

# How We Support People 2024

## **Survey Results and Comparison**

December 2024



**Real Life Options**

a real choice | a real voice | a real difference

# Giving Every Person a Voice

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The My Voice working group aim to capture the voices of the people we support and ensure this is heard within the Real Life Options Group and with our other stakeholders, such as regulators, local authority and other professionals involved in the lives of the people we support.






This document illustrates organisational progress but the survey has been designed in such a way that service specific results can be identified and localised feedback can be reported to managers, enabling us to help shape organisational policy and local procedures to further enhance the experience of the people being supported by Real Life Options Group.

The most recent survey ran from the 16<sup>th</sup> of October to the 18<sup>th</sup> of November 2024 and was available in three formats for the people we support and two for the families and guardians. The people we support had access to the easy read online form, the easy read paper-based survey and a paper-based Makaton symbol survey. This survey is comprised of two elements, the people we support survey and the family and guardians survey.

They ask the same questions but from different perspectives, and both are given the opportunity at the end of the survey to give more qualitative statements regarding what they feel Real Life Options do well, what we could do better and any other points they wish to raise. As an annual survey it gives a unique opportunity to compare the results from previous years, with this comparison evidenced throughout the document.



# Overview Comparison to Other Years

Response 	 SURVEY 2024	 SURVEY 2022	 SURVEY 2021	 Difference
Total No. Respondents	290	60	170	+230
Total No. People We Support	188	44	132	+144
Total No. Families and Guardians	102	16	38	+86
<b>Always</b>	71.8%	75%	69.5%	-3.2%
People We Support	69%	71%	72%	-2%
Families and Guardians	74.5%	79%	67%	-4.5%
<b>Sometimes</b>	18.3%	16%	18.5%	+2.5%
People We Support	22.5%	19%	21%	+3.5%
Families and Guardians	14.1%	13%	16%	+1.1%
<b>Never</b>	1.5%	0.5%	1.5%	+1%
People We Support	2.6%	1%	2%	+1.6%
Families and Guardians	0.5%	0%	1%	+1.5%
<b>N/A</b>	8.4%	8.5%	10.5%	-0.1%
People We Support	5.9%	9%	5%	-3.1%
Families and Guardians	10.9%	8%	16%	+2.9%

" (Real Life Options) Help me, listen to me even though I communicate without words. Help me to go on holiday - I am the happiest I have ever been. "

Person We Support

" Without Real Life Options I wouldn't be able to help my other people in my immediate family that require support and wouldn't be able to do some of the things that I enjoy or go to appointments and my daughter gets to go out without her mother. "

Family Member

" (Real Life Options) Meet the needs of the individual and support them in the best way. Can pick up on signs of illness from behavioural changes and manage accordingly. "

Family Member

" My staff help me and talk to me if I hurt peoples feelings. My staff are good they feel like my family. My managers give me good advice and look after me and keep me safe, I'm not a bad guy, I'm funny. "

Person We Support

## 2024 survey areas of strength - People we Support



**87% of people we support**  
said they always get the support  
to feel clean and tidy and wear  
what they want to wear



**90% of people we support**  
said they always get the support  
they need to be healthy



**85% of people we support**  
said they feel happy and safe  
in their own home

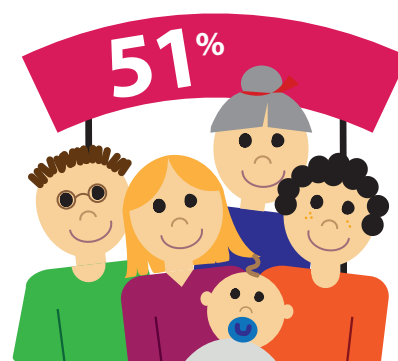
## 2024 survey areas of development - People we Support



**29% of people we support**  
said they always spend time  
with people not paid to be  
with them



**37% of people we support**  
said they can always keep  
friendships private if they want

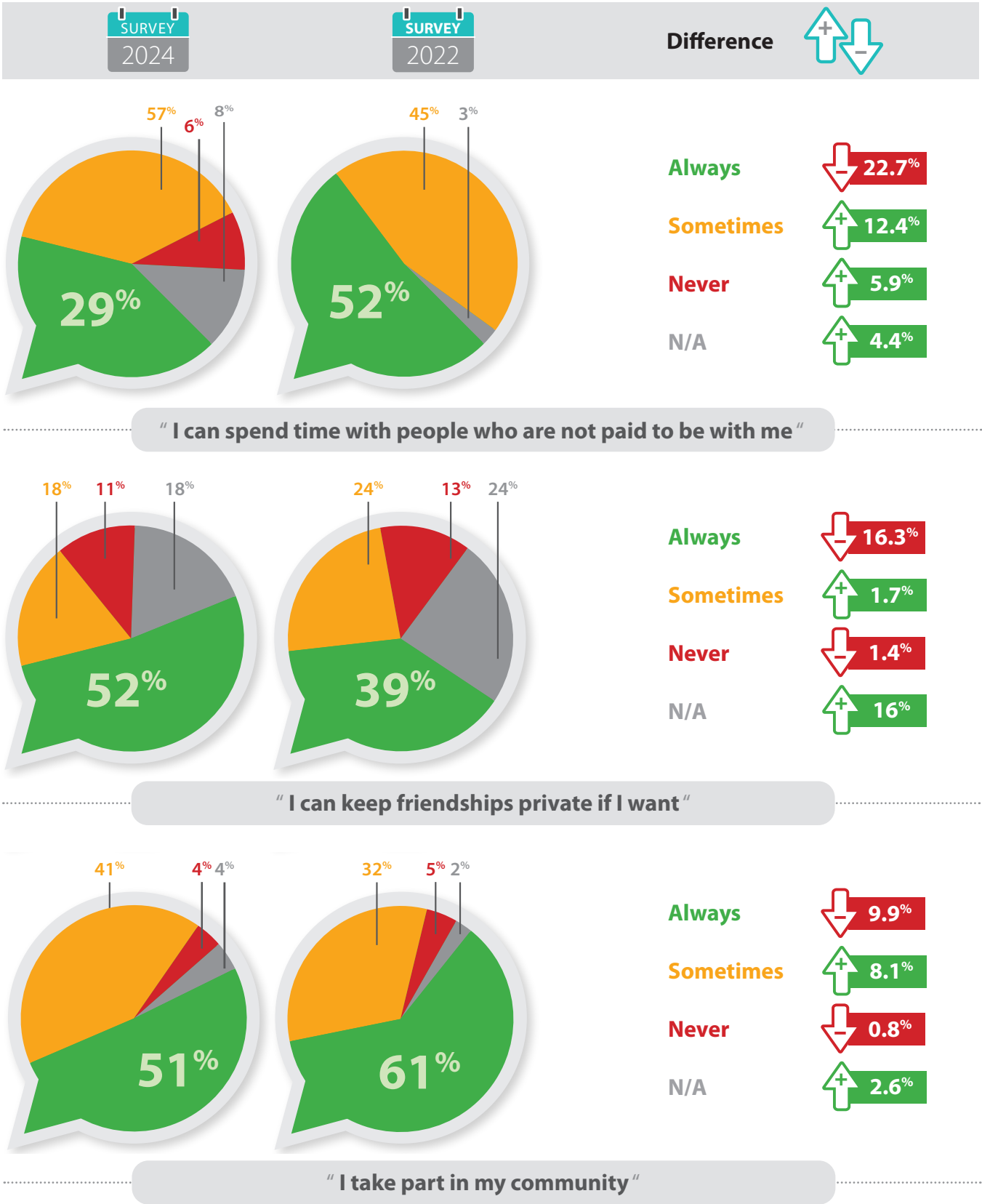


**51% of people we support**  
said they always take part in  
their community

# Survey Comparison areas for development - People we Support



Below is a summary of progress on each of the areas for development for the people we support.



