

My Home : How Person Centred Is My/Your Support?

Survey Results
May 2023



Real Life Options

a real choice | a real voice | a real difference

Giving Every Person A Voice

Real Life Options believe that each person should be able to use their own voice to make their own choices with their life decisions. Some of our most important decisions we make are about our homes and therefore we wanted to ask you how well you feel supported when making decisions about your home.

We created the **'My Home - How Person Centred Is My/Your Support Survey'** not only for the people we support but also our staff teams with the hope that we would gain a broader understanding of the support wanted against the support delivered. Responses and feedback to the survey helped provide an indication of what we do well and what we can improve on.

As an organisation we are continually learning and devising different ways to improve our best practices. We aim to develop person centred approaches and the insight provided through the My Voice surveys uncovers opportunities for us to explore to further encourage independence. Enabling people to take an active part in their life helps them to live it to the fullest.

How Person Centred Is My Support

Total number of respondents: 64



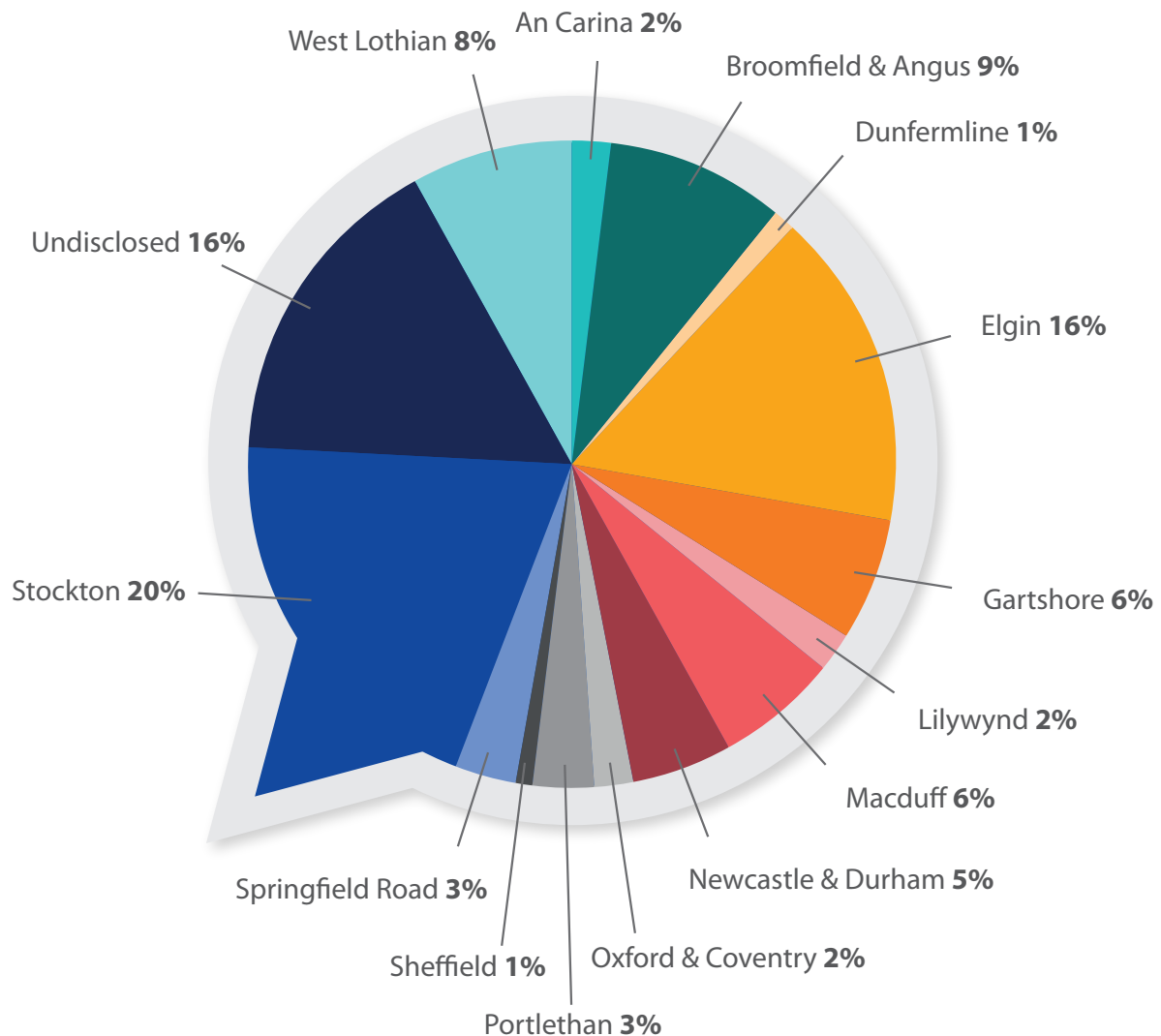
This is the first survey where we have asked people to specify where they live so we can identify which services are engaging with the workstream. In doing so we can better shape the services to meet peoples needs and also evidence to our regulators that the change is specifically for the people who have asked for it.

