

How We Support People 2022

Survey Results and Comparison

December 2022



Real Life Options

a real choice | a real voice | a real difference

Giving Every Person a Voice

My Voice is a quarterly survey designed to give the people we support, and their families and guardians, a real voice about the support they receive. 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 fifth My Voice survey entitled 'How We Support People 2022'

At the end of 2022 we revisited our first My Voice survey 'How We Support People'. We wanted to see how the thoughts, feelings and experiences of the people we support and their families and guardians had changed over the previous 18 months. The topics focused on various elements of our model of support, the questions are and will continue to be of high importance and relevance to Real Life Options. At the time of the first survey, we were just moving out of COVID-19 and times were changing as people were trying to re-adjust back to how things had been pre-lockdown.

Our first survey was well received, and answers were overwhelmingly positive, it offered a high benchmark on how our services were being delivered and the level of support being offered.

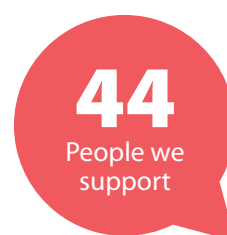
For the How We Support People Survey 2022, unfortunately the number of participants were lower than we had hoped, but we saw an increase in the level of positivity and praise. This was particularly evident in the families and guardians survey where over three quarters of the respondents answered 'always' to all the questions, which was a staggering increase of 12%.

There were interesting correlations between the results, with similar general trends, but the majority of answers show that we are certainly moving in the right direction. The areas of strength for the 2022 survey concluded that Real Life Options continue to provide quality staff who are attentive and are devoted to offering person centred support and understanding that people we support being fully involved is key to achieving this outcome.

Whilst three areas for development for the people we support were consistent across both surveys, result comparisons show there are some notable improvements. For example, there was a 22% increase in people saying that they can always spend time with people who are not paid to be with them.

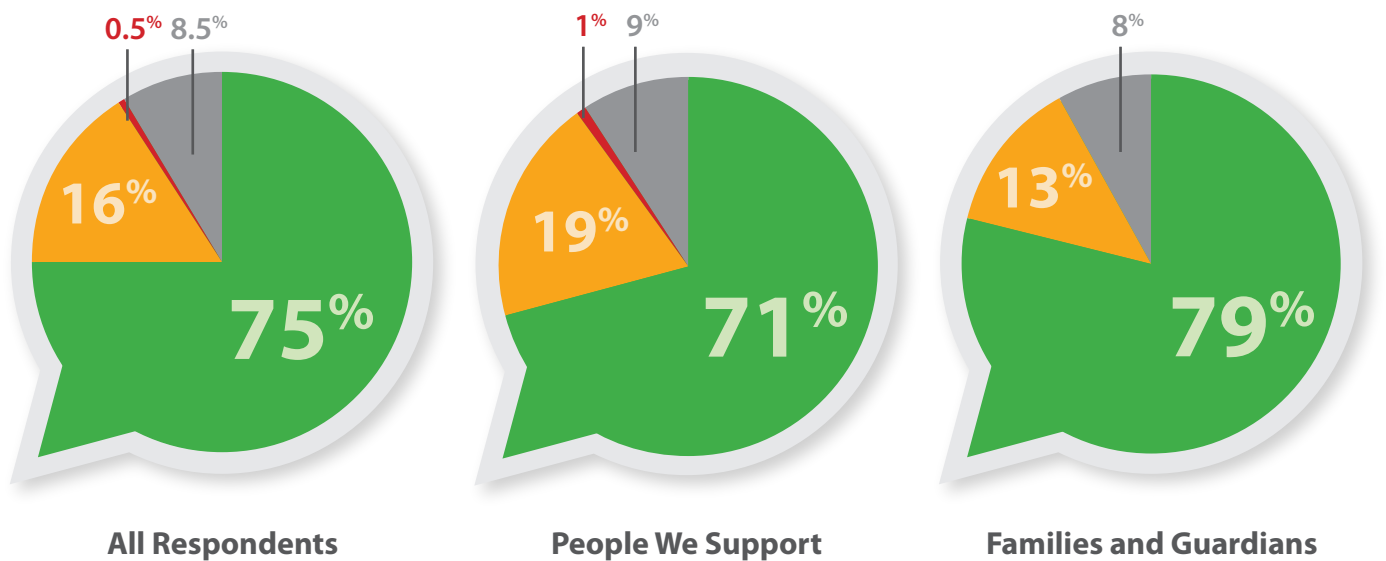
Similarly, significant progress can be seen across the main areas of development for families and guardians, where 75% of respondents said that people are always involved in running their own home. We believe that this is a direct result of the successful rollout of the Person-Centred Support and Enablement (PCSE) academies. The academies have resulted in every service having a PCSE Lead and so staff have now undergone further training and feel more empowered to support people to become more involved in their home life.

The academies were created to empower staff and give them confidence to be less risk averse. The survey findings indicate the evidence of staff taking their learning back to the services and putting PCSE into action with real positive impacts.







Overview of 2022 Survey

Always Sometimes Never N/A



2022 and 2021 Survey Comparison

Response 	 SURVEY 2022	 SURVEY 2021	Difference 
Total No. Respondents	60	170	-110
Total No. People We Support	44	132	-88
Total No. Families and Guardians	16	38	-22
Always	75%	69.5%	+5.5%
People We Support	71%	72%	-1%
Families and Guardians	79%	67%	+12%
Sometimes	16%	18.5%	+2.5%
People We Support	19%	21%	+2%
Families and Guardians	13%	16%	+3%
Never	0.5%	1.5%	+1%
People We Support	1%	2%	+1%
Families and Guardians	0%	1%	+1%
N/A	8.5%	10.5%	Change of 2%
People We Support	9%	5%	Change of 4%
Families and Guardians	8%	16%	Change of 8%

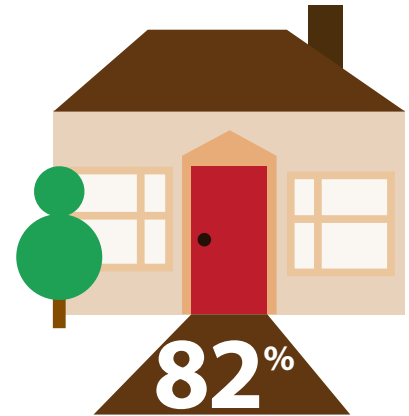
2022 survey areas of strength - People We Support



93% of people we support said they always get the support to feel clean and tidy and wear what they want to wear



94% of people we support said they always get the support they need to be healthy

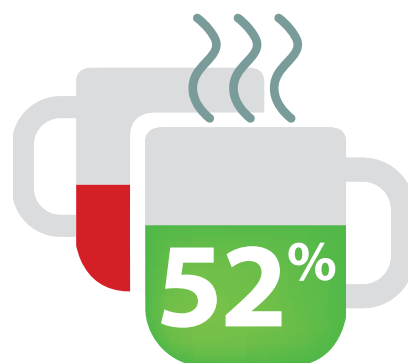


82% of people we support said that people are always involved in running their home

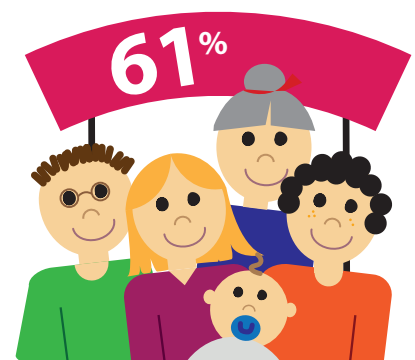
2022 survey areas of development - People We Support



52% of people we support said they could always keep their friendships private if they want to



52% of people we support said they always spend time with people who are not paid to be with them

