

My Wellbeing - Feeling Safe

Survey Results

September 2023



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.

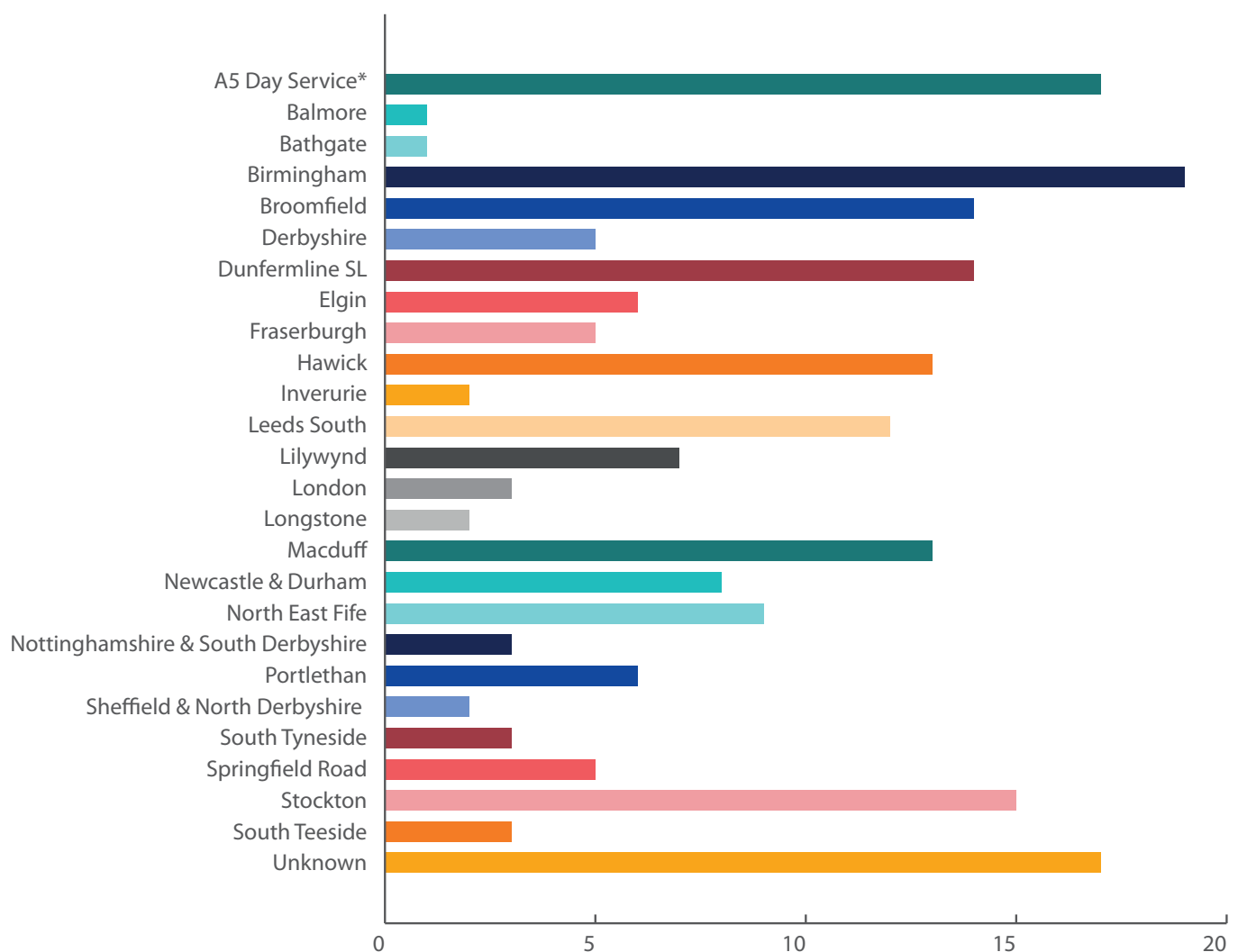
This survey focuses on feeling safe and is linked to 'My Wellbeing' on the Real Life Options Model of Support.

202 people we support from 40 services responded to the survey, providing us with the highest response rate to date on any of our previous My Voice Surveys.

202
Respondents



Service locations for the respondents



*A5 Day Centres refer to the An Carina and Dunfermline Hub.

