



How we support people What has changed since last year?

This is what you told us
December 2022



EasyRead version

Listening to everyone



We ask people what they think about our support every 3 months. Each survey is on a different topic.



And we use the things we hear to make changes.



This time we wanted to see what has changed since we started doing this just after the covid lockdowns.



The number of people who answered our questions was lower this time. Down from 166 people to 60.



This was 44 people we support, down from 132.



And 16 family members, down from 34.



But they thought our support had got better.



People said that Real Life Options staff did a great job listening to people and giving them the support they need to be fully involved in all they do.



For example 3 out of 4 people said they are always involved in running their homes thanks to the changes we made.



Here we see how people answered questions and what changes there have been since last time.

The best and worst things people said



9 out of 10 people said they always get the support they need to feel clean and wear what they want.



Only half of people said they could always keep friendships private.



Changes since last time that still need to be made better



This time, 5 out of 10 people said they could spend time with people not paid to be with them.



This is up from 3 out of 10 people last time.



But this still needs to be better.



This time, 5 out of 10 people said they could keep friendships private.



This is up from 4 out of 10 people last time.



But this still needs to be better.



This time, 6 out of 10 people said they take part in their community.



This is up from 4 out of 10 people last time.



But this still needs to be better.

Things family members said we are doing well



10 out of 10 family members said we helped people keep healthy.



9 out of 10 family members said we helped people keep clean and wear what they want.



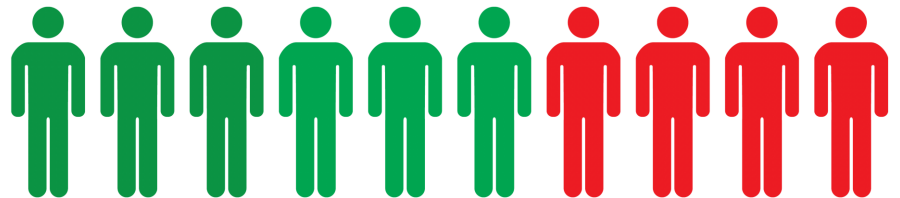
10 out of 10 family members said we helped people to live a full and happy life.



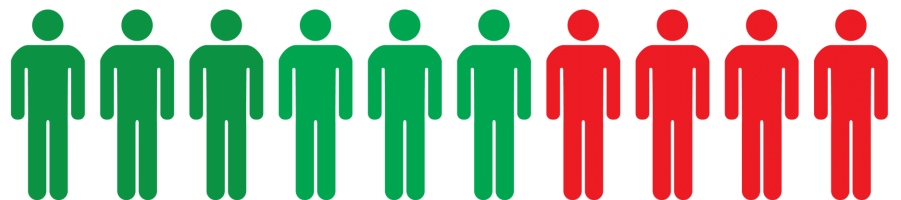
Things family members said we could do better



Only 6 out of 10 family members said we always supported people keep friendships private.



Only 6 out of 10 family members said we always supported people to be active in their community.



Only 7 out of 10 family members said people always went to places they were interested in.



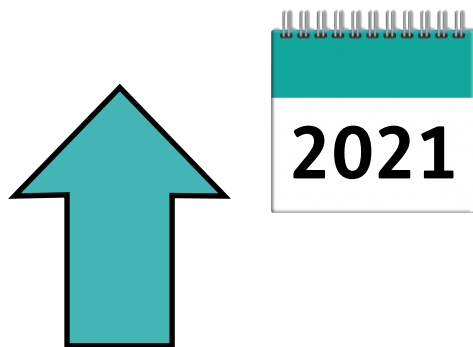
Things we worked on since last time for family members



We said we would involve people more in running their own homes.



Now over 7 out of 10 people said this happened.



This is up from 5.

