



How we support people What has changed?

This is what you told us
December 2024



EasyRead version

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

Listening to everyone



We create surveys to ask people what they think about our support.



And we use the things we hear to make changes.



We did a survey in 2022 and wanted to see if things had changed.



The number of people who answered our questions was higher this time. Up from 60 people to 290.

Listening to everyone



This was 188 people we support, up from 44.



And 102 family members, up from 16.



Here we see 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 be healthy.



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



Changes since last time that need to be better

SURVEY
2024



This time 3 out of 10 people said that they could spend time with people not paid to be with them.



SURVEY
2022



This is down from 5 out of 10 people last time.



This needs to be better.

Changes since last time that need to be better

SURVEY
2024



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



SURVEY
2022



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



This needs to be better.

Changes since last time that need to be better

SURVEY
2024



This time 5 out of 10 people said they take part in their community.



SURVEY
2022



This is down from 6 out of 10 people last time.



This needs to be better.

Things family members said we are doing well



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



8 out of 10 family members said we help people keep healthy.



8 out of 10 family members said we help people to communicate in their own way.



Things family members said we could do better



6 out of 10 family members said we help people to spend time with people not paid to be with them.



5 out of 10 family members said that we help people to run their own home.



5 out of 10 family members said that we help people to keep their friendships private.



Things we worked on since last time for family members



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

SURVEY
2024



Now over 7 out of 10 family members said we help people to be involved in their community.



SURVEY
2022



This is up from 6 out of 10 last time.



Things we worked on since last time for family members



We said we would like more family members to be involved in support reviews.



Now over 8 out of 10 family members are involved in support reviews.



This is up from 6 out of 10 last time.



Some of the things people have said that Real Life Options do well

“ (Real Life Options) Support me to go out in my community and live independently. ”

“ My staff provide the support I need to live the best life I possibly can. They support me with housework, cooking and always have a listening ear. ”

“ They help me when I have problems, help to keep me safe, support me to be healthy and give me good advice. ”

“Communication in the service is excellent, staff are well trained and well informed.”

Some of the things people said that Real Life Options could do better

“ Make sure I have my rota and know what staff I have in. Be more organised and client focused. ”

“ Support me to be re-assessed by social work to obtain more daily hours 1-1 so I can be out more. ”

“ Communication when there are changes could be improved. ”

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.



We need to talk more to people we support and their families about changes in support.



People would like more regular specialised staff who know and understand the people we support.

What we need to do better



Try to get even more people to complete the surveys.



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