My Voice - People we Support



Areas of Strength



92% of people we support said if they wanted to complain about the support they receive, they would know who to contact



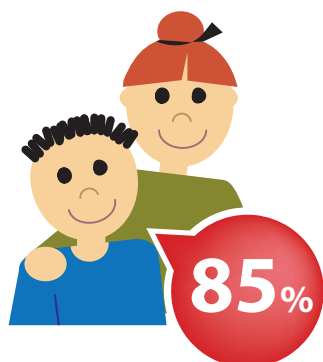
87% of people we support said they are supported to recognise harm



85% of people we support said they are supported to feel safe



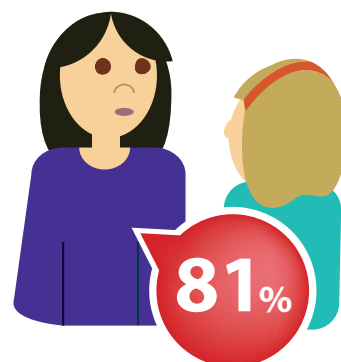
Areas of Development



85% of people we support said their support involves their guardian, family or advocate when needed



85% of people we support said they are supported to know how to keep other people safe

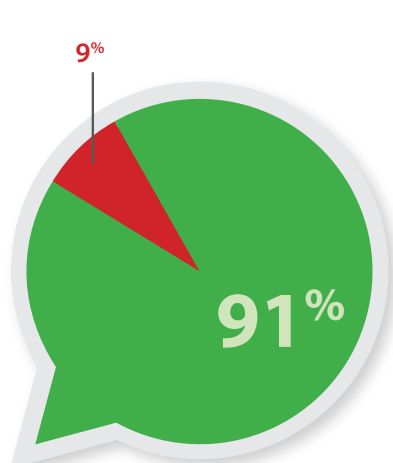


81% of people we support said they feel listened to

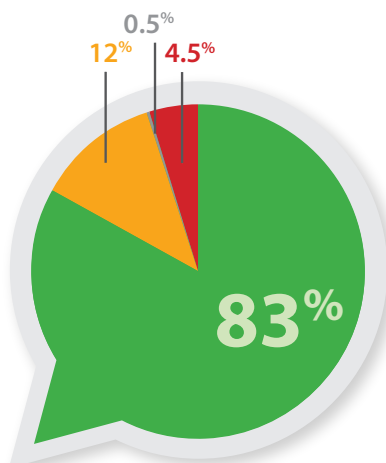
Survey Results

People we Support

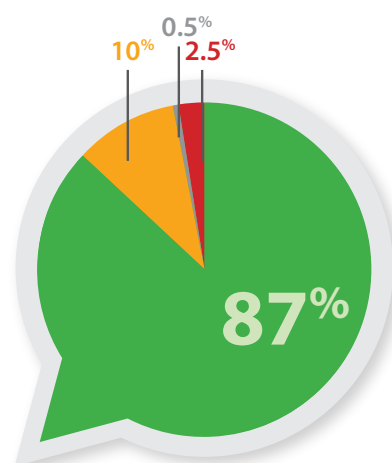
Always Sometimes Never N/A



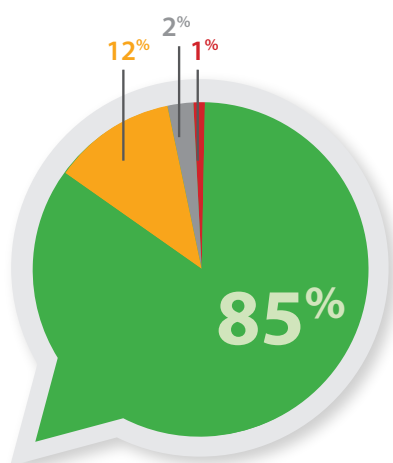
" I am supported to feel safe "



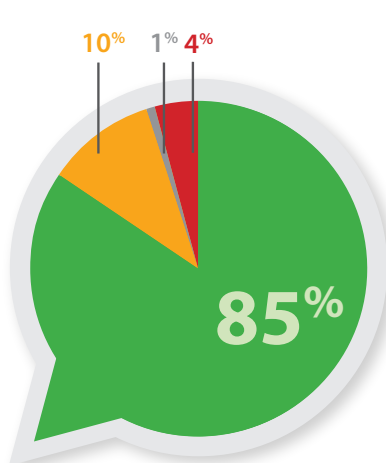
" I am supported to know my rights "