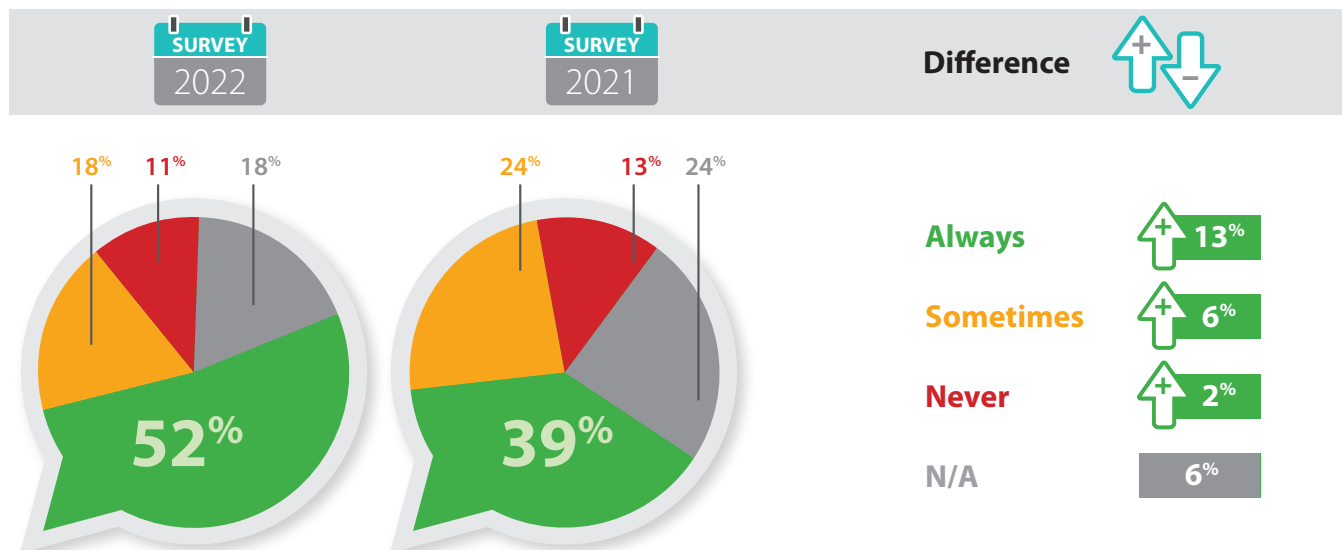


61% of people we support said they always take part in their community

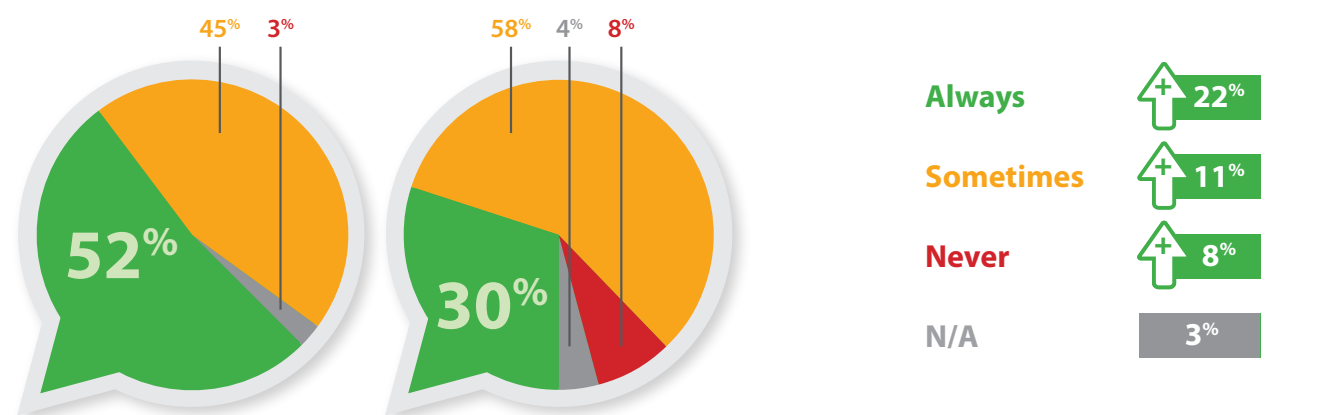
Survey Comparison areas for development - People We Support



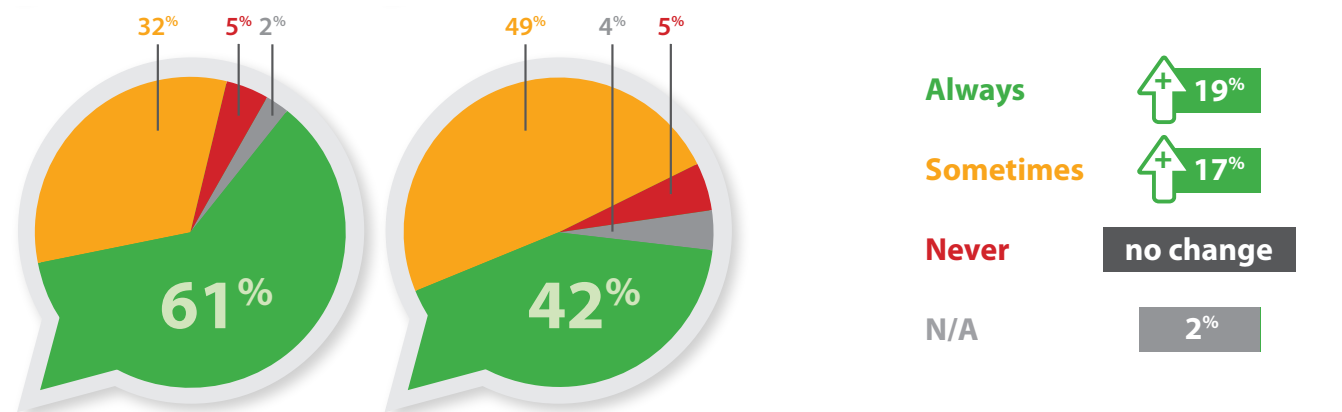
The three main areas for development for the people we support remain consistent across both surveys though there are some notable variations within each:



" I can keep my friendships private if I want "



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



" I take part in my community "

2022 survey areas of strength - Families and Guardians



100% of families and guardians said people are always supported to stay healthy



94% of families and guardians said people are always supported to feel clean and tidy and wear what they want to wear

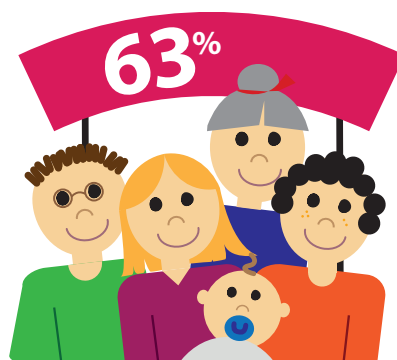


100% of families and guardians said people are always supported to stay to live a full and happy life

2022 survey areas of development - Families and Guardians



63% of family members/ guardians said people are always supported to keep their friendships private if they want to



63% of family members/ guardians said people are always supported to be involved in their community

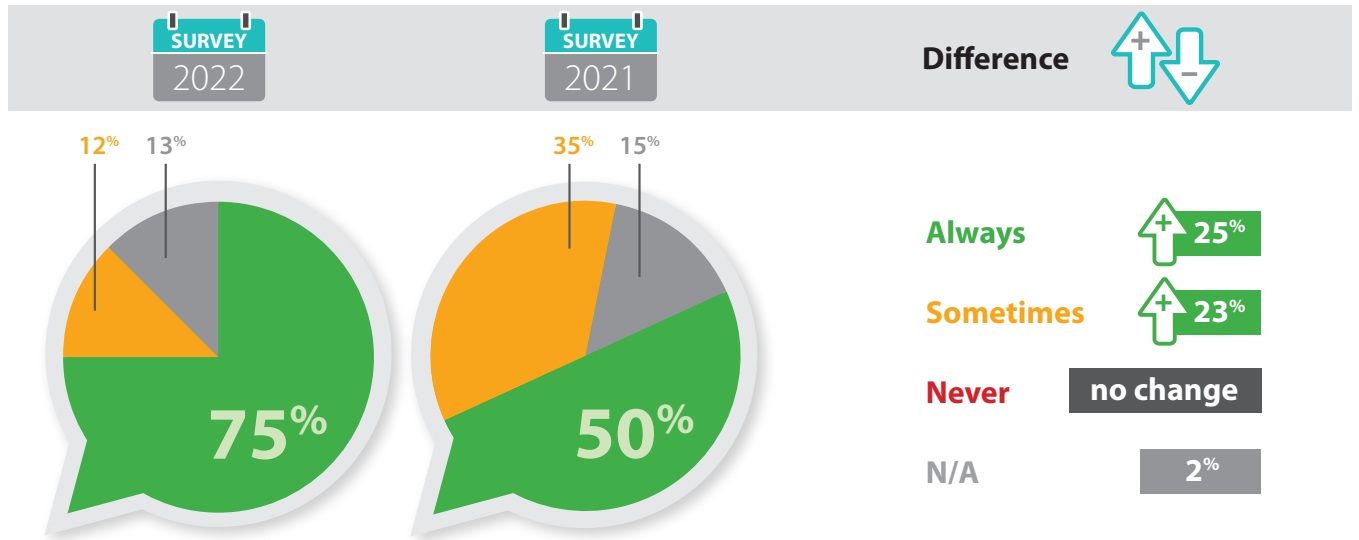


69% of family members/ guardians said people always go to places that interest them

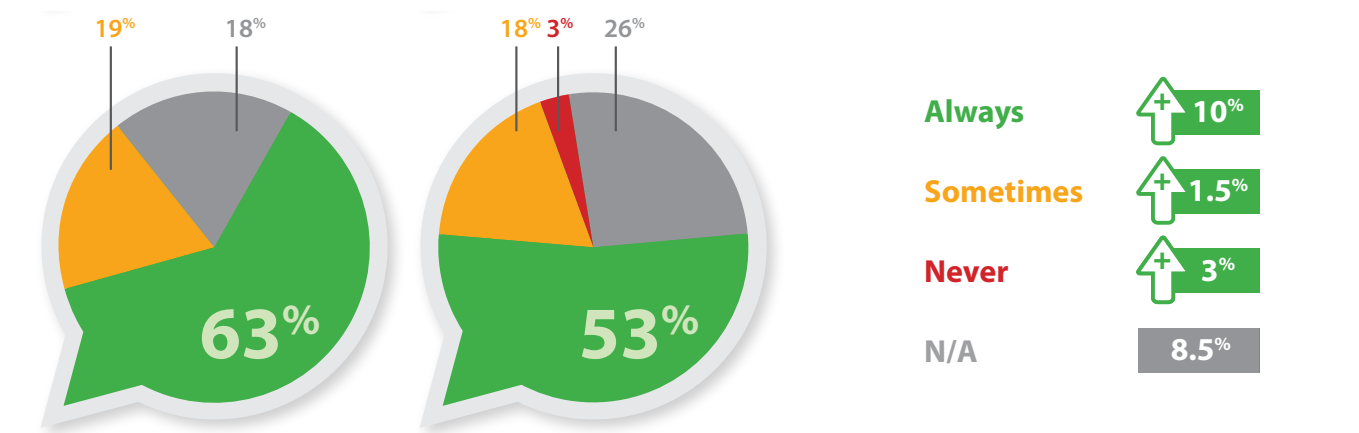
Survey Comparison areas for development - Families and Guardians