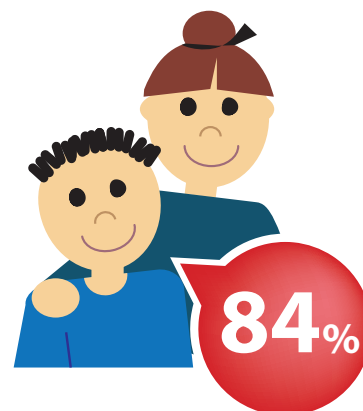
## 2024 survey areas of strength - Families and Guardians



82% of family members/  
guardians said people  
are always supported to  
communicate in their own way

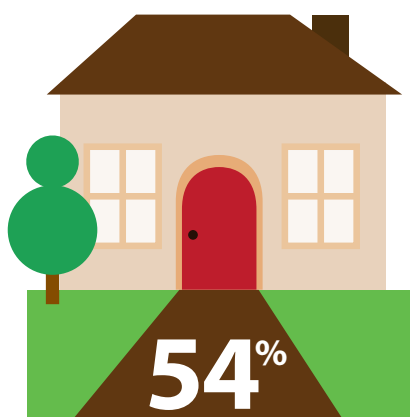


85% of family members/  
guardians said people  
are always supported to  
stay healthy



84% of family members/  
guardians said people  
are always supported to  
live a full and happy life

## 2024 survey areas of development - Families and Guardians



54% of family members/  
guardians said people are  
always involved in the running  
of their home



53% of family members/  
guardians said people are  
always supported to have  
privacy in their friendships if  
they want it



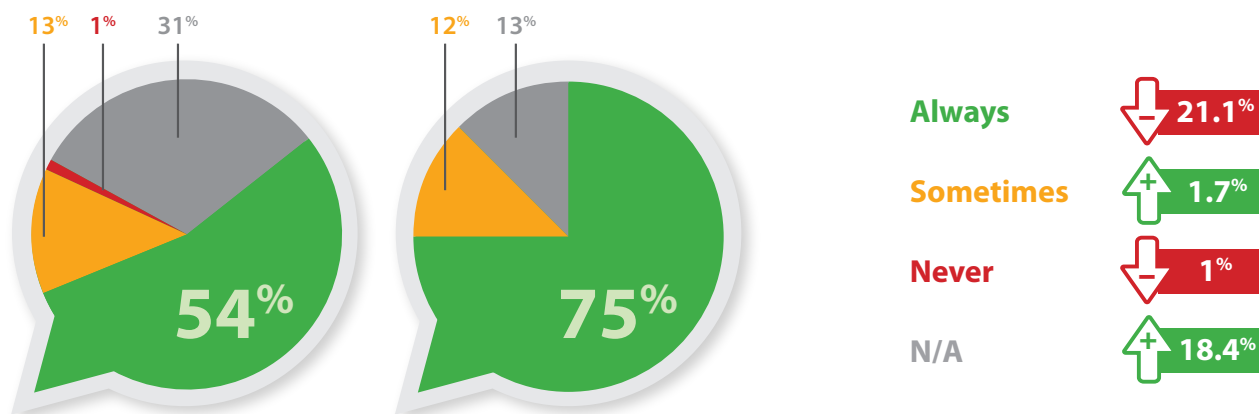
62% of family members/  
guardians said people are  
always supported to spend time  
with others who are not paid to  
be with them

# Survey Comparison areas for development - Families and Guardians

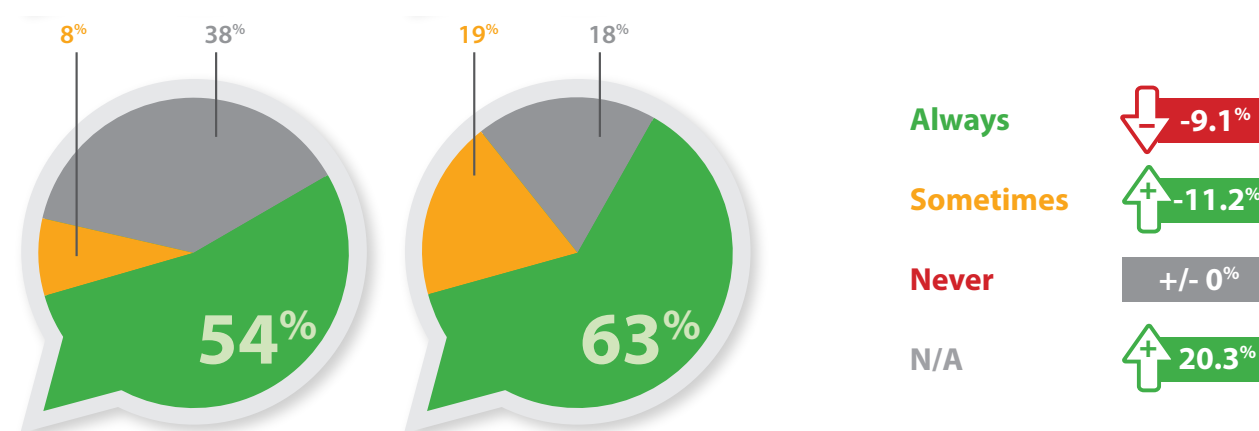


Two of the three main areas for development for the families and guardians remain relatively consistent across both surveys. Below is a summary of progress on each of the areas for development.

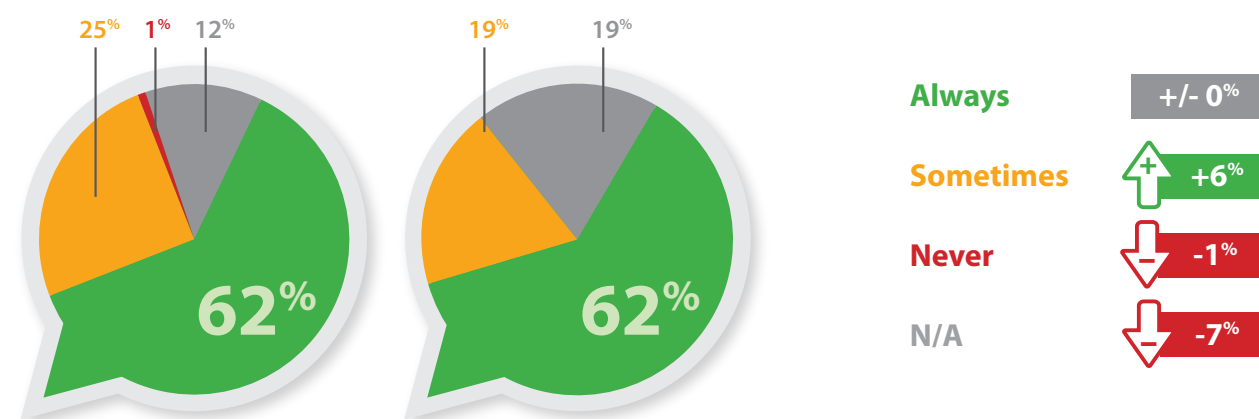
SURVEY 2024	SURVEY 2022	Difference	↑ ↓
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" People are involved in running their own home "



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



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

# 2024 Survey Common Feedback Themes

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## 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.

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## 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, communicating changes appeared to be the greatest source of frustration surrounding this. There was also further commentary from both the people we support and the parents and guardians regarding the communication between staff.

Another key feature, more specifically for the people we support, was the frequency of having different staff, many potentially feeling this was a barrier to gaining good support

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## Areas of Concern

There were no prevalent areas of concern within the survey, however the number of “non-applicable” answers indicates that certain sections of the survey require some further thought and deeper discussion within the My Voice working group.

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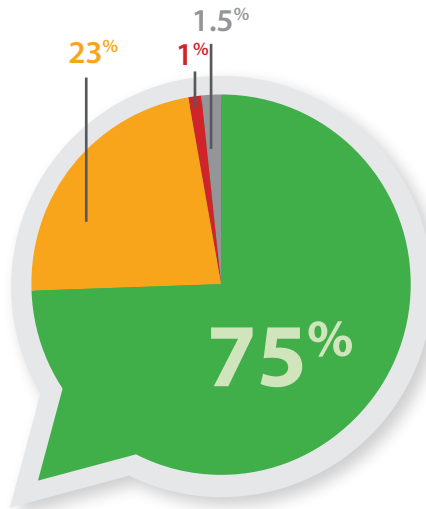
# Survey Results

# People We Support

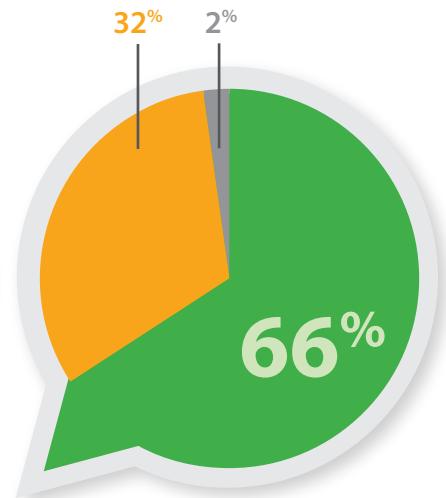
Always Sometimes Never N/A

"I am listened to"

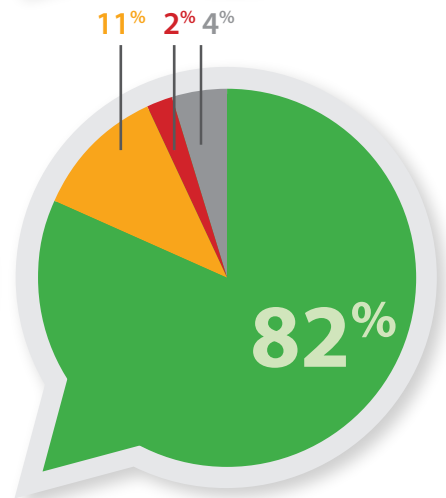
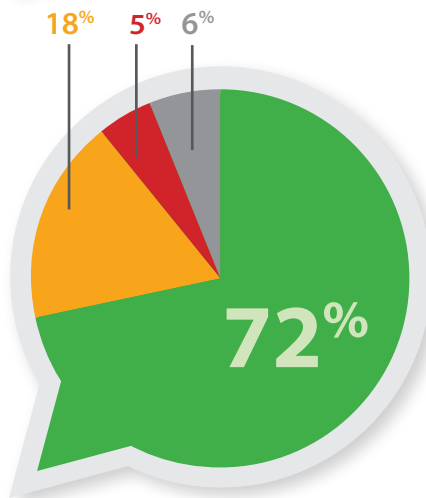
SURVEY  
2024