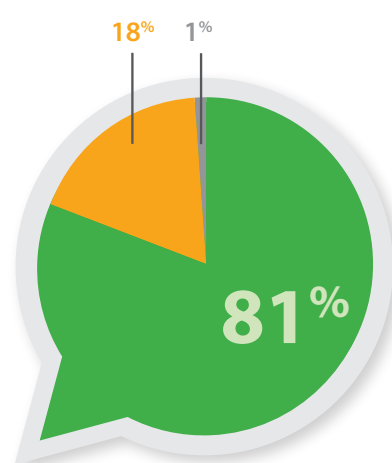
" I am supported to recognise harm or abuse "



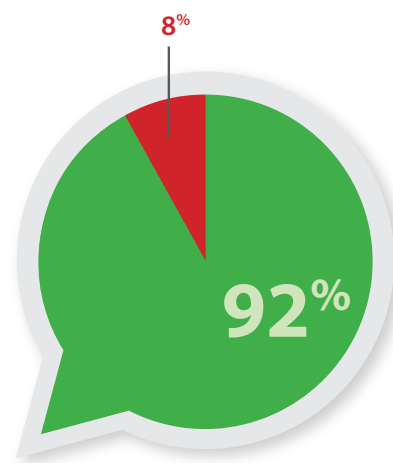
" I am supported to know how to keep other people safe "



" My support involves my guardian, family or advocate when needed "



" I feel listened to "

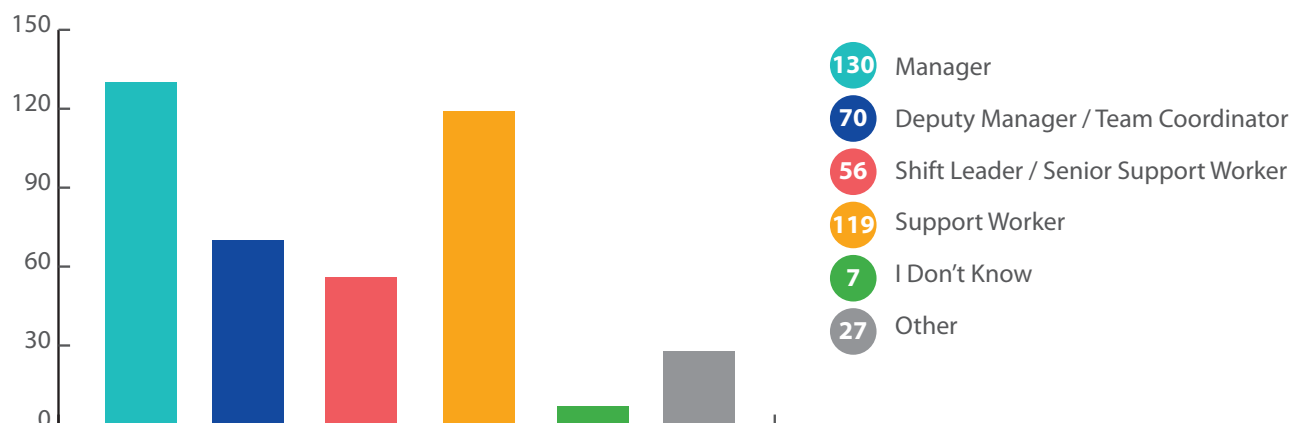


" If I want to complain about the support I receive, I know who to contact "

Survey Results

People We Support

Always Sometimes Never N/A



“ Who would I tell if I was unhappy with my support? ”

Areas for Further Improvement

Almost everyone who completed the survey have told us that they know who to report their concerns to and that they know there is more than one person that they can speak with. Being able to talk to the right person at the right time is very important and feedback shows that the people we support feel safe. Real Life Options will now speak with our managers and teams to ask them to support people who don't yet know who to make contact with when they are worried about feeling safe. We will speak about it at reviews, so the people we support are able to ask as many questions as they want so that they can continue to feel safe.

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