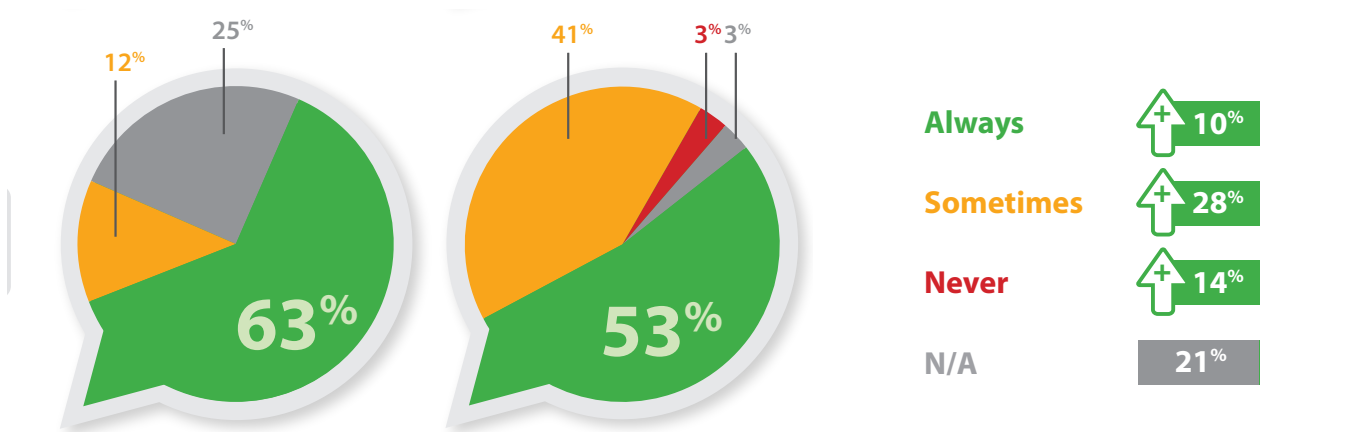
Two of the three main areas for development for the families and guardians remain consistent across both surveys. Below is a summary of progress on each of the areas for development.



" People are involved in running their own home "



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



" People are supported to be involved in their community "

2022 Survey Common Feedback Themes



Areas of Strength

Throughout the comments and feedback provided the quality of staffing, their attentive and person centred approaches, independent living and overall support were all areas that were prevalent. Understanding the people we support appeared to be one of the key areas of strength throughout the organisation.



Areas for Development

Communication appears to be a source of frustration for people, in particular the parents and guardians. One in particular highlighted the frustrations in dealing with Head Office in gaining the information they require, however, generally the frustrations appeared to be surrounding communication with the Service / Locality Manager. Indeed the information highlighted by the person requesting it from Head Office could, and quite possibly should, be provided by the Service / Locality Manager



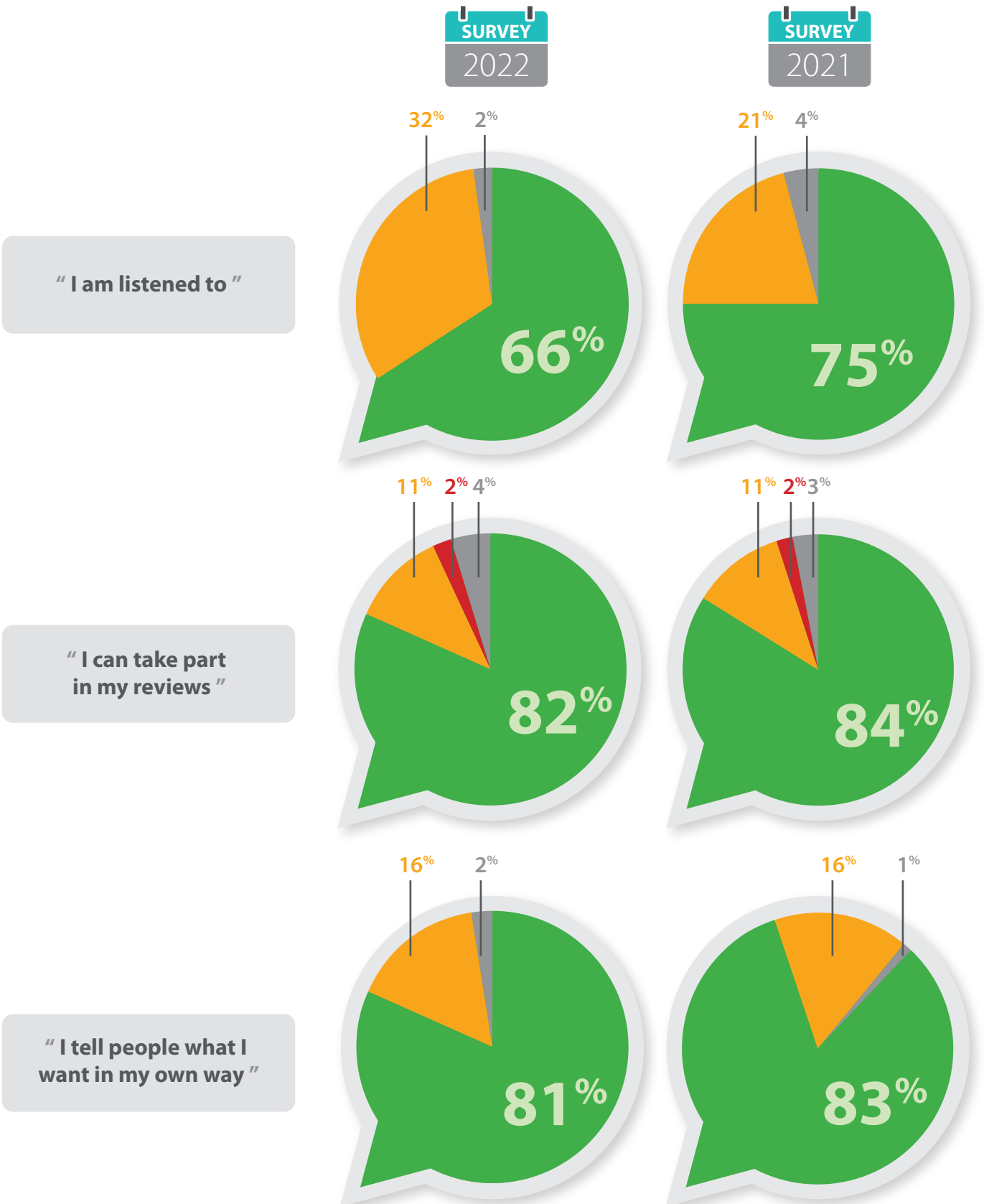
Areas of Concern

One stand out concern within the comment and feedback section was one response that was clearly initiated by staff who appear to have misconstrued their role in delivering the replies to the survey.

Survey Results

People We Support

Always Sometimes Never N/A



Survey Results

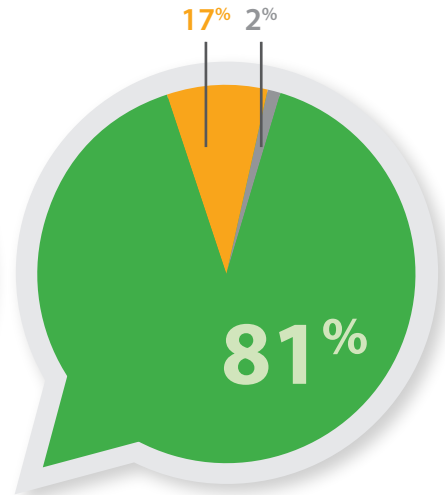
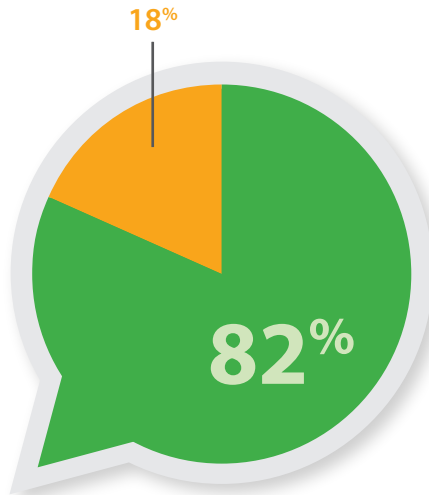
People We Support

Always Sometimes Never N/A

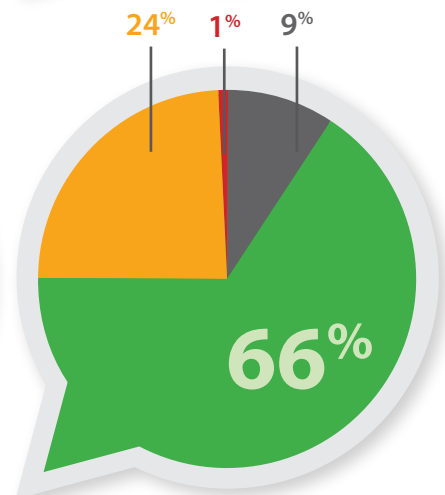
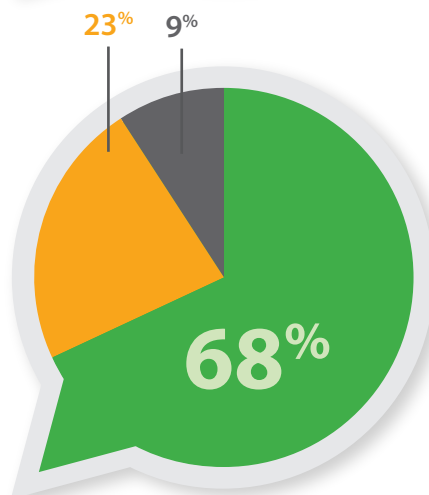
SURVEY
2022

