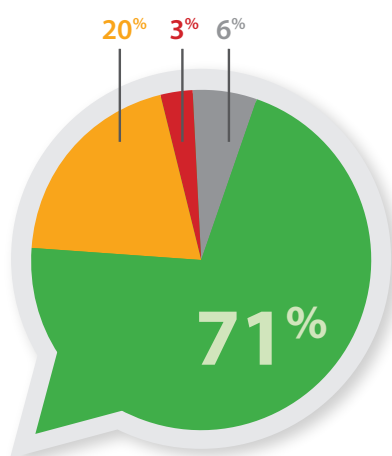
**79%**  
79% of family members/  
guardians said that they are  
involved in support reviews



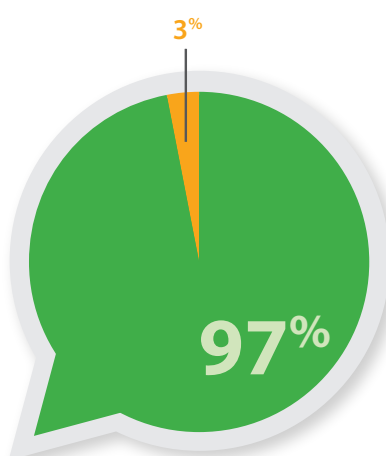
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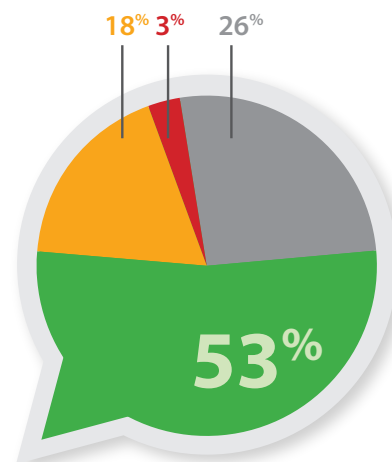
Always Sometimes Never N/A



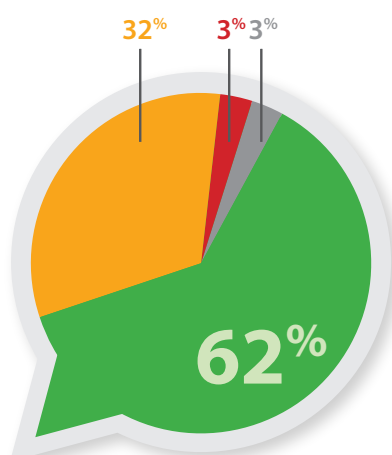
"People are supported to spend time with others who are not paid to be with them"



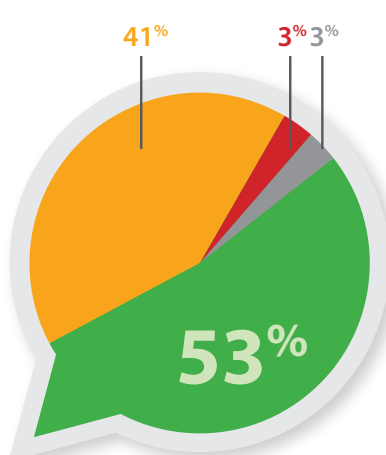
"People are supported to keep in touch with friends and family"



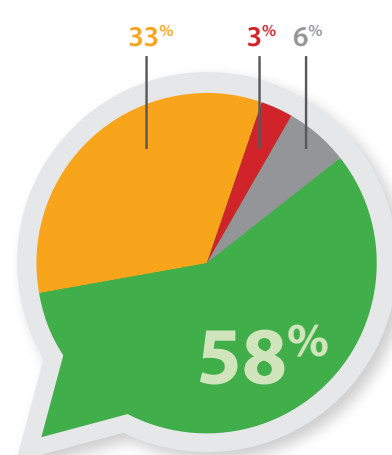
"People are supported to have privacy in their friendships if they want it"