Top contributors to the survey were:



16% of respondents chose to remain anonymous. This figure could contribute to the services who don't appear to have taken part in the survey.

Locations of Respondents

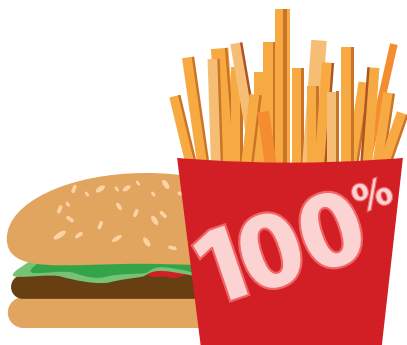


- | | | |
|---|---|---|
| ● An Carina | ● Lilywynd | ● Sheffield |
| ● Broomfield & Angus | ● Macduff | ● Springfield Road |
| ● Dunfermline | ● Newcastle & Durham | ● Stockton |
| ● Elgin | ● Oxford & Coventry | ● Undisclosed |
| ● Gartshore | ● Portlethen | ● West Lothian |

My Voice - People we Support



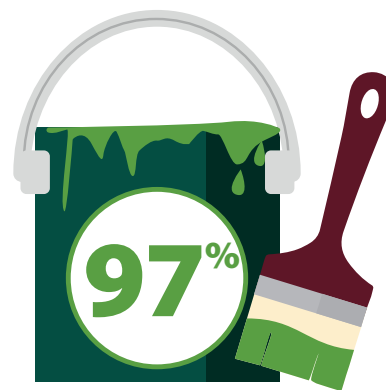
Areas of Strength



100% of people we support said they choose what to eat, where to eat and when to eat



98% of people we support said they have access to all areas of their home



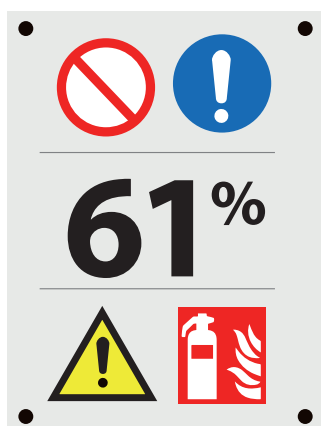
97% of people we support said they chose how to decorate their home



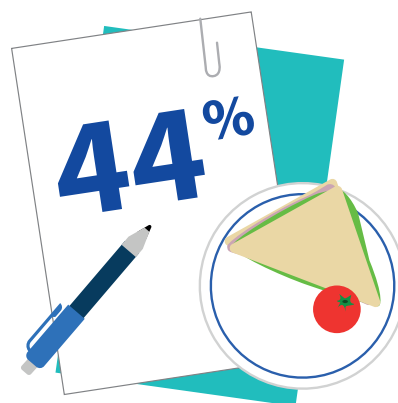
Areas of Development



69% of people we support said they open their own door



61% of people we support said that there are health and safety posters on display in their home