SURVEY
2021

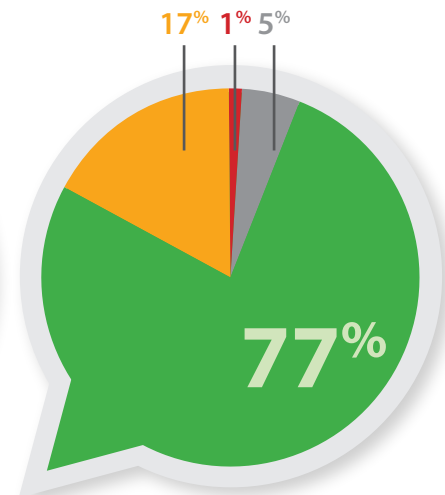
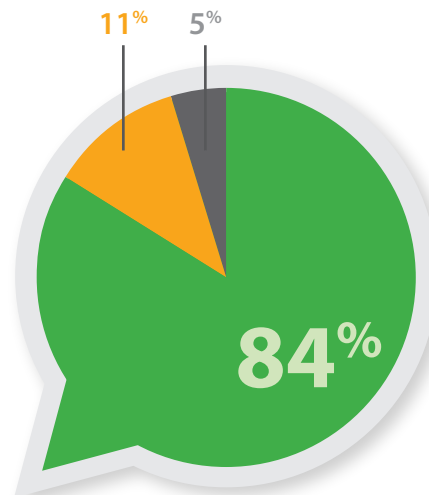
" I choose how I spend my time "



" I choose how I spend my money "



" I choose how I like to live "



Survey Results

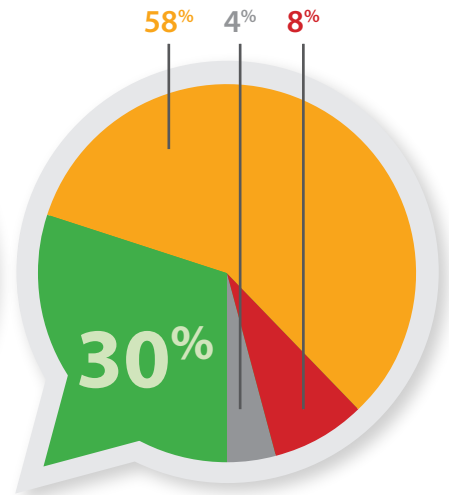
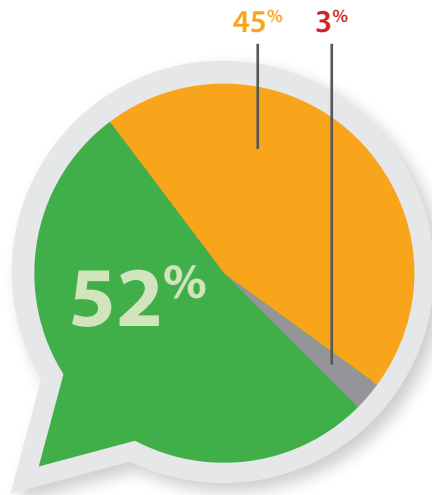
People We Support

Always Sometimes Never N/A

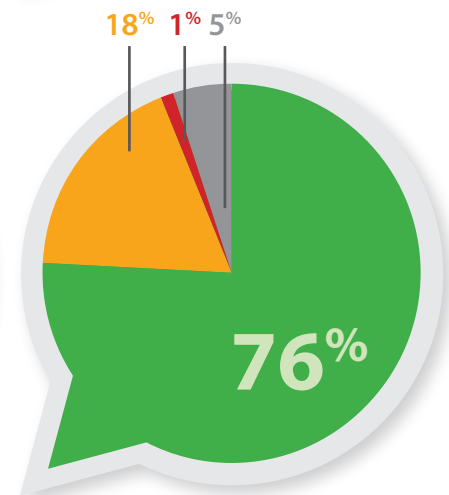
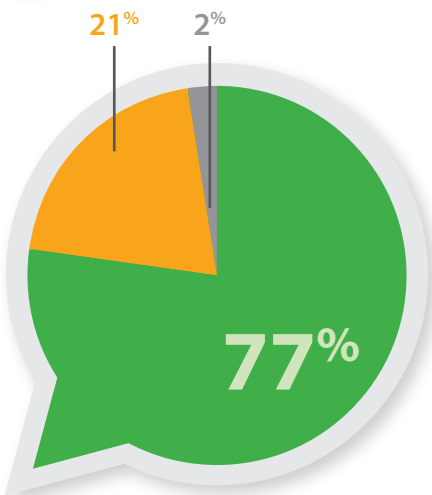
SURVEY
2022

SURVEY
2021

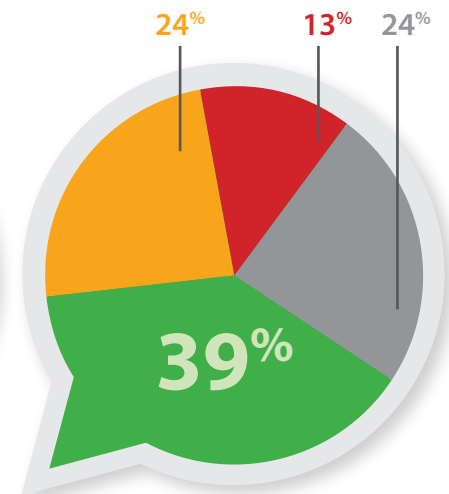
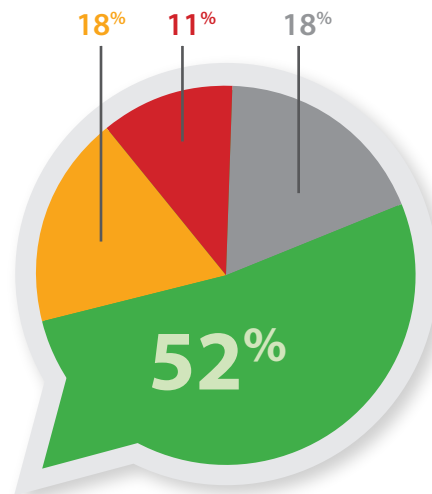
" I spend time with people who are not paid to be with me "



" I stay in touch with friends and family "



" I can keep friendships private if I want "



Survey Results

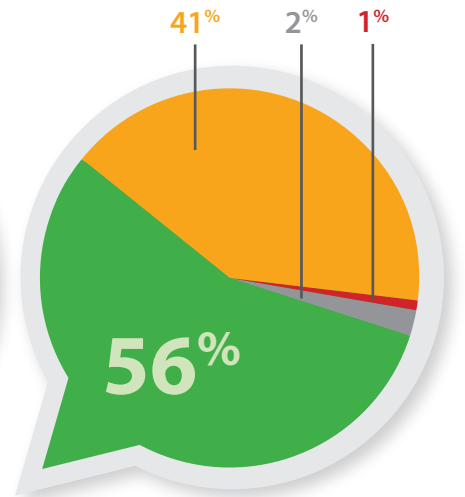
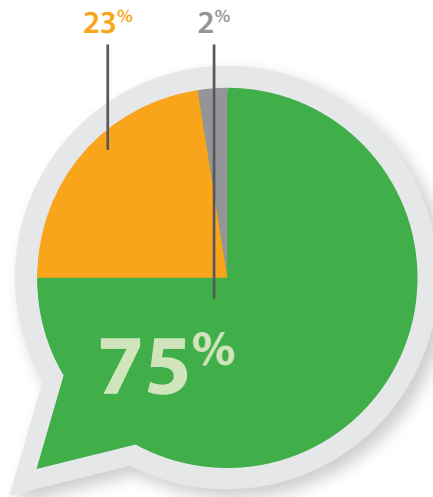
People We Support

Always Sometimes Never N/A

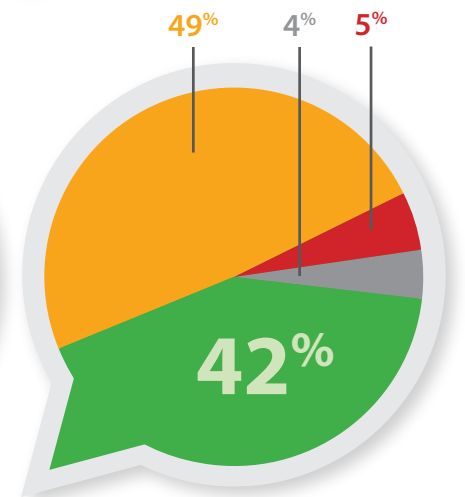
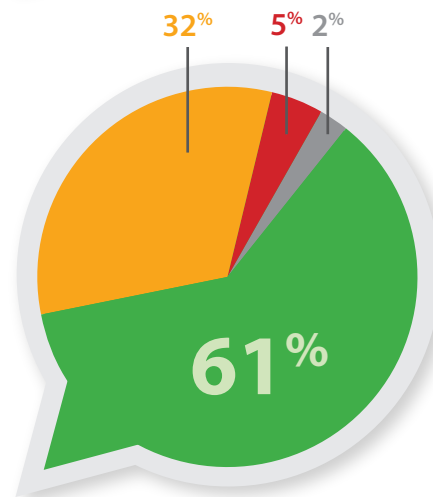
SURVEY
2022

