



my
Voice



Do we support people in the ways they want at home?

This is what you told us
May 2023



EasyRead version

Real Life Options
a real choice | a real voice | a real difference



Listening to everyone

We believe that everyone should be able to make their own choices and decisions.



One of the most important decisions is where you live and how you are helped to choose what you want.



So, we asked people what they felt about the support they get in their own homes.



These are the answers. They show what things we are doing well and what things we can do better.

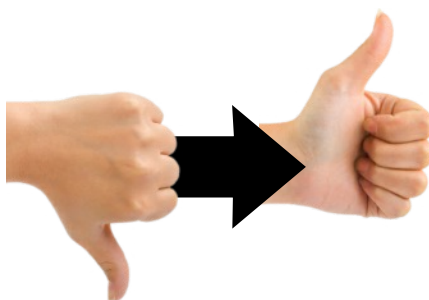
Who we heard from



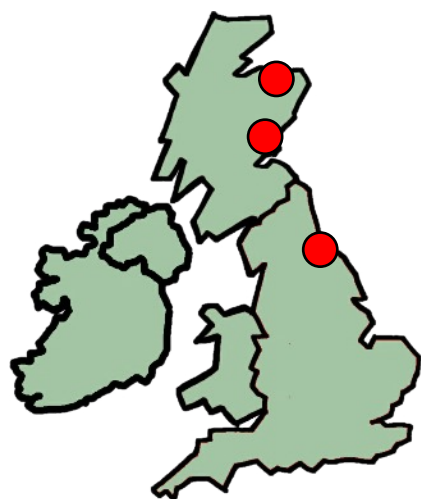
64 people told us what they thought.



We also asked people where they live so we can see which support services are involved.



This way we can make changes where they are needed.



Where people lived

- 13 people lived in Stockton
- 10 people lived in Elgin
- 6 people lived in Broomfield and Angus
- 10 people did not want to say
- 23 came from other places.

What we do well



1. We asked if you can choose what and when you eat.



Everyone said yes.



2. We asked if you can go everywhere in your home.



Nearly everyone said yes.



3. We asked can you choose how to decorate your home.



Nearly everyone said yes.



What we need to do better

4. We asked do you open your own front door.



7 out of 10 people said yes.



5. We asked are there any posters about health and safety in your own home.



6 out of 10 people said yes.



6. We asked do staff do paperwork on the dining room table.



4 out of 10 said yes.

What else people said



7. We asked do you do fun things instead of housework.



Nearly everyone said yes.



8. We asked do staff wear badges or uniforms.



3 out of 10 people said yes.



What people said about answering the front door

7 out of 10 people said they answer their own front door.



Others said:

I can't carry the keys.



I choose not to.



I answer my flat door but not the main door as it is connected to a phone entry system I can't understand.



Never been given the chance.



I want staff to do it for me.



I can be taken in my wheelchair.

What Real Life Options do well supporting me at home



They:

- keep me safe



- help me shop, make my breakfast, hoover, change my bed



- support me to be independent



- give me space when I want it



- support me to do the things I enjoy



- let me keep private



- help me keep my house clean



- help me make decisions



- tell me who will be there.

What Real Life Options could do better supporting me at home



They could:

- make paperwork easier



- give me more information about My Voice Group Meetings



- give me more hours.

What we have found out overall



Most people we support make their own decisions about their own homes.



We can do a bit more to support people take some safe risks.



It is useful to know where people live or work so we can help change things in those areas.

Tell us more and take part



Let us know if you have anything to say about how we support you.



If you would like to take part in other groups please email:
myvoice@reallifeoptions.org

Credits



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