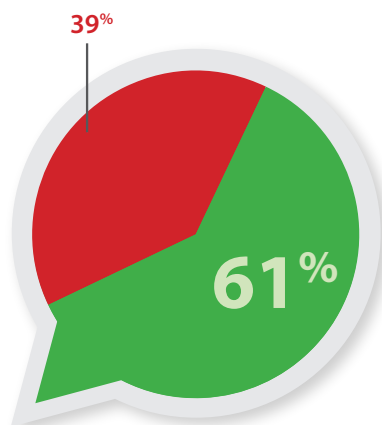


44% of people we support said staff do paperwork at the dining room table

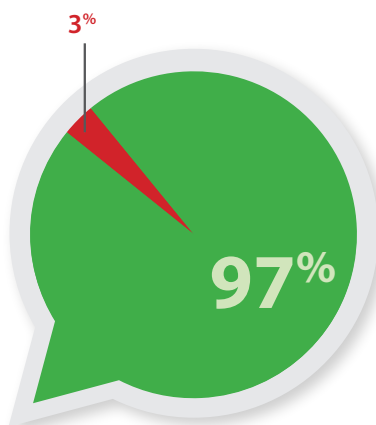
Survey Results

People we Support

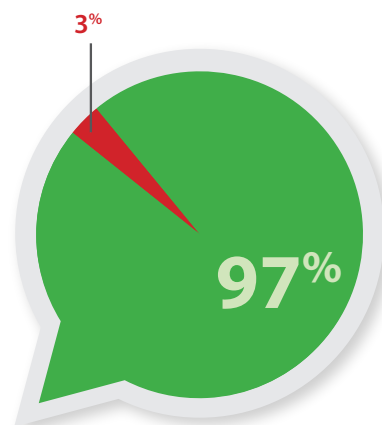
Yes No



"There are health and safety posters on display in my home"



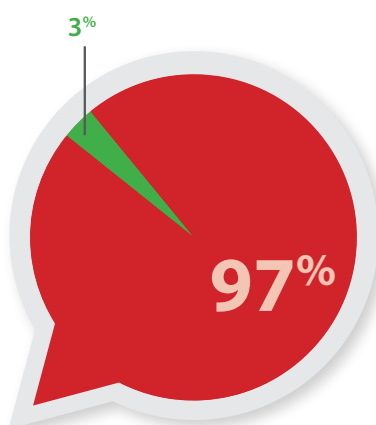
"Sometimes we do fun things instead of house work"



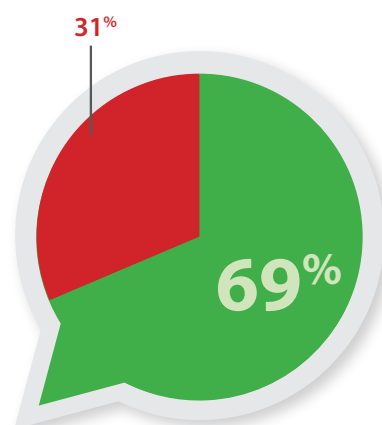
"I chose how to decorate my home"



"I choose what to eat, where to eat and when to eat"



"Do staff wear company polo shirts or uniform? (name badges, lanyards etc)"



"I answer my own door"

Below are a selection of responses to why 31% of people we support said they don't open their own door.

"I can answer my door with support from my team as my door is locked and I can't carry the keys due to my needs"

"Sometimes with staff but I choose not to"

"I answer my flat door but not the building entry door as it is connected to a phone entry system and I am unable to understand who is at the door"

"I can be taken to the door in my wheelchair"

"I can be present when staff answer the door as I can't identify who is at the door"

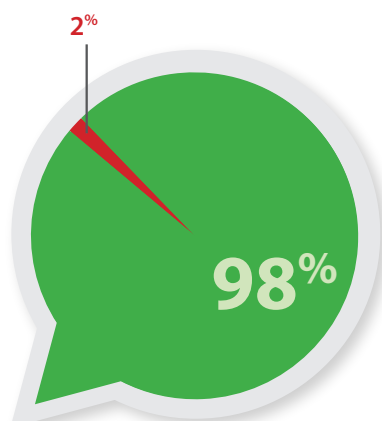
"I want staff to do it for me"

"Never been given the opportunity to answer the door"

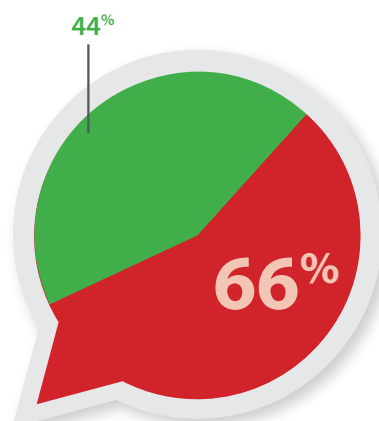
Survey Results

People We Support

Yes No



" I have access to all areas of my home (except bedrooms of housemates) "



" Staff do paperwork at the dining room table "



"What do Real Life Options do well?"