SURVEY
2021

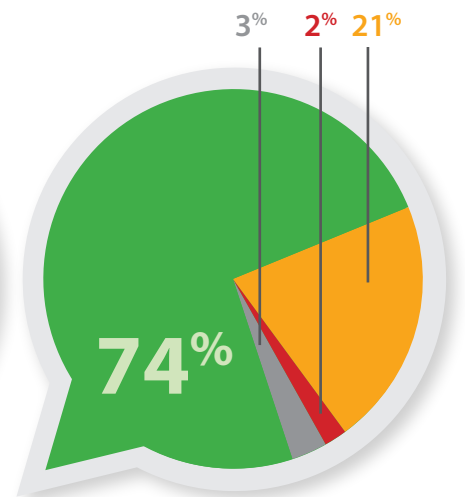
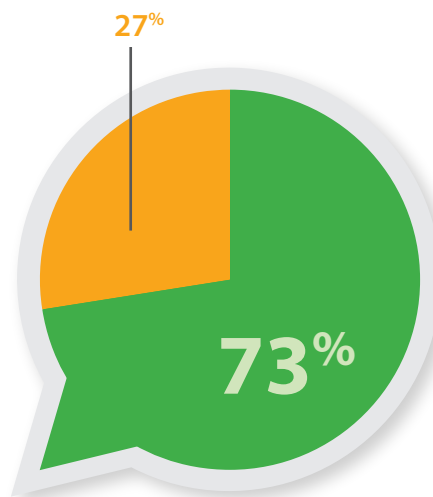
" I am able to do the same things in the community as other people "



" I take part in my community "



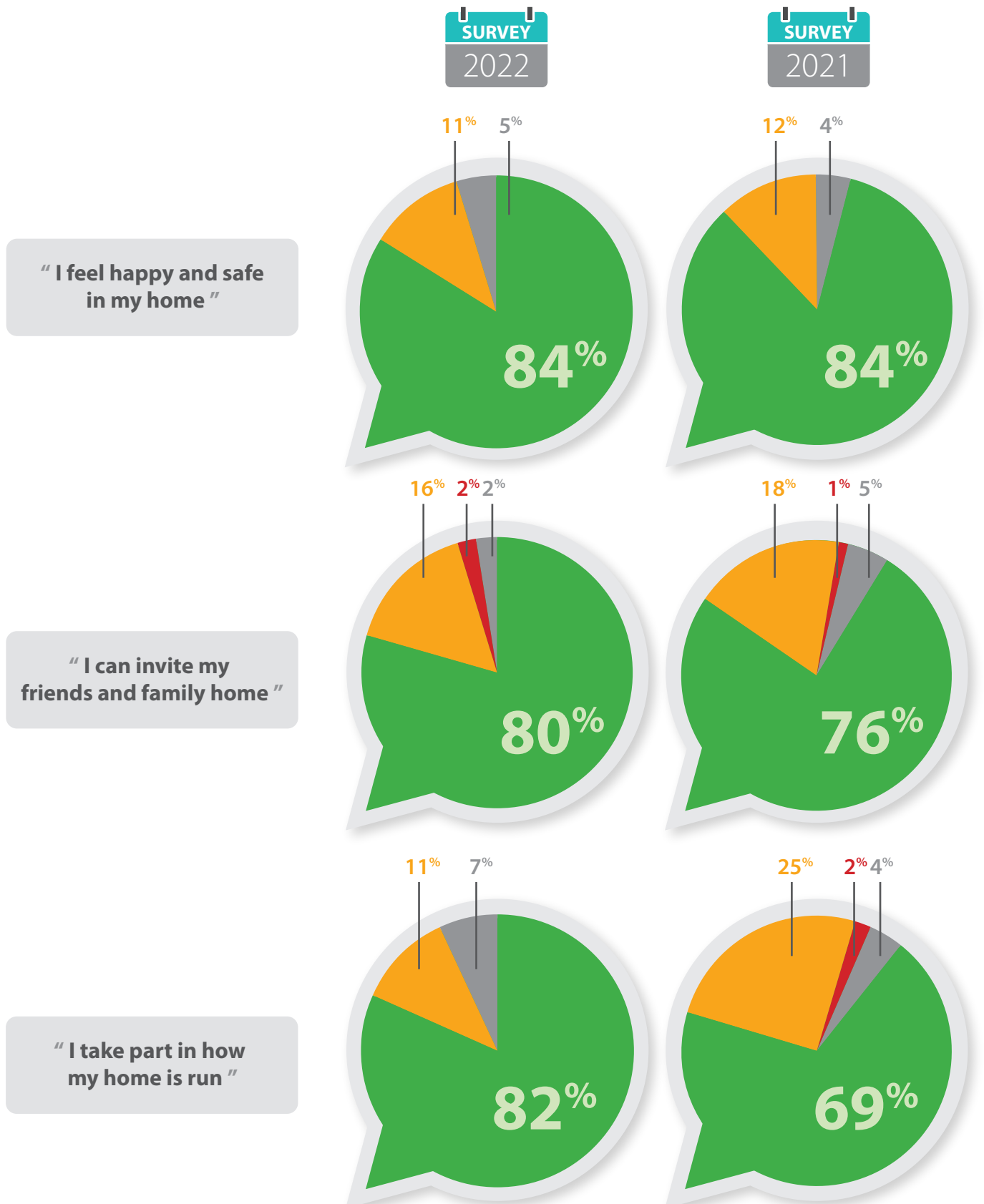
" I go to the places I want to "



Survey Results

People We Support

Always Sometimes Never N/A



Survey Results

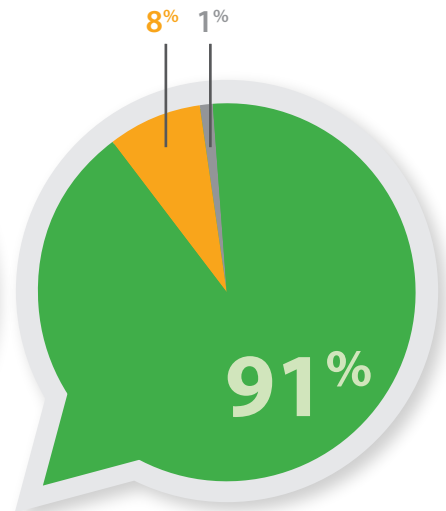
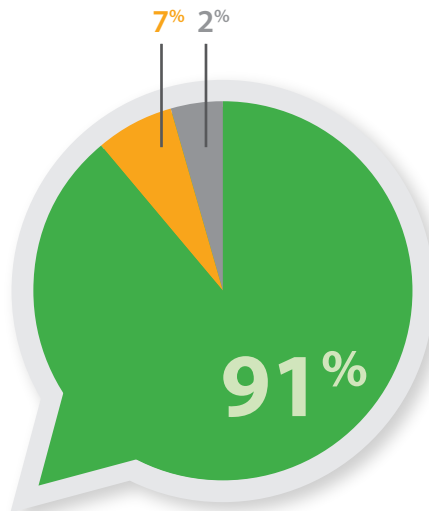
People We Support

Always Sometimes Never N/A

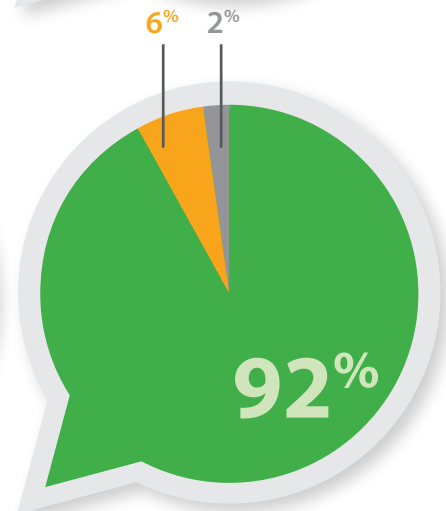
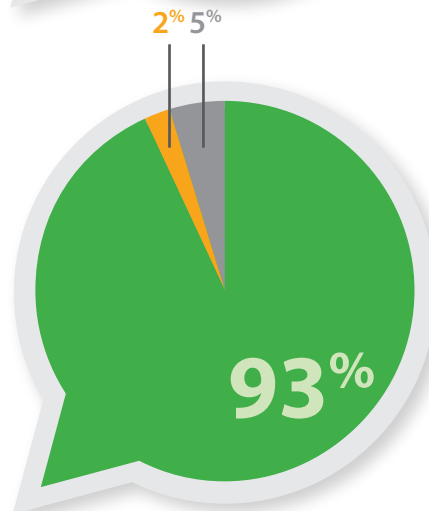
SURVEY
2022

SURVEY
2021

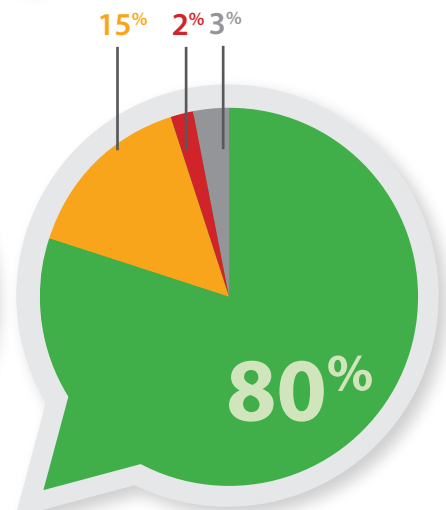
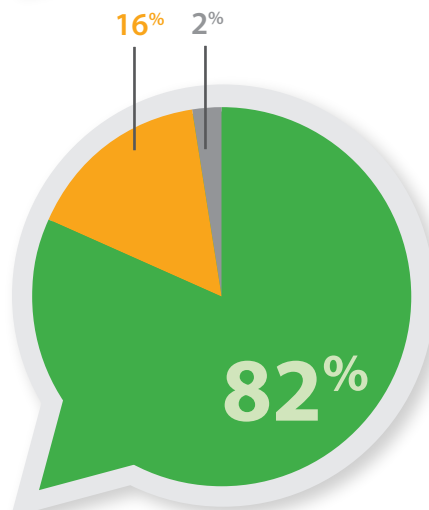
" I get the support I need to be healthy "



" 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 "



Giving Every Person a Voice

" Having the help of Real Life Options staff allows me to live in my own house by supporting me to bathe, dress, prepare food, do basic housework, shopping and taking me for walks and participating in doing puzzles and games. I feel safe with the staff and their support. Going out in the community allows me to have some brief interaction with people I meet. The staff are trained to be alert to my needs and adjust the activities accordingly."

Person We Support

" Provide a caring, supportive and enabling environment for people with sensory needs. Build good supportive relationships with residents."

Family Member

" Listen and provide person centred approach to the people we support, to enable to provide life experiences to the individual person we support live their lives to the full."

Person We Support

" Real Life Options does well at taking into account people's individual needs and supporting people in a person centred manner. I have also found they are good at keeping me in touch as Welfare Guardian. "

Family Member

" Real Life Options provide high quality support staff and flexibility where possible. Reliable. Approachable. Keen to meet our son's needs. Willing to problem solve together with us as carers. Try to offer our son interesting days out that he would enjoy. "

Family Member

" I feel included in all the community events we have within Real Life Options and where I live. It is a good service where I feel I am able to have choice and control and independence in my life. Since I moved here I feel I have gained new skills and I am trying new things. They are good at providing me easy read documents and ways to have my say."

Person We Support

" All support staff are different but all offer a good service. We would like to thank them all and the support and management team. The service allows both of us to work full time with the confidence of knowing that our son is well cared for. "

Family Member

Survey Results

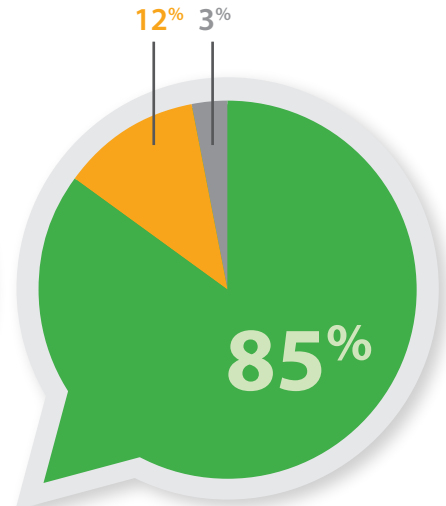
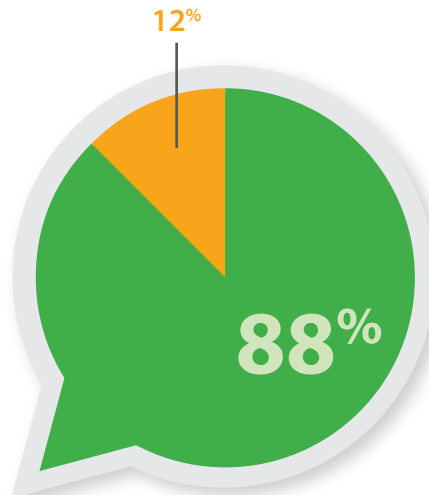
Families and Guardians

Always Sometimes Never N/A

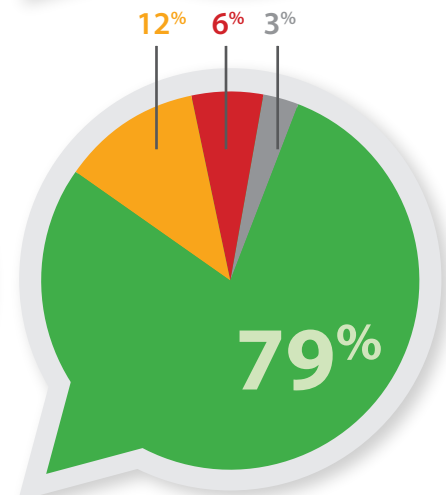
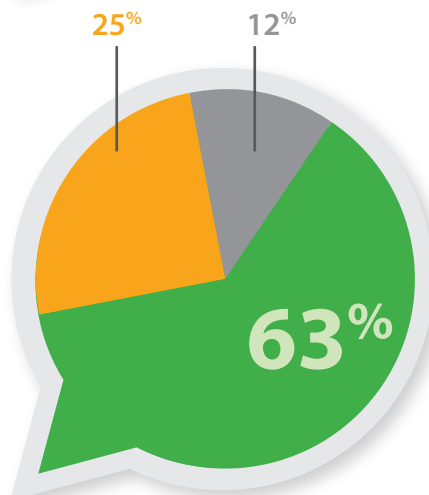
SURVEY
2022

SURVEY
2021

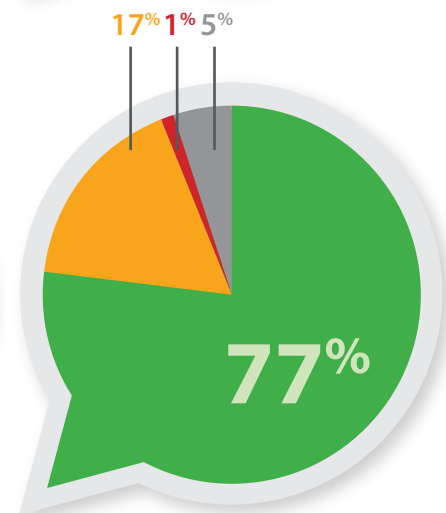
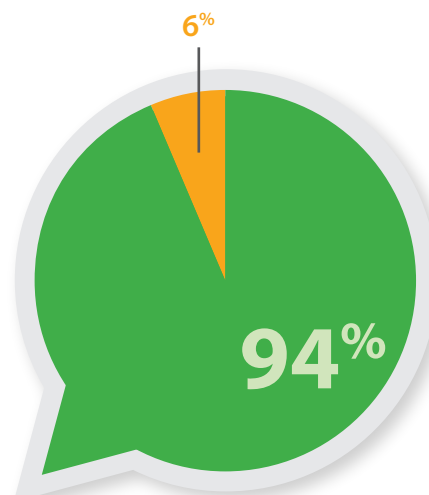
“ Real Life Options
listens to people ”



“ I am involved in
support reviews ”



“ People are supported
to communicate in
their own way ”



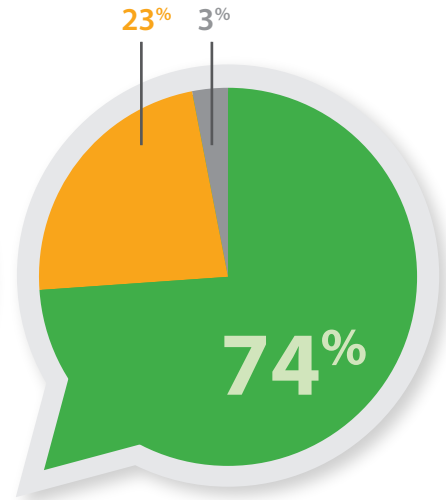
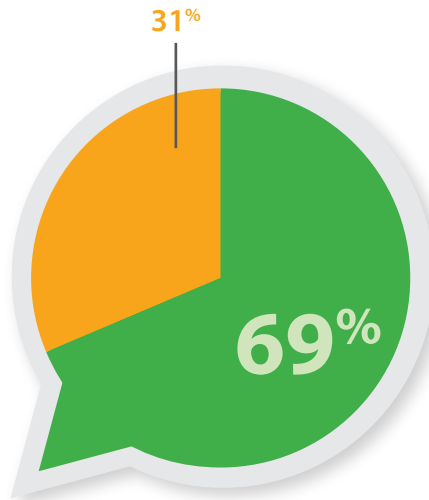
Survey Results Families and Guardians

Always Sometimes Never N/A

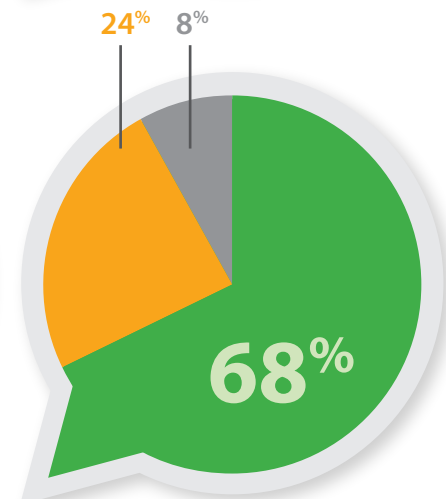
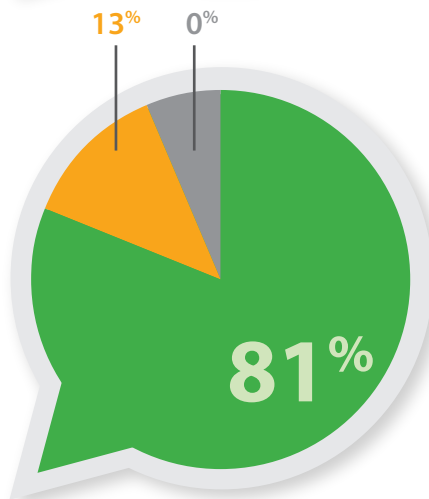
SURVEY
2022