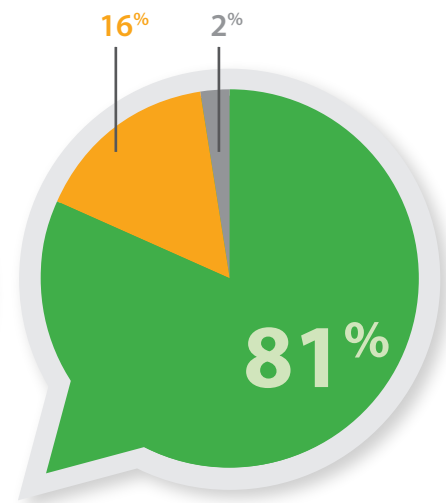
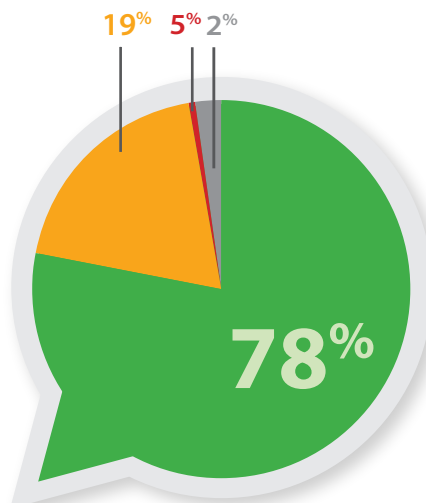
SURVEY  
2022



"I can take part in my reviews"



"I tell people what I want in my own way"



# Survey Results

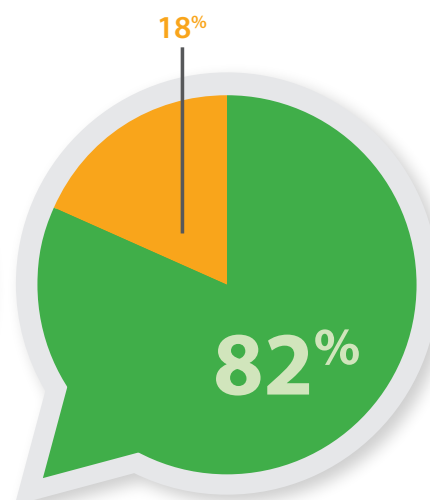
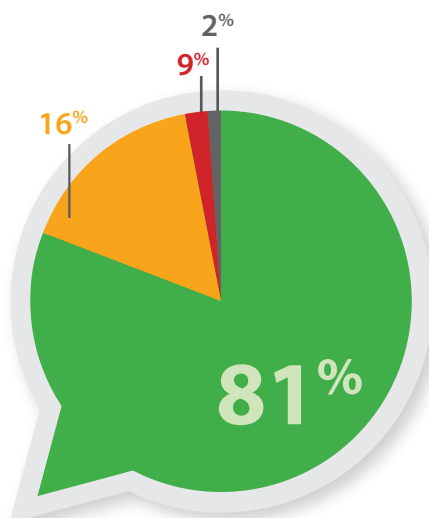
# People we Support

Always Sometimes Never N/A

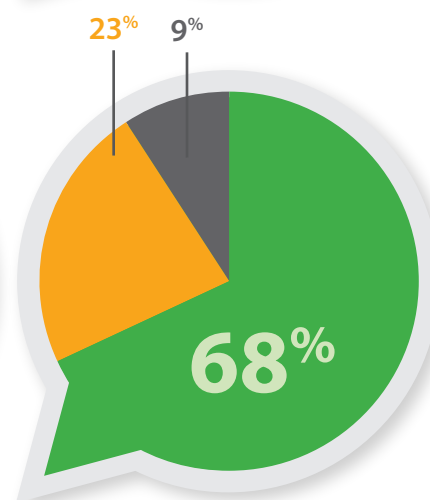
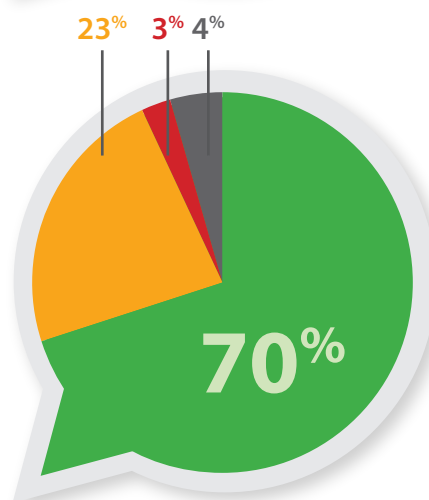
SURVEY  
2024

SURVEY  
2022

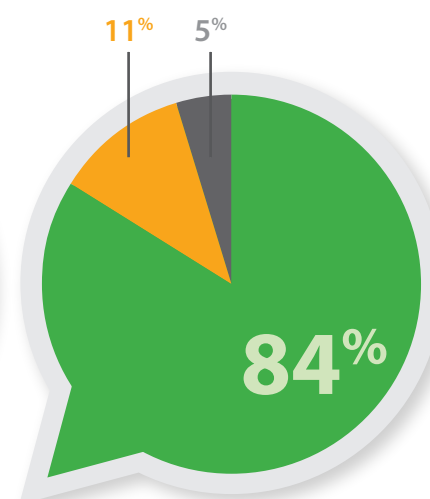
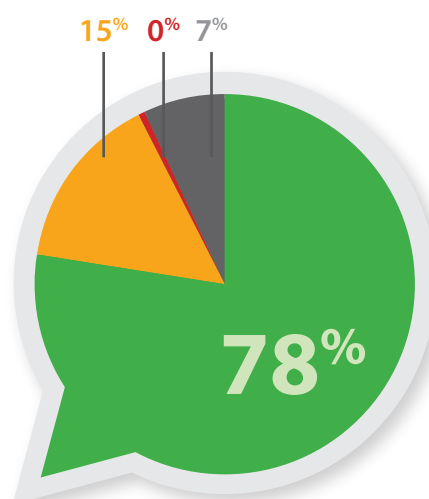
" I choose how  
I spend my time "



" I choose how I  
spend my money "



" I choose how  
I like to live "



# Survey Results

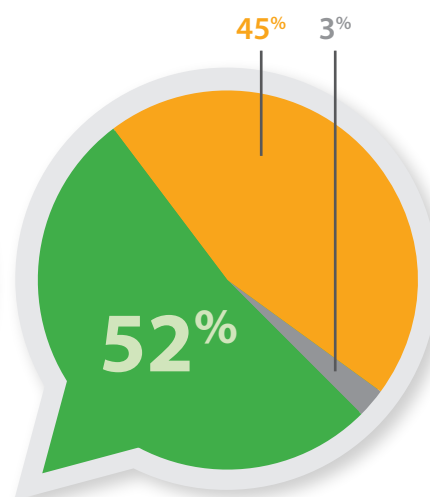
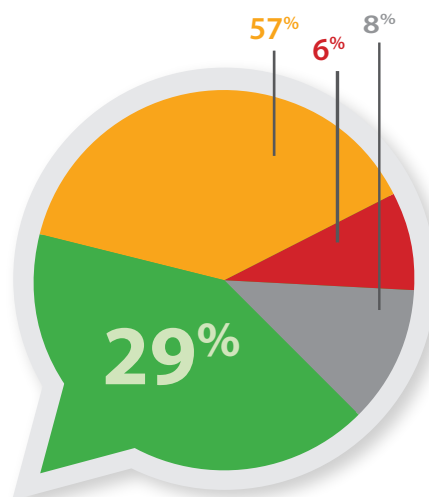
# People we Support

Always Sometimes Never N/A

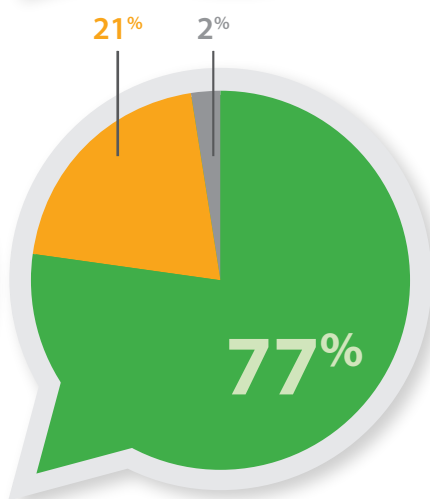
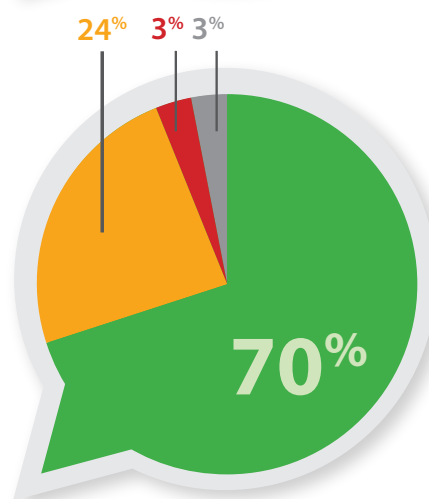
SURVEY  
2024