" Give me the right support and take me to my activities like football and drama. "

Person We Support

" Provide (a) safe home environment. "

Person We Support

" Staff support me to do my shopping, I make my own breakfast, I do my own hoovering, I do help change my bed but parts I can't do. "

Person We Support

" Support me to live my life as independent as I possibly can and give me my space when I need it staff working for real life options in my house support me to do meaningful activities that I enjoy to do. "

Person We Support

" Nice, small and comfortable in my home. The space and layout of my home is really good. My support staff and my housemate respect my privacy when needed. Good opportunities to keep my house clean day to day. Enjoy social time in my home with either my support staff and my flatmate. My support staff would support me and my flatmate if we needed to make decisions about changing decor to our home. I get a weekly rota in advance to let me know who will be arriving at my house to support me. "

Person We Support



"What could Real Life Options do better?"

" RLO (Real Life Options) could simplify this paperwork better, I would like more information about My Voice Group Meetings as I don't know much about this. "

Person We Support

" I want more hours. "

Person We Support

Giving Every Person A Voice

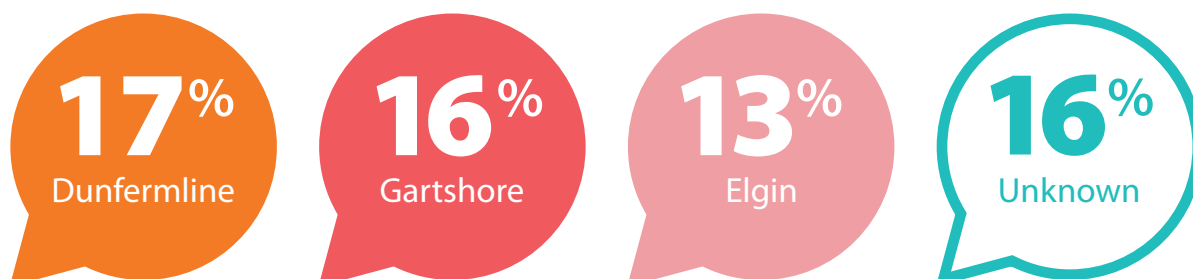
How person centred is your support

Total number of respondents: 244



This section of the survey was directed solely at support staff, though it is understood some in management roles have also completed the survey. As the survey has only required the respondent to indicate where they were based there is no way of separating the demographic.

Top contributors to the survey were:

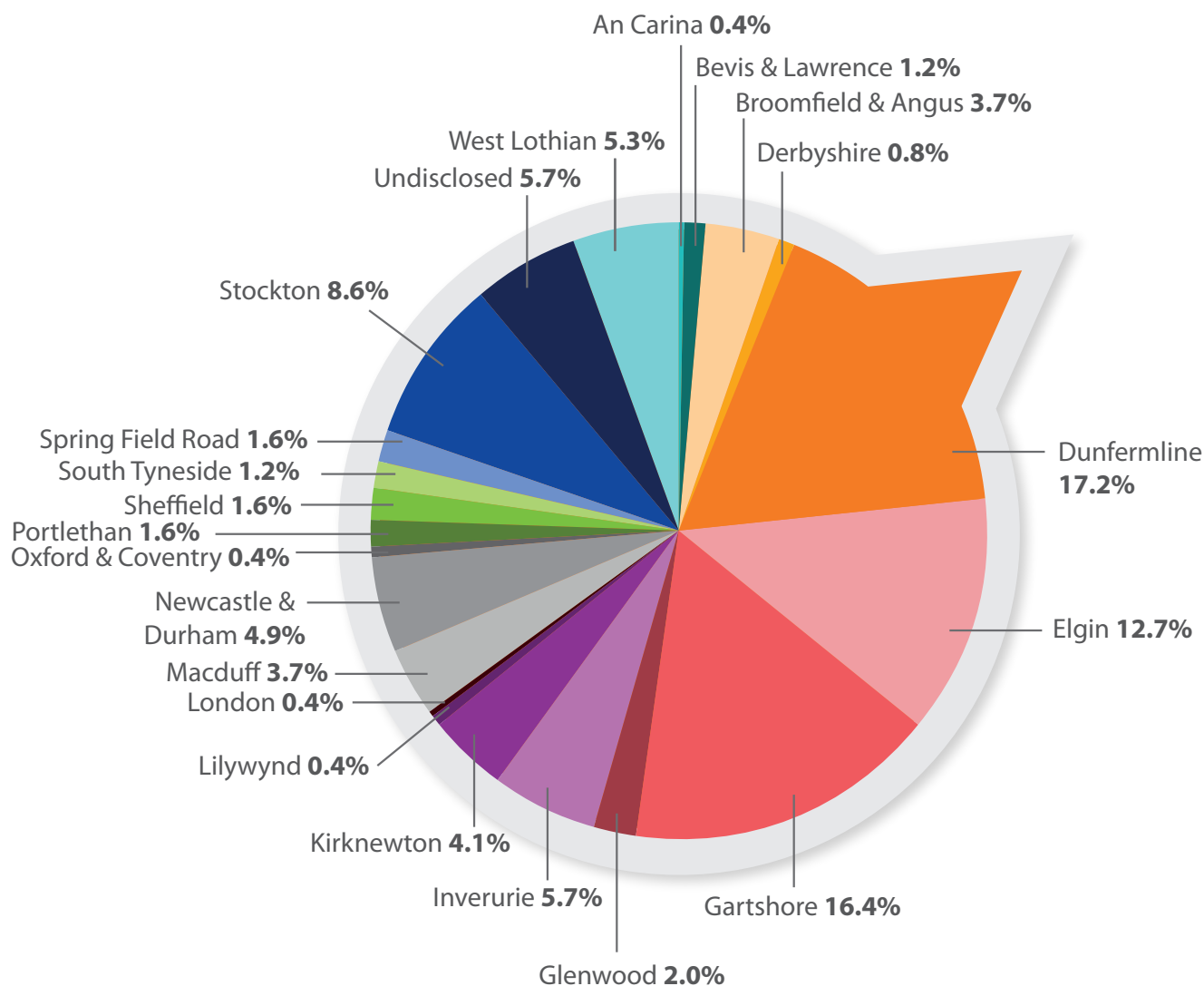


Services with no contribution:

- Charity Area 1 – North East Fife
- Charity Area 2 – Longcroft, Hawick
- Charity Area 3 – Longeaton, Teesside
- Charity Area 5 – Longstone
- Enterprise LD Scotland – Fraserburgh
- Enterprise LD England – Leeds North, Leeds South, Hartlepool

It is recognised that any number of these services may be represented in the undisclosed category detailed further in the report.

Locations of Respondents



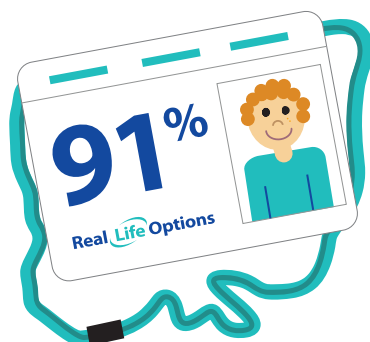
My Voice - Staff Members



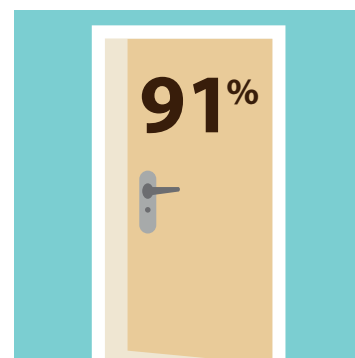
Areas of Strength



89% of staff
said the person they support
are involved as much as they
can be to decorate their home



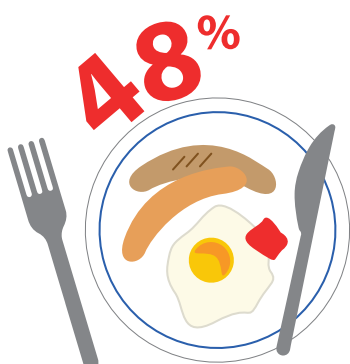
91% of staff
said staff do not wear company
polo shirts or uniform including
badges and lanyards



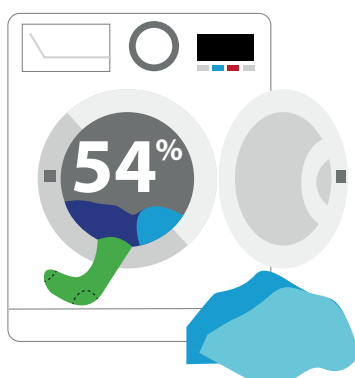
91% of staff
said the people they support
have access to all areas of
their home