SURVEY
2021

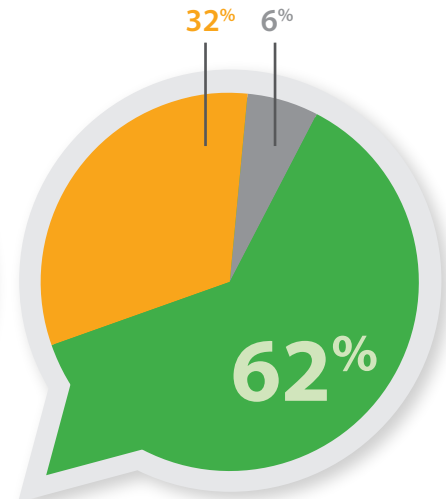
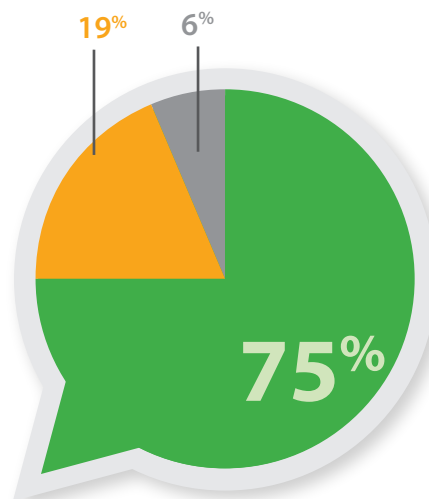
“ People have a choice in how they spend their time ”



“ People have a choice in how they spend their money ”



“ People have a choice in how they like to live ”



Survey Results

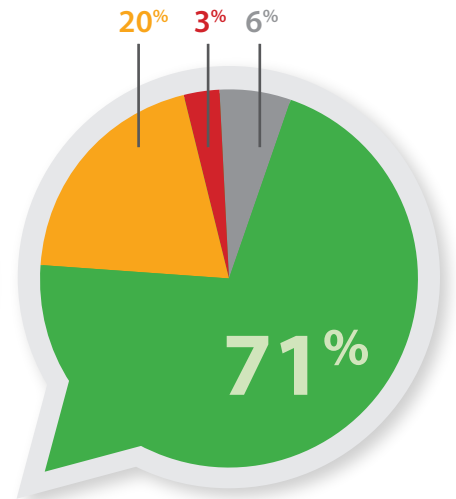
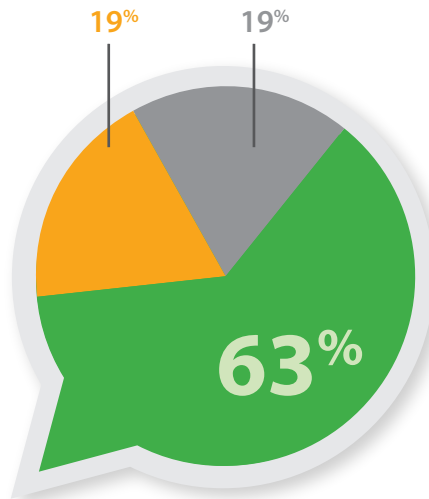
Families and Guardians

Always Sometimes Never N/A

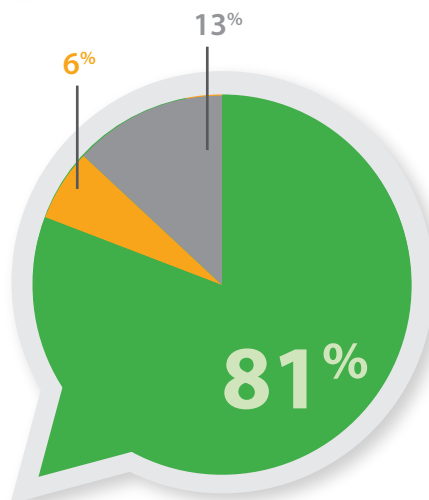
SURVEY
2022

SURVEY
2021

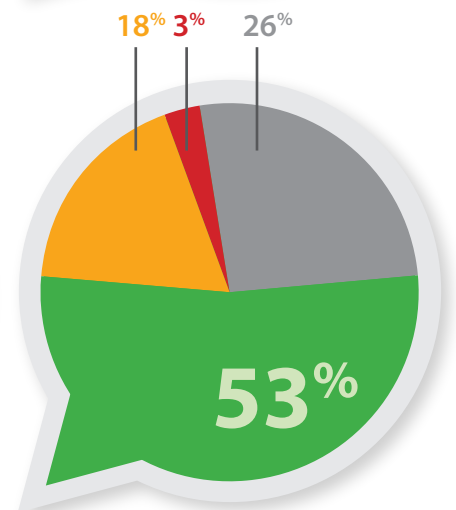
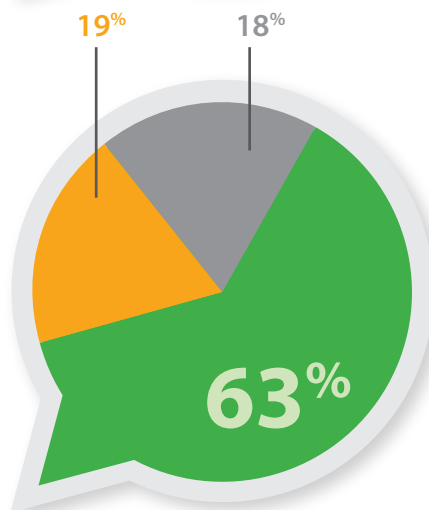
“ People are supported to spend time with others who are not paid to be with them ”



“ People are supported to keep in touch with friends and family ”



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



Survey Results

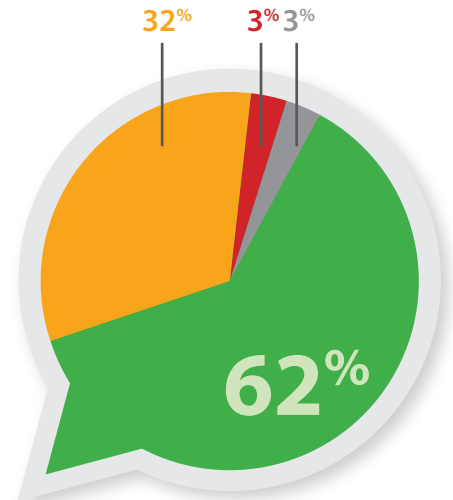
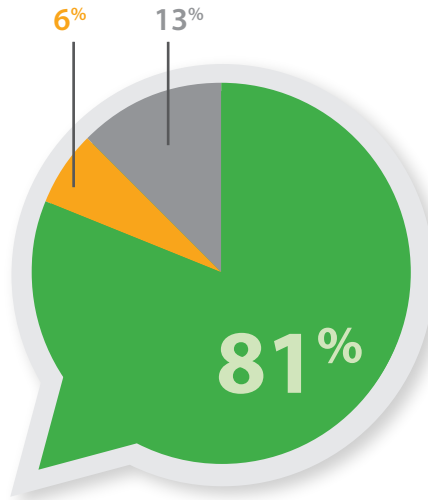
Families and Guardians

Always Sometimes Never N/A

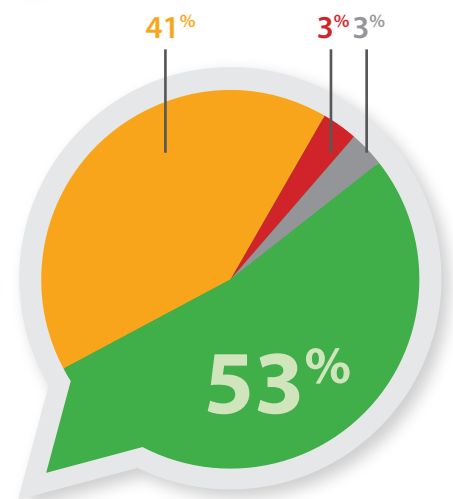
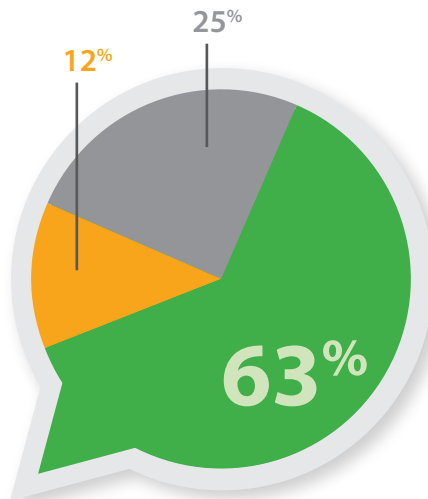
SURVEY
2022