SURVEY  
2022

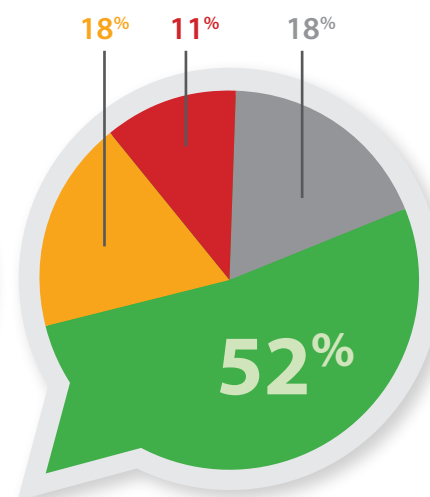
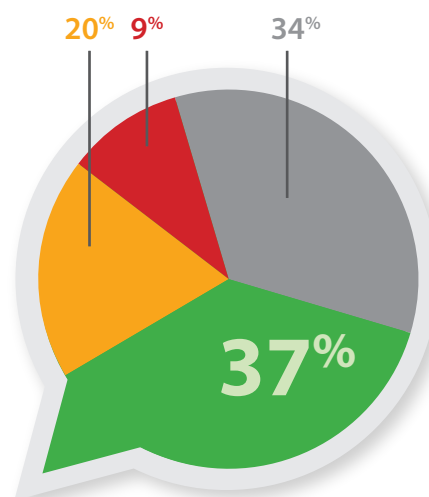
" I spend time with people who are not paid to be with me "



" I stay in touch with friends and family "



" I can keep friendships private if I want "



# Survey Results

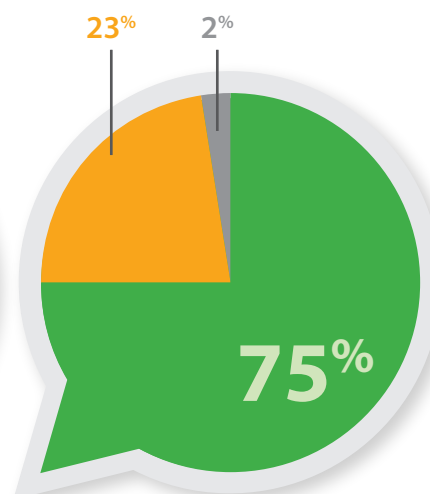
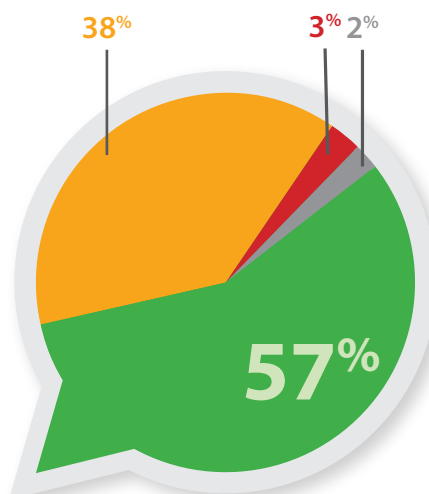
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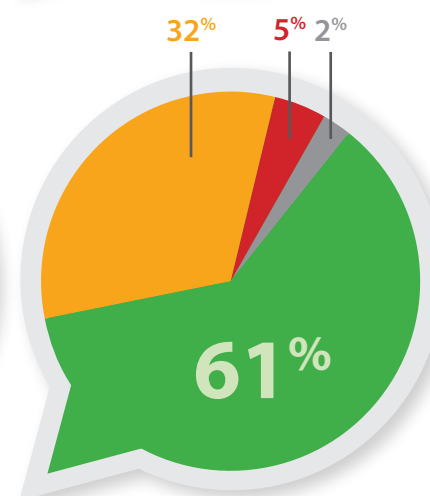
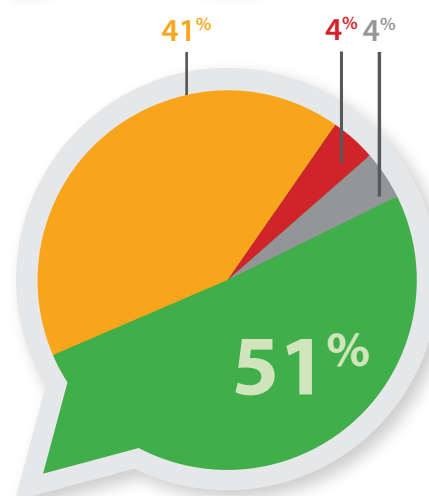
SURVEY  
2024

SURVEY  
2022

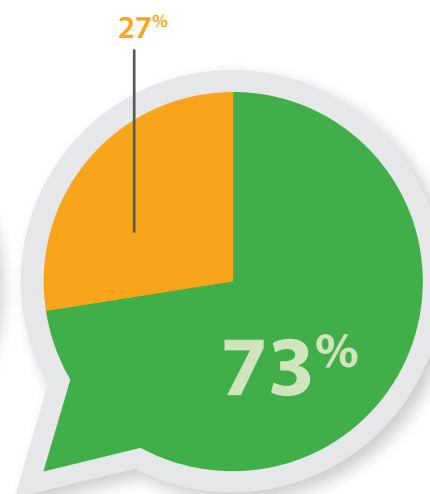
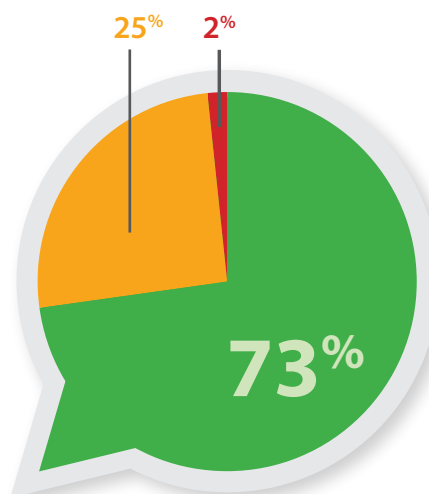
"I am able to do the same things in the community as other people"



"I take part in my community"



"I go to the places I want to"



# Survey Results

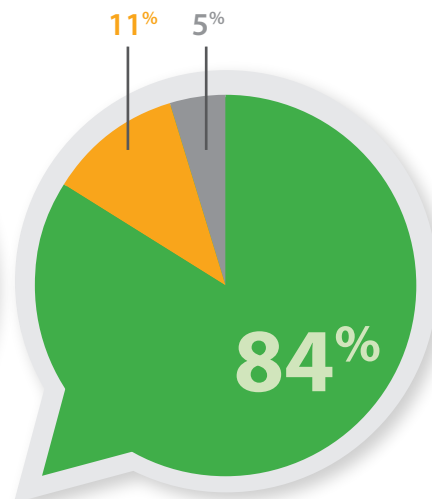
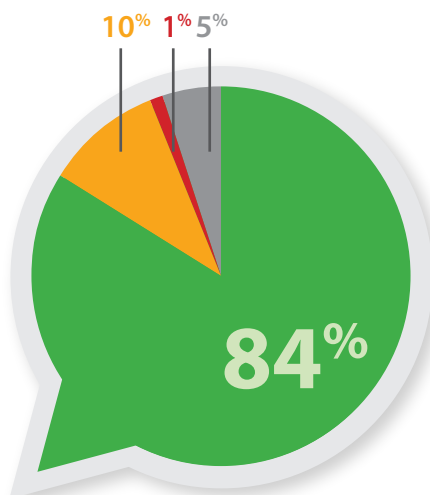
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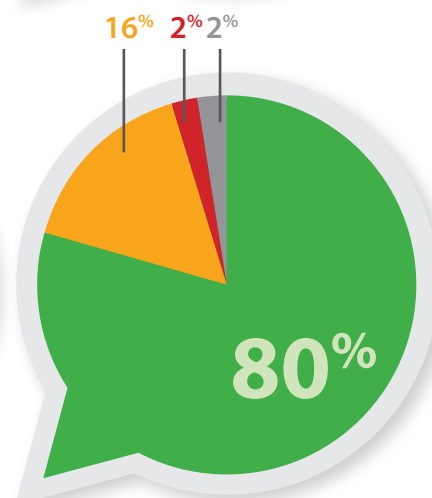
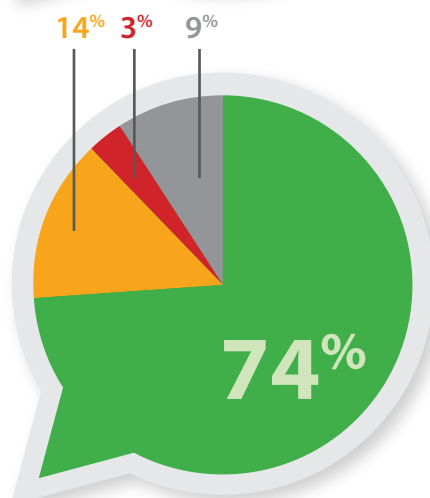
SURVEY  
2024