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



"People are supported to be involved in their community"

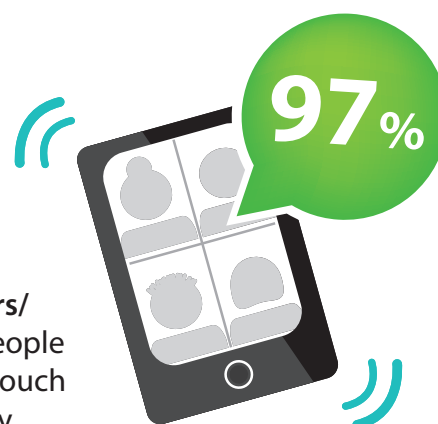


"People go to places that interest them"

94%

94% of family members/ guardians said that people are supported to live a full and happy life

97% of family members/ guardians said that are people are supported to keep in touch with friends and family

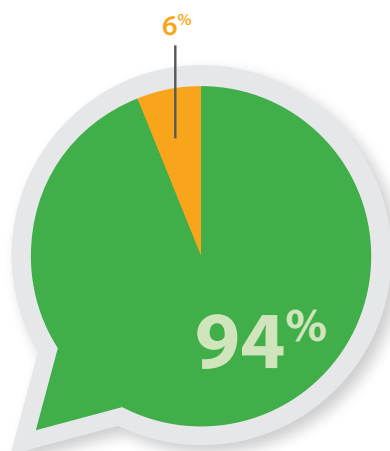




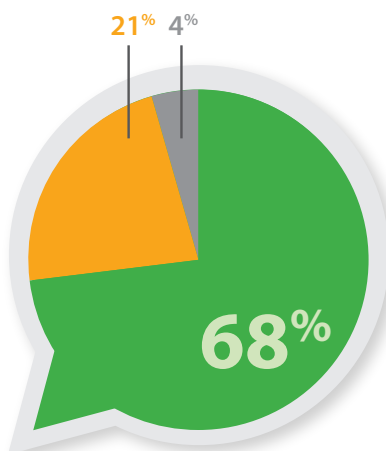
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Always Sometimes Never N/A



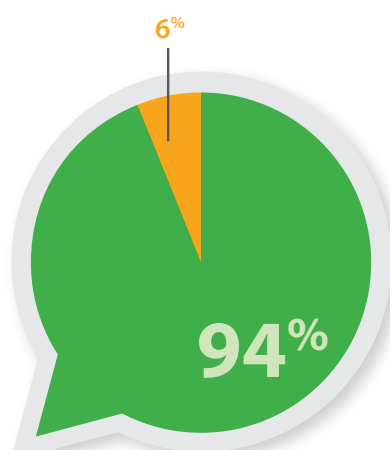
" People are happy and safe in their home "



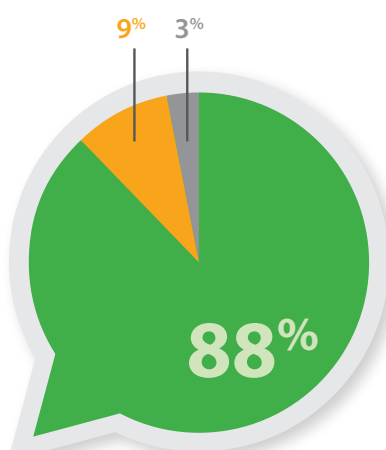
" People can invite their friends and family home "



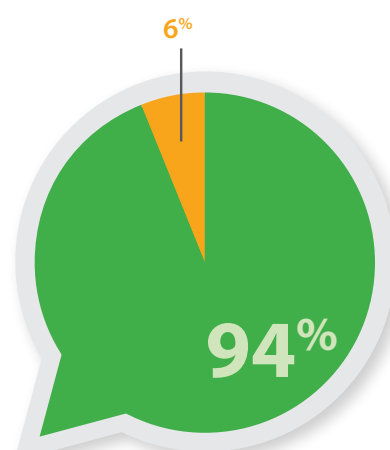
"People are involved in the running of their home "