Areas of Development



48% of staff
said the people they support
have rolling menu plans with
set mealtimes and places to eat



54% of staff
said that if the laundry didn't
get done their colleagues would
assume it was because they
had done something fun and
spontaneous with the people
they support

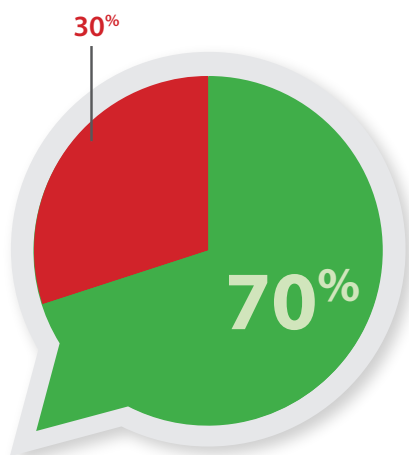


68% of staff
said areas other than those
designated for staff (sleep over
room / staff areas) are used to
complete paper work

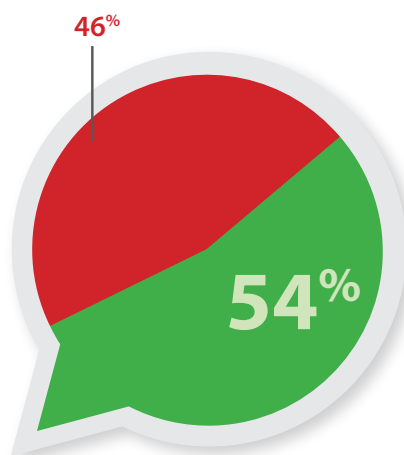
Survey Results

Staff Members

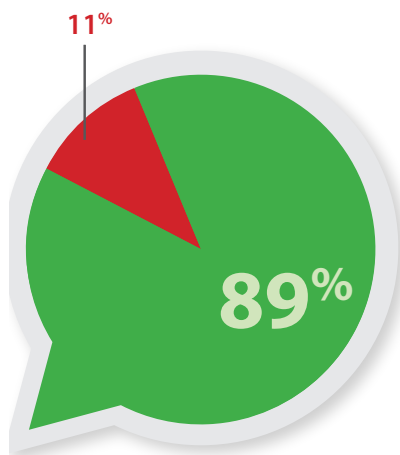
Yes No



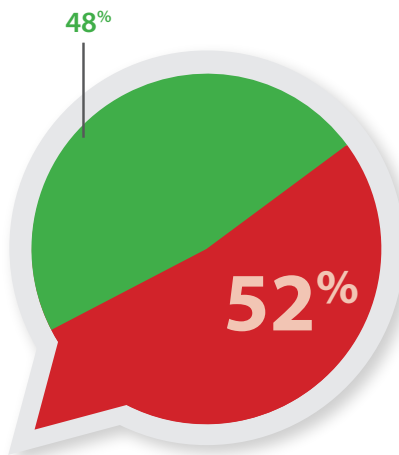
" Are there health and safety posters on display in people's homes? "



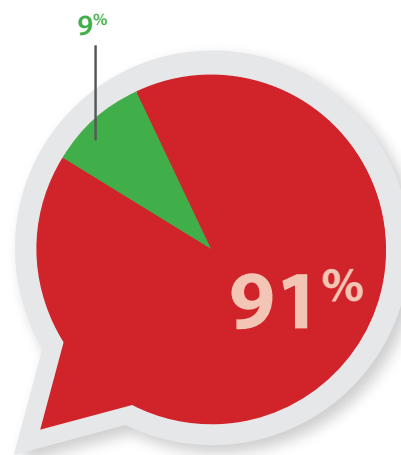
" If the laundry doesn't get done would your colleagues assume it was because you'd done something spontaneous and fun with one of the people you support? "



" Is the person supported to decorate their home how they would like or has the manager/staff chosen to put tasteful prints everywhere? "

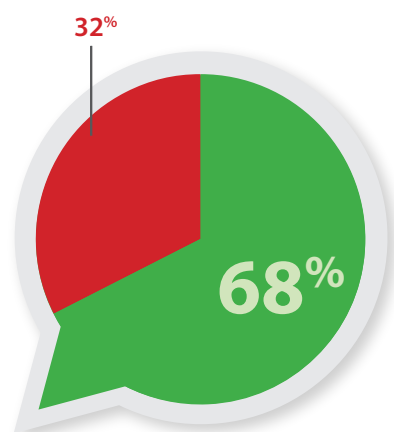


" Do the people you support have rolling menu plans with set meal times and places to eat? "



" Do staff wear company polo shirts or uniform? (name badges, lanyards etc) "

Yes No



"Is the doorbell normally answered by staff?"