SURVEY  
2022

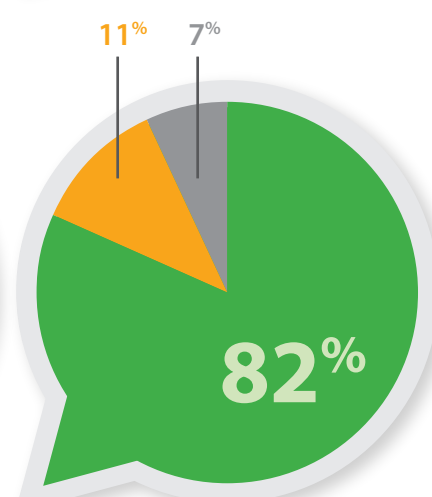
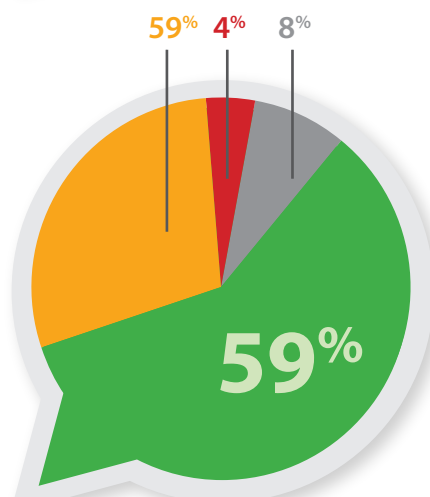
"I feel happy and safe  
in my home"



"I can invite my  
friends and family home"



"I take part in how  
my home is run"



# Survey Results

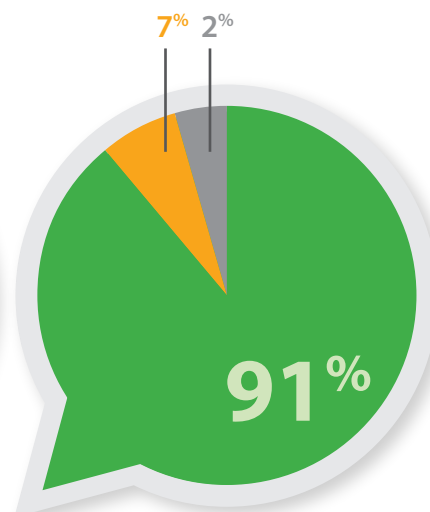
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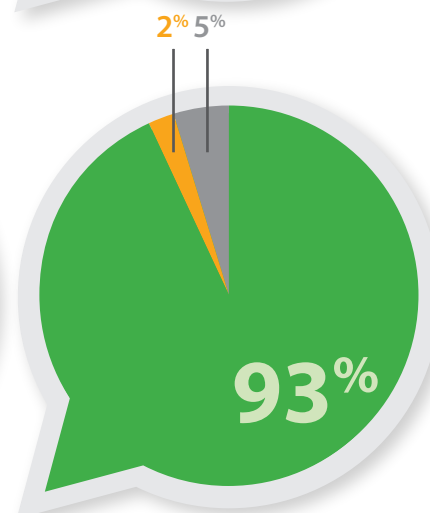
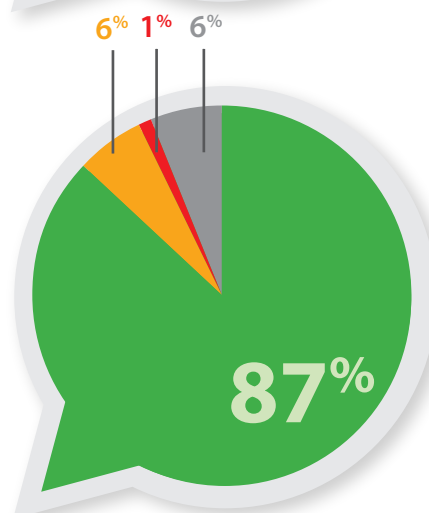
SURVEY  
2024

SURVEY  
2022

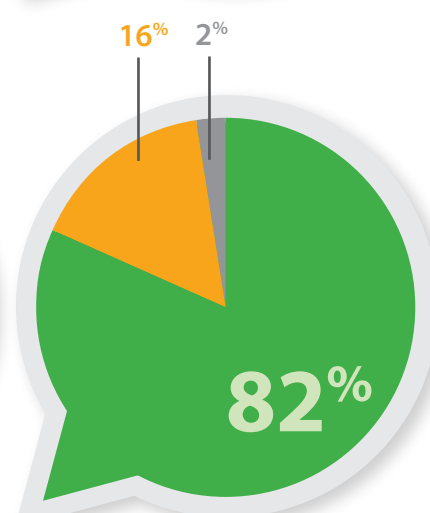
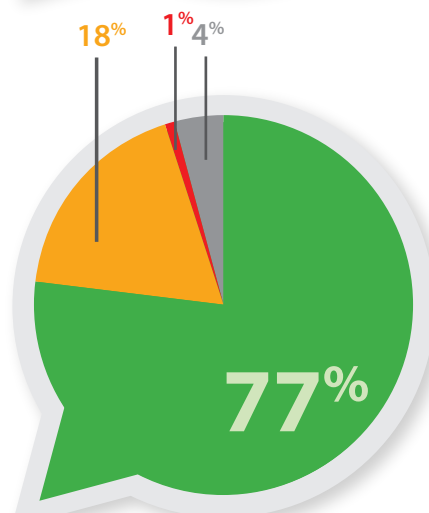
"I get the support I need to be healthy"



"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

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## What do we do well?

" Getting me into my routines, helping me to clean myself and my home. "

Person We Support

" Keep me safe, look after me, help me with my money and keep me healthy. "

Person We Support

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

Person We Support

" Would give a good recommendation as they are a good company. Provide good staff and can be open with manager about problems. "

Person We Support

" Giving me regular staff on my rota, helped me to move recently which went good, to keep in touch with friends. "

Person We Support

" Encouraged confidence to complete daily household home tasks. "

Person We Support

" I like all the staff I like staff taking me on holiday. "

Person We Support

" They do really well helping me to feel safe in my home and supporting me to go to work. "

Person We Support

" Supporting me to go out in my community and live independently. "

Person We Support

" I like going to the Centre to dance and do the raffle. I like going shopping and picking what I want and going out in my car. I like when Mam and my dog Coco come to visit my house. "

Person We Support

" I feel I'm supported well. I get involved in events and activities within and outwith my community I have a choice I am able to do things I like doing because of Real Life Options. "

Person We Support

" 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. "

Person We Support

" The staff are always friendly and help me to do the things I want. The same people are around and have been for a long time. They know what I like and don't like. "

Person We Support

" Matched me to good support worker who continues to work and support me well great management good people skills and ensuring good support the way I want it. "

Person We Support

# Giving Every Person a Voice

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## What could we do better?

" Helping with people I don't want to be around. "

Person We Support

" More Sleep Over Staff. "

Person We Support

" Take me on a trip with all the other people that get support and meet new friends. Help me to meet Pakistani people that also have disabilities. "

Person We Support

" Easy read format Review form for my 6 monthly and annual reviews, RLO giving me feedback on the results of these surveys directly to me, visiting and meeting other services locally. "

Person We Support

" More drivers - which can be difficult to get. "

Person We Support

" Raise money - fund raising activities. "

Person We Support

" I would like them to take me on holiday. "

Person We Support

" Tell me what staff I have supporting me - a rota. "

Person We Support

" I think it's hard to access my money. "

Person We Support

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

Person We Support

" To keep my staff team as I do not like to many different staff. "

Person We Support

" Advocate on my behalf for more support hours as I currently only have enough hours to attend 2 activities a week. "

Person We Support

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

Person We Support

" Sometimes I need a bit of extra assistance, I can get carried away with my own thoughts and at times staff can struggle to understand what it is I need. "

Person We Support

" Be able to sort repairs quicker and not have to go through Inclusion (Housing). "

Person We Support

" Give more updates on things like care changing and updates with the service. Have management be more involved with us tenants. "

Person We Support



# Survey Results

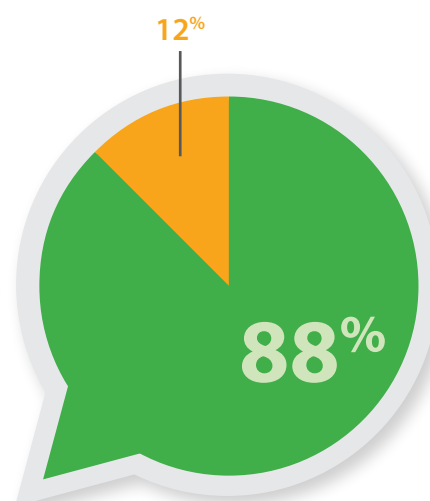
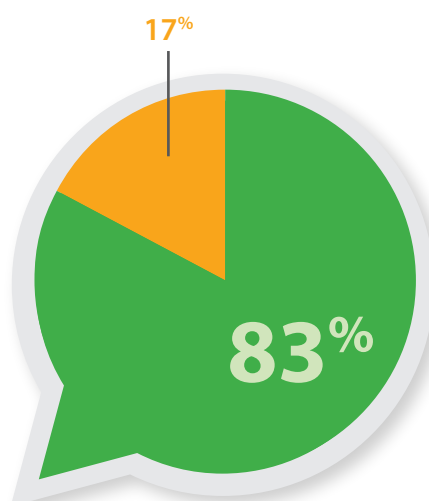
## Families and Guardians