SURVEY
2021

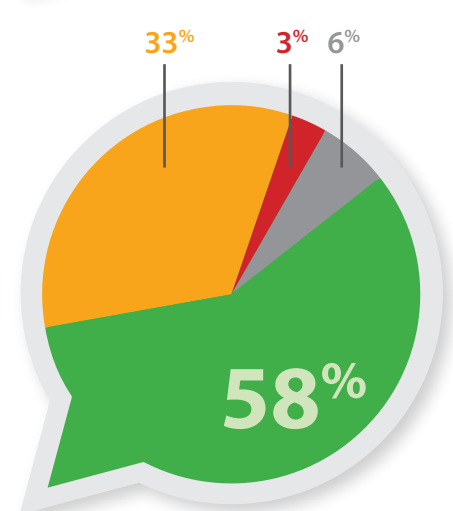
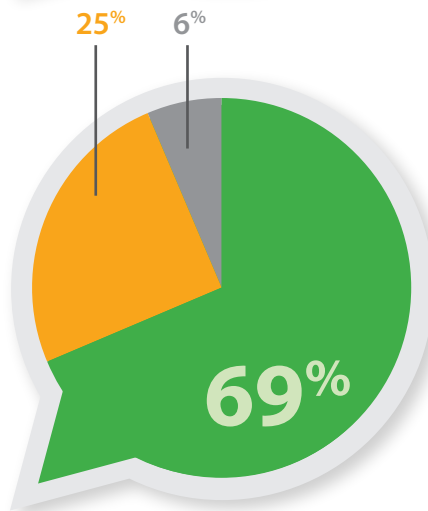
“ People are supported to have the same opportunities in the community as other people ”



“ People are supported to be involved in their community ”



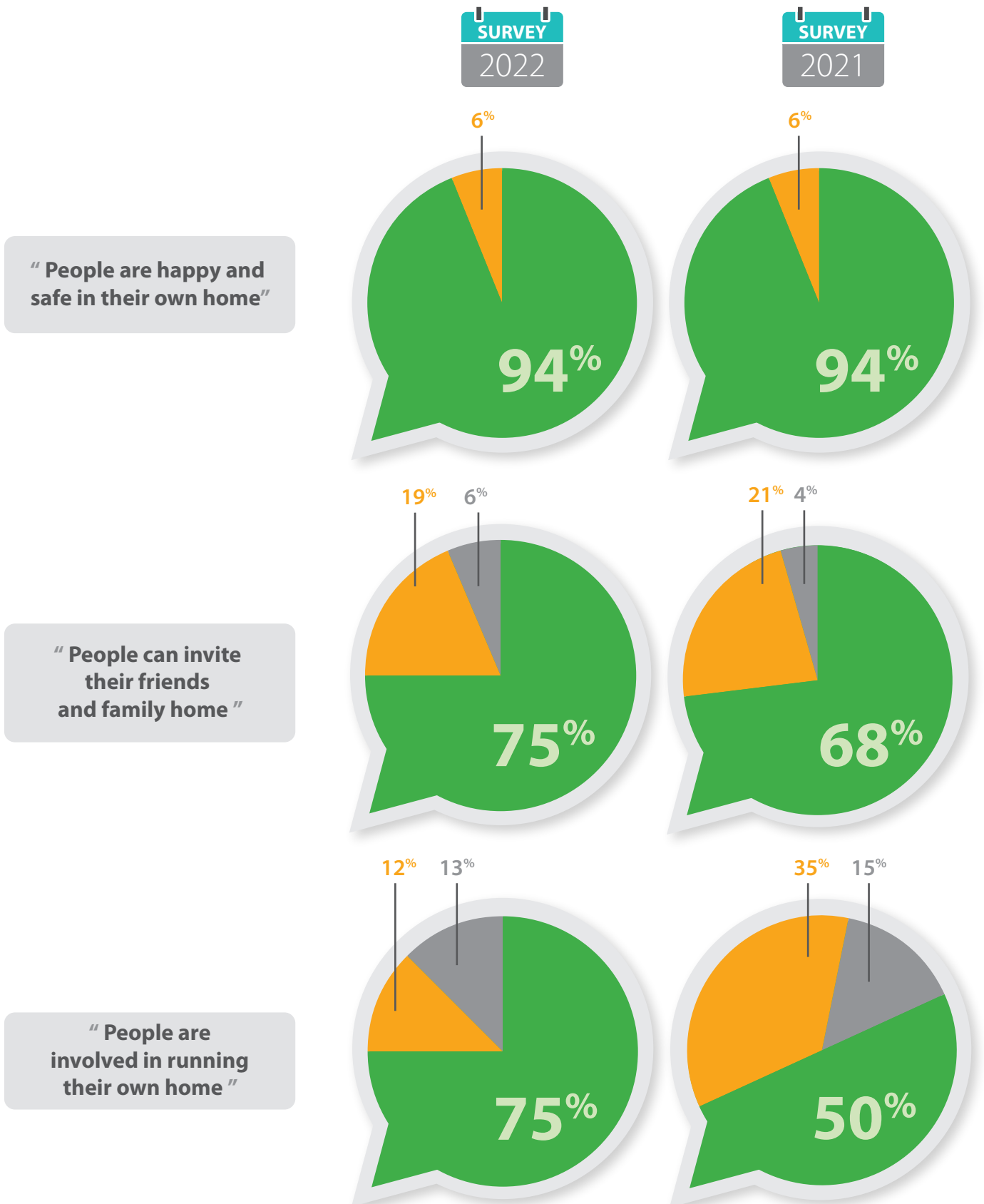
“ People go to places that interest them ”



Survey Results

Families and Guardians

Always Sometimes Never N/A



Survey Results

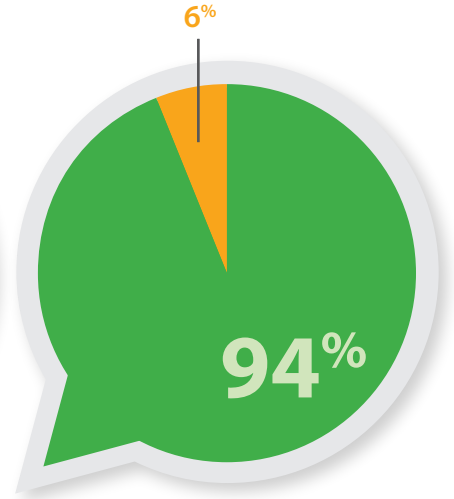
Families and Guardians

Always Sometimes Never N/A

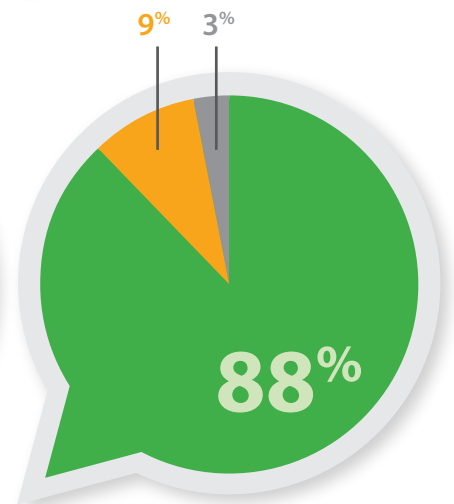
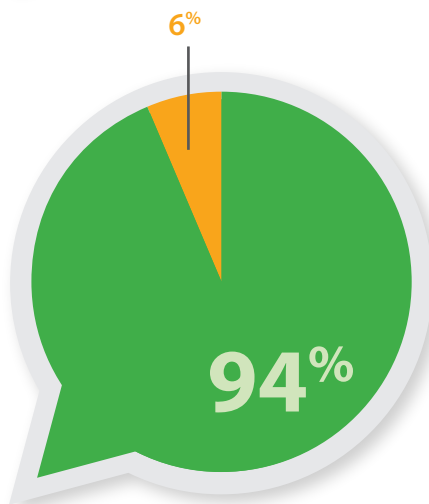
SURVEY
2022

SURVEY
2021

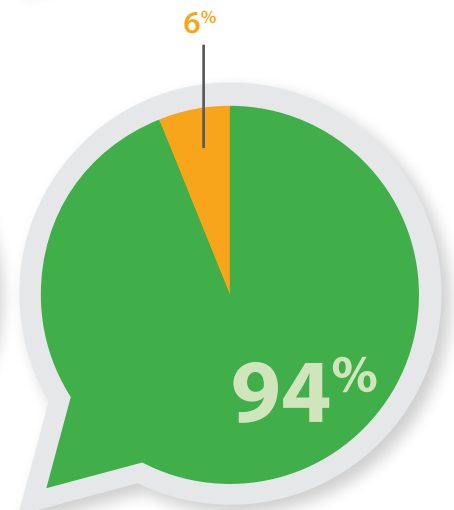
“ People are supported to stay healthy ”



“ 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 ”



Giving Every Person a Voice

Real Life Options offer ... " High quality support staff. Flexibility where possible. Reliable. Approachable. Keen to meet our son's needs. Willing to problem solve together with us as carers. Try to offer our son interesting days out that he would enjoy. "

Family Member

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

Person We Support

" They are friendly, communicative and extremely professional. "

Family Member

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

Person We Support

" Listening and promoting activities and independence. "

Family Member

Areas for Further Improvement

As part of our commitment to furthering the scope and engagement of the My Voice survey process we aim to be able to review the Named Person Policy and the subsequent Keyworker Meeting that accompanies this. The aim of the revised Keyworker minutes is to provide the person being supported with the opportunity to complete the survey and feedback any information they feel is important to them. The hope is that by introducing this into a monthly meeting schedule it will raise awareness of the My Voice survey and how this information is used to shape support both among the people we support and the wider support teams.

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