Below are a selection of responses to why 68% of staff answer the doorbell in the homes of people we support

"Service users will always follow staff to see who is at the door. "

"My service user tends to ignore even when prompted but will then join staff at the door once they have announced who it is visiting their home. "

"The people who live at the home are encouraged to answer the door, more often when they have a planned visitor but do not respond to the door bell without support. "

"Due to door being locked as per risk assessment. "

"PWS (People We Support) lack capacity and/or ask staff to get it due to mobility issues. "

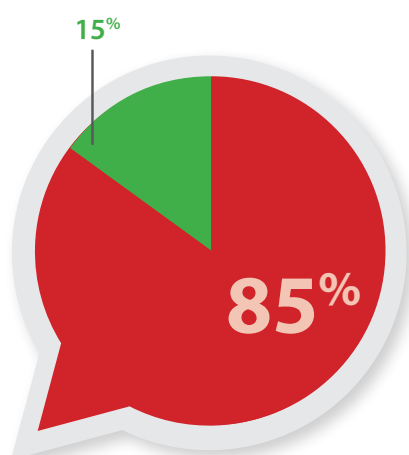
"Firstly, we don't have a doorbell, knock only and secondly, the PWS support don't have the capacity to engage with who ever is at the door. When certain deliveries are made, the delivery people are usually in a rush as they have other deliveries to make so while the PWS support can acknowledge the delivery person, they don't often don't have time to spend talking with the PWS. "

"Most of the People we Support have learning difficulties and would not think to ask for identification from a stranger at their door. "

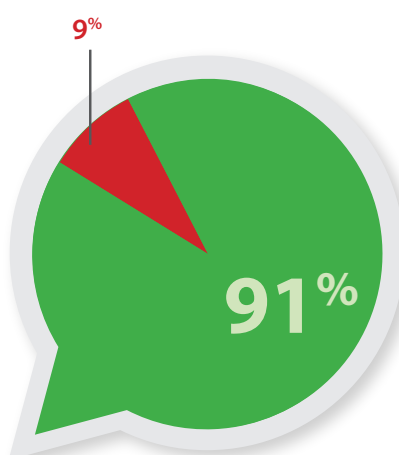
"As a safety issue, it's important that the staff know who is coming in and out of the people we supports homes. "

"We have a keypad on the door but PWS (come to the door with us to greet visitors. "

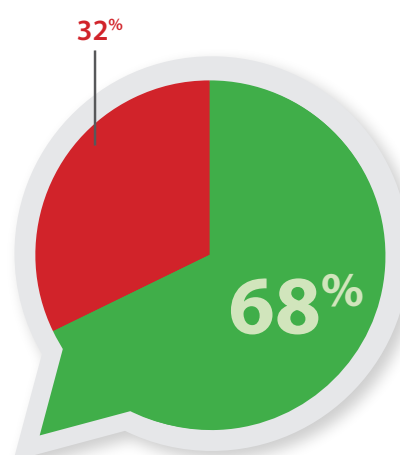
Yes No



“ Is it more important that things are done ‘in time’ than someone doing it themselves? ”



“ Do the people you support have access to all areas of their home (excluding bedrooms of other supported people? ”



“ Are areas other than those designated for staff (sleep over room / staff area) used to complete paperwork? ”

Areas for Further Improvement

The survey offered both areas of best practice and opportunities for improvement.

A majority of people we support make their own decisions in and about their homes; however there is still opportunity to develop staff skills to support people with positive risk taking in a safe and planned way.

We can also do more as teams to remember that we are supporting people in their homes and not in an office environment set up for admin tasks.

As a result of asking people which service supports them, we can identify where data was collected and therefore are better placed to support development for people in the specific areas in which they live.

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