Always Sometimes Never N/A

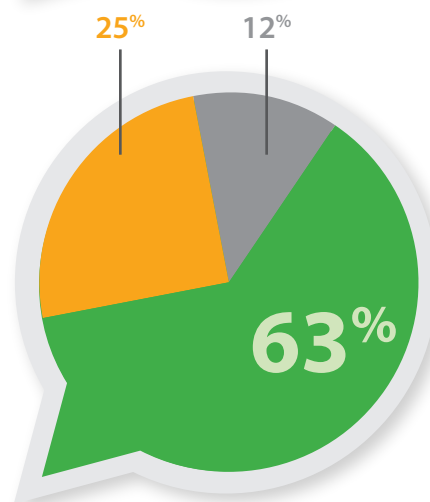
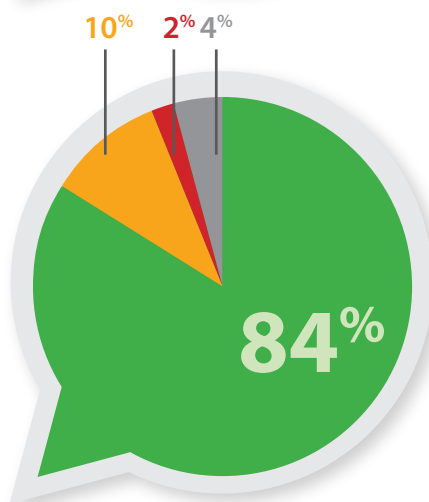
SURVEY  
2024

SURVEY  
2022

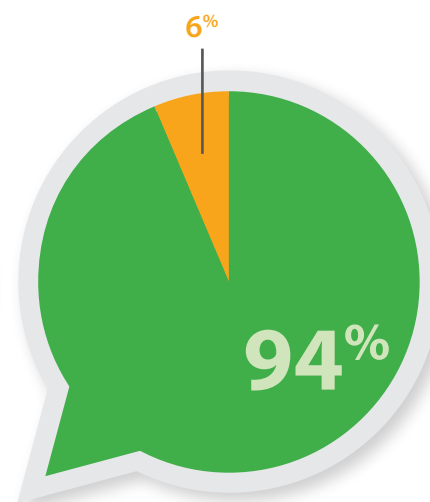
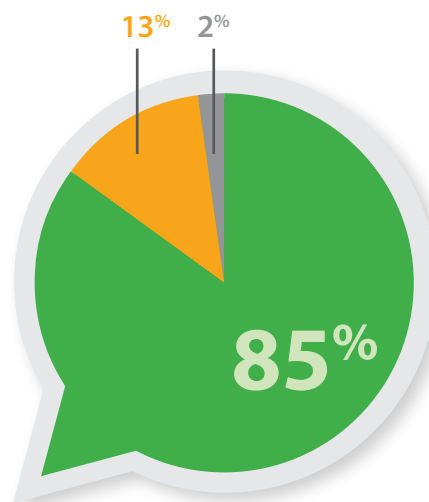
"Real Life Options  
listens to people"



"I am involved in  
support reviews"



"People are supported  
to communicate in  
their own way"



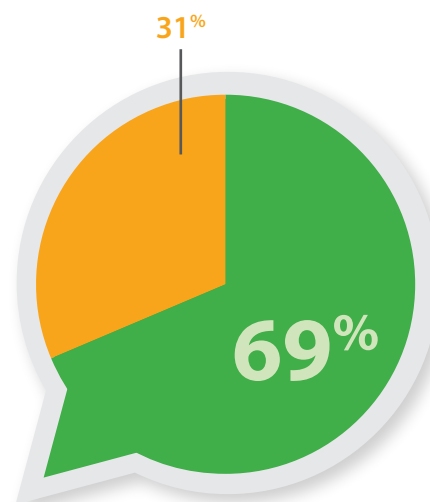
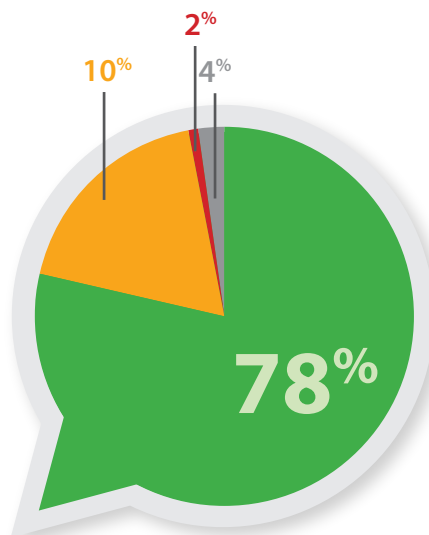
# Survey Results Families and Guardians

Always Sometimes Never N/A

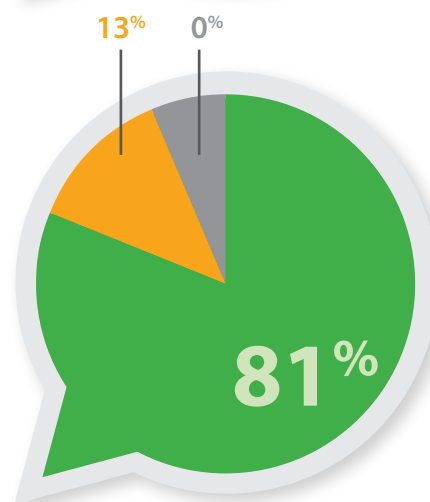
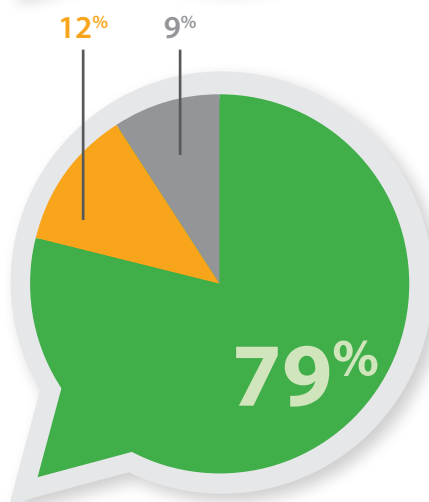
SURVEY  
2024

SURVEY  
2022

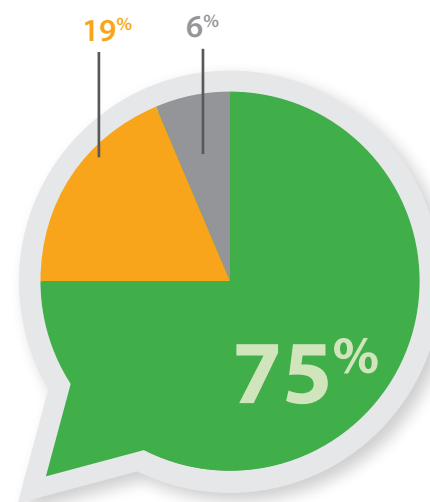
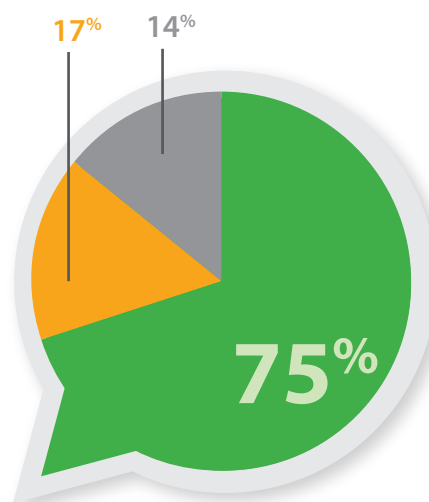
" People have a choice  
in how they spend  
their time "



" People have a  
choice in how they  
spend their money "



" People have a choice  
in how they like to live "



# Survey Results

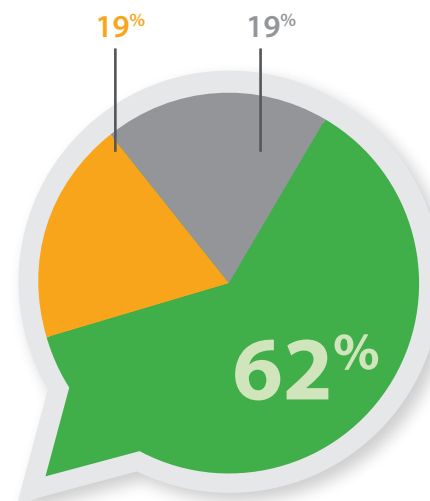
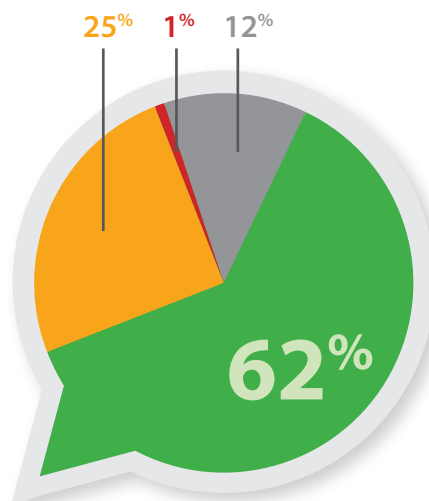
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Always Sometimes Never N/A