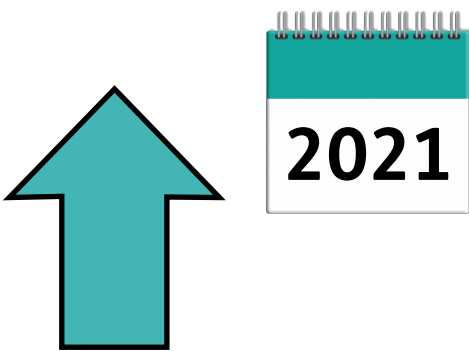
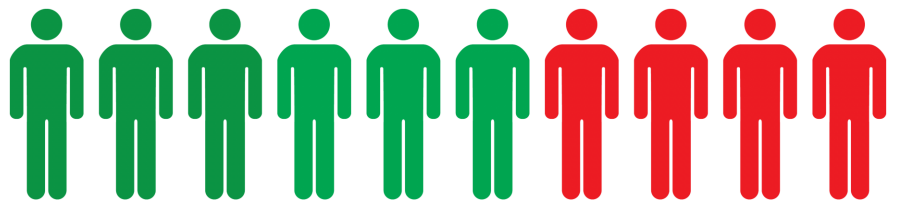




We said we would support people to have more privacy.



Now over 6 out of 10 people said this happened.



This is up from 5.

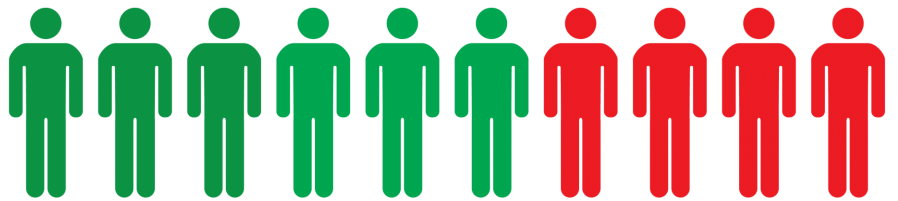




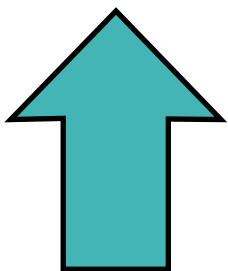
We said we would support people to be more involved in their communities.



Now over 6 out of 10 people said this happened.



This is up from 5.



Main things we found out this time



We have good staff who listen to people and plan things people want and how to live the independent lives they wanted.



A worry for some people, especially family members was not getting the information they wanted from managers.



A worry for us was one staff member answering questions for people.

Some of the things people said



Real Life Options supports me to live in my own house.



I feel safe with the staff.



RLO (Real Life Options) provides a caring, supportive and enabling environment for people.



RLO (Real Life Options) look after me and give me the support I need. They are always helpful and understanding.



RLO (Real Life Options) does well at taking into account people's individual needs and supporting people in a person-centred way.



RLO (Real Life Options) have high quality staff.



I feel included in all the community events.



It is a good service where I feel I am able to have choice and control and independence in my life.



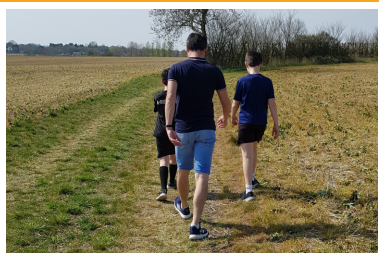
They are good at giving me easy read documents and ways to have my say.



Support staff all offer a good service. We would like to thank them all.



RLO (Real Life Options) look after me and give me the support I need. They are always helpful and understanding.



They support me well and they help to keep me social and active in the community.

What we need to do better



We will change how we do some things to give people we support more chances to answer these questions and tell us what they think.



We want to show people they can make changes happen and get better support.



If you have anything you want to tell us or want to take part in the focus group, please email:
myvoice@reallifeoptions.org

Credits



This paper has been designed and produced by the EasyRead service at Inspired Services Publishing Ltd.
Ref ISL366 22. March 2023.

www.inspiredservices.org.uk



It meets the European EasyRead Standard. © European Easy-to-Read Logo: Inclusion Europe.

More information at
www.easy-to-read.eu



Inspired•pics

Artwork includes material from the Inspired EasyRead Collection and cannot be used anywhere else without written permission from Inspired Services.

www.inspired.pics