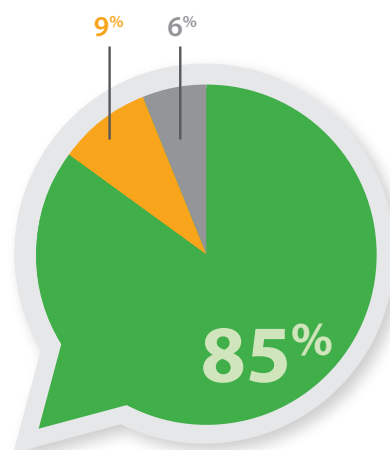
" People are supported to stay healthy "



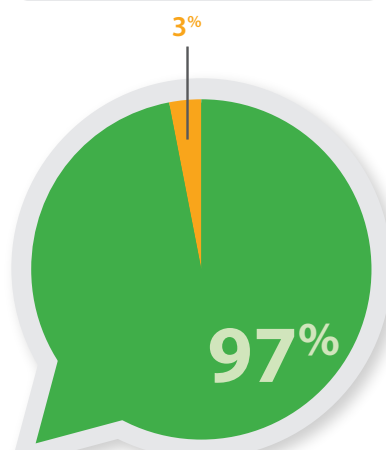
" People are supported to feel clean and tidy and wear what they want to wear "



" People are supported to love a full and happy life "



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



" People are supported to feel safe "

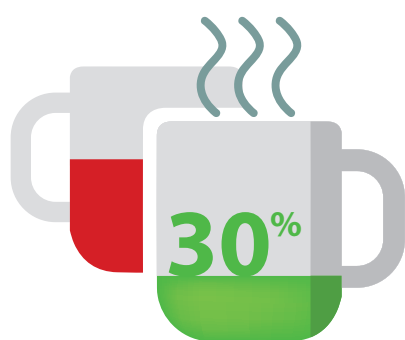
# Areas for Further Improvement

This MyVoice survey also indicated some areas for improvement, some of which are outlined below. These topics will be discussed in more depth at the upcoming focus groups in order to help identify what actions can be implemented to improve these areas.

**Communication was highlighted as a source of frustration for some people**, in particular families and guardians, for example it was requested that there were more timely, formal updates released on topics such as hourly rate increases. More frequent communication between family members and management would be greatly appreciated, so it would be prudent to ensure that the same best practice approach to communicating is consistent across the organisation (as other family members stated this was excellent).

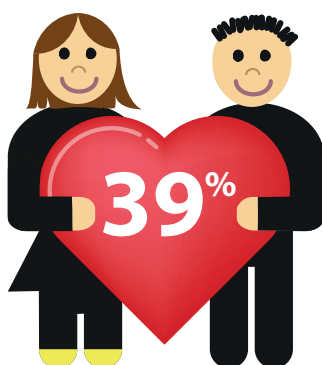
Some people we support suggested that they **would enjoy taking part in more group activities, coffee mornings and trips away** (although the context of the COVID-19 pandemic may have influenced this topic). Some people also suggested they would appreciate more outdoor activities and walks. **Less than a third of the people we support said they always spent time with people who are not paid to be with them**, which is an area that should improve following the lifting of lockdown restrictions.

**Only 50% of family members and guardians believed people were always involved in running their home** (compared to 69% of people we support), so as this is an area we need to better communicate externally as we are already addressing this area with the imminent roll-out of the Person-Centred Support and Enablement (PCSE) academies which will ensure all staff are fully trained and empowered to support people to become more involved in their home life.



30% of people we support said they always spend time with people who are not paid to be with them

39% of people we support said they could keep their friendships private if they want to



50% of family members/guardians said that people are always involved in running their home

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](mailto:myvoice@reallifeoptions.org)