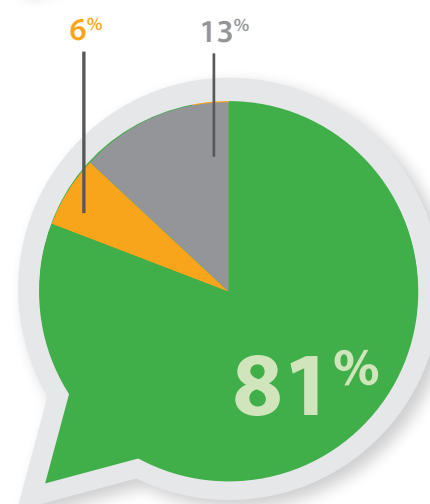
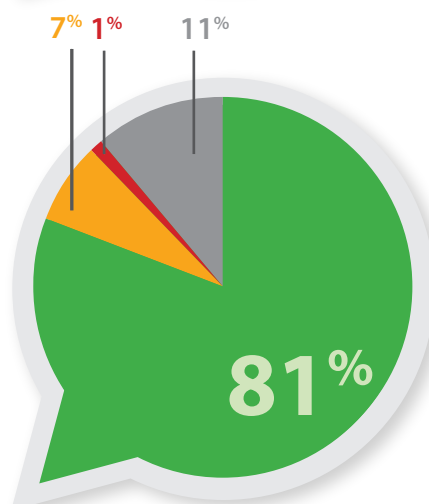
SURVEY  
2024

SURVEY  
2022

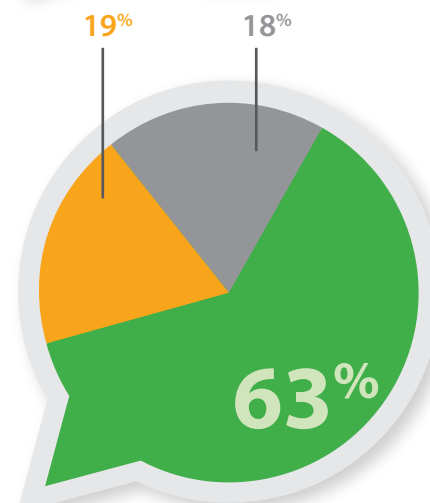
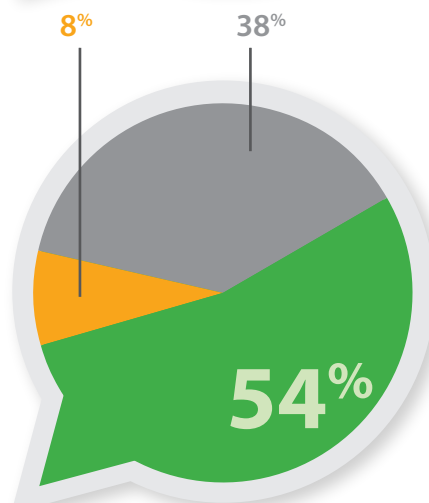
" People are supported to spend time with others who are not paid to be with them "



" 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

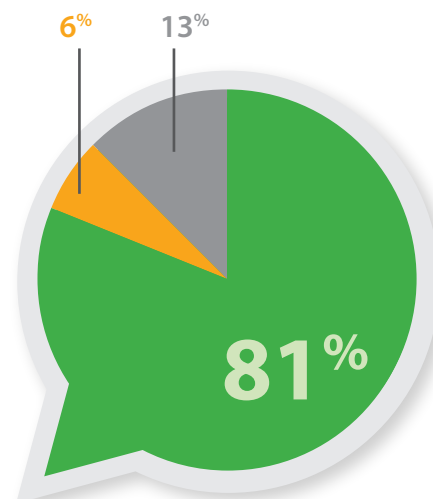
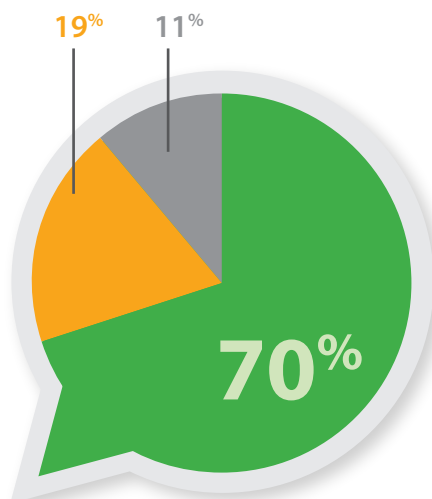
## Families and Guardians

Always Sometimes Never N/A

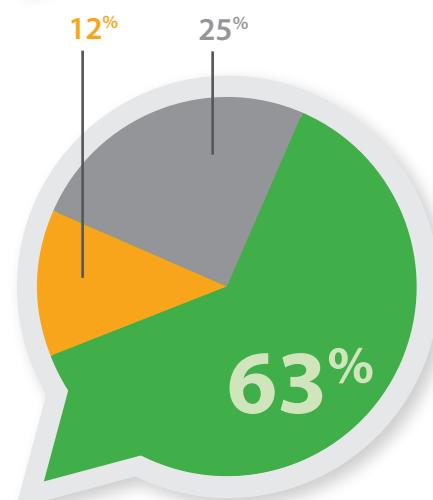
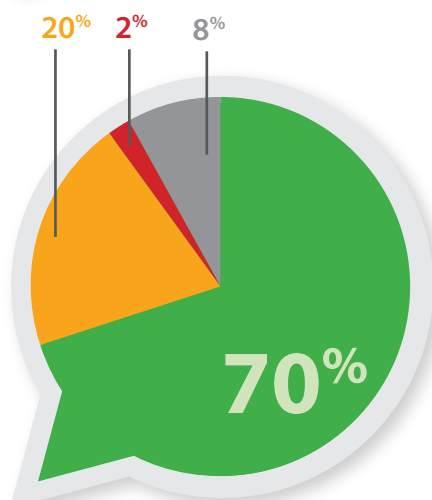
SURVEY  
2024

SURVEY  
2022

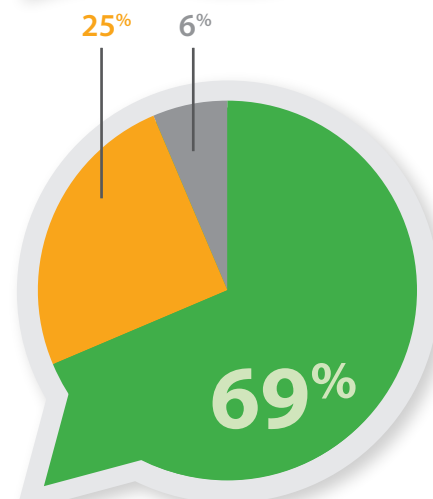
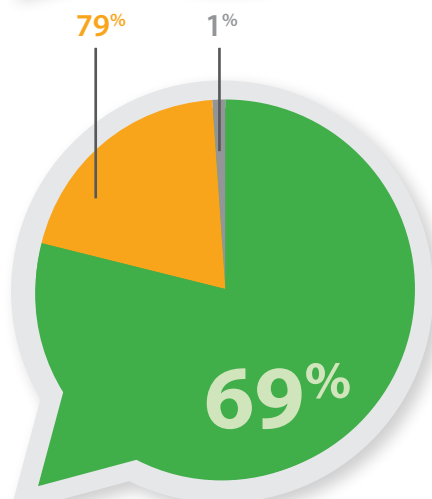
" People are supported to have the same opportunities in the community as other people "



" People are supported to be involved in their community "



" People go to places that interest them "



# Survey Results

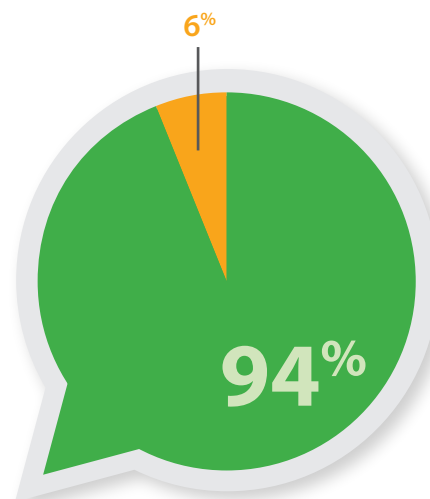
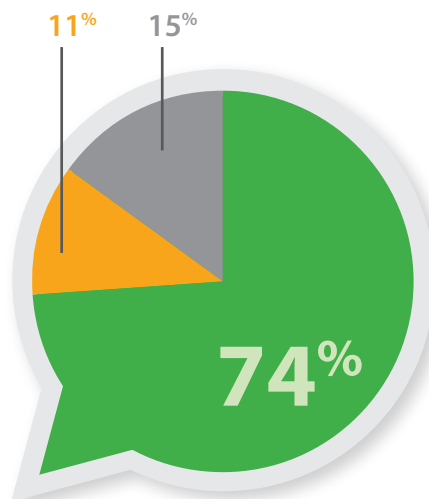
## Families and Guardians

Always Sometimes Never N/A

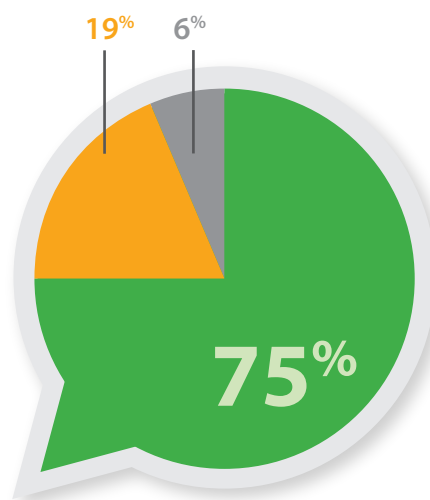
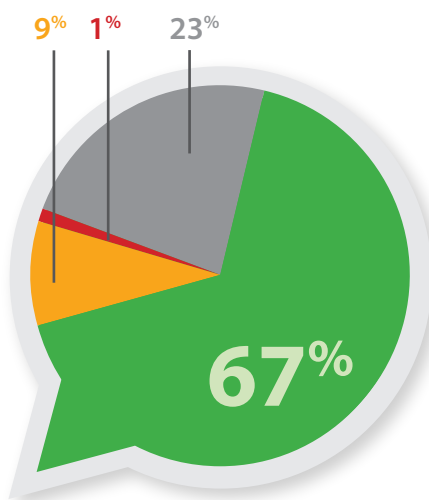
SURVEY  
2024

SURVEY  
2022

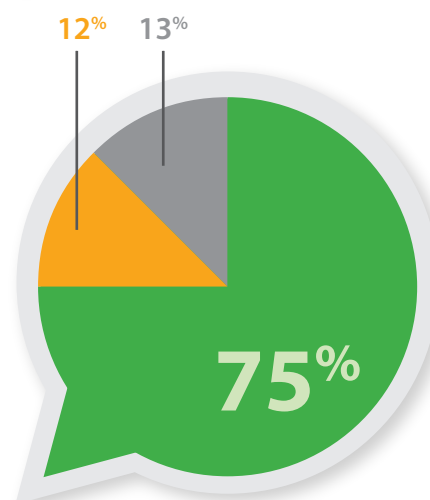
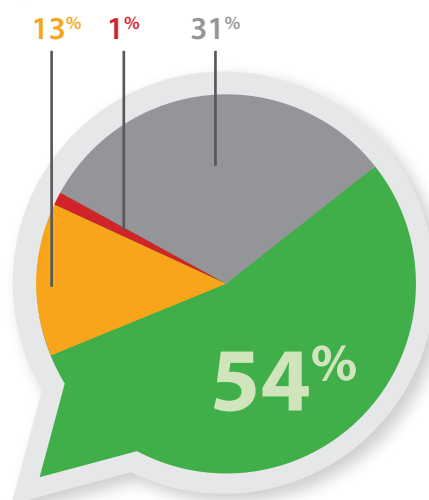
" People are happy and safe in their own home "



" People can invite their friends and family home "



" People are involved in running their own home "



# Survey Results

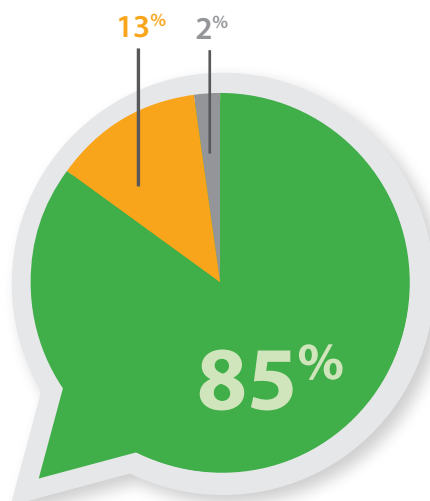
## Families and Guardians

Always Sometimes Never N/A

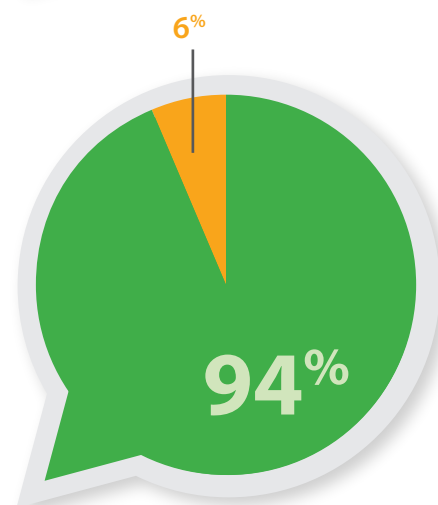
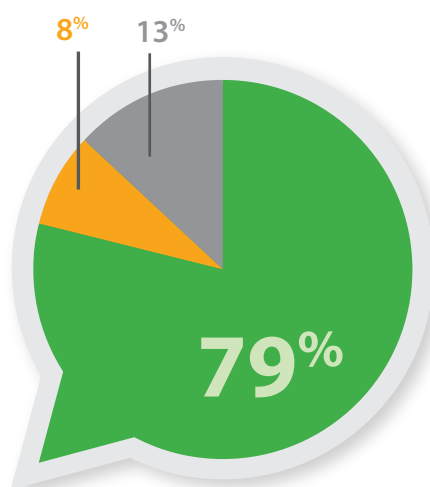
SURVEY  
2024

SURVEY  
2022

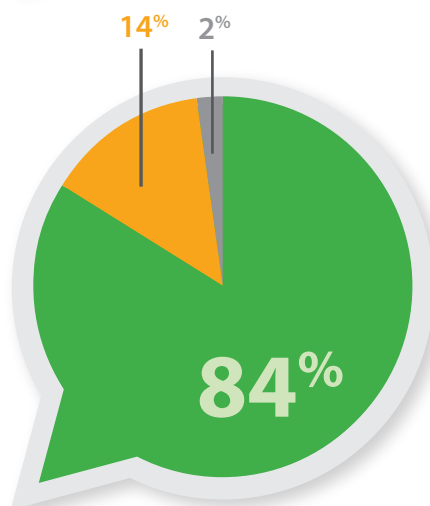
“ People are supported to stay healthy ”



“ 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

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## What do we do well?

" Very responsive to queries and concerns - high level of support from management team - attend all meetings/reviews with the wider local authority support team. Proactive approach to understanding support needs and addressing identified weaknesses in support. Willingness to share views based on wider experience of complex support. Friendly, approachable, empathetic style of management. Facilitate and include us in meetings with support staff where appropriate. High level of staff team involvement within the service. "

Family Member

" Real Life Options support their adults in many ways and always, in my opinion, extremely well and with care and consideration encouraging independence and self confidence. "

Family Member

" RLO make a massive effort to give my son the best care and happy life as is possible, I appreciate the carers in his home who try very hard to create a happy peaceful comfortable environment. "

Family Member

" Staff are reliable. RLO makes every effort to support family especially in crises. New staff are introduced gradually and with support and guidelines from regular staff. "

Family Member

" Real Life Options helps my son to take part in his many activities and ensure that he still gets to do the things that he really likes to do. They have also paired him really well with workers who are close in age, have the same interests and hobbies, so that they can participate in things with him which he finds really helpful. "

Family Member

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

Family Member

" The management staff are friendly and approachable. Care is individually focused most of the time. "

Family Member

" RLO are very supportive, and listen and work well as a team. "

Family Member

" They have a stable group of carers for our son all of whom he likes. Any new staff are properly inducted. They are caring and supportive. "

Family Member

" They let my daughter live the best life possible. Staff are friendly and respect their clients. "

Family Member

# Giving Every Person a Voice

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## What could we do better?

" Methods of communication between management and support staff do not always appear effective leading to lack of consistency in day to day support which is key in a complex and high need environment. Issues with introduction of new staff suggests inductions are not fully adequate with possibly too much focus on shift training. Whilst improvements are being made to increase supervision levels and provide regular updates, daily reporting is not always detailed and timely enough to form a clear picture of the full range of activities being undertaken throughout the course of the day. Staff willingness to adopt all support protocols is also inconsistent leading to some shift teams being more effective than others. "

Family Member

" Recruitment of experienced carers with life experience and skills to encourage healthy lifestyles. Some more mature staff that are familiar with 'family' life.- to support with household chores, cooking, cleaning etc... and to support in making good choices Staff with similar cultural experiences to support their service user. Clear and regular routines and plans... and internal communication simplified. Team leaders to be more pro active in leading the team and overseeing that carers following the same routines. "

Family Member

" More consistent staffing. We have more changes than I would like. "

Family Member

" Better wages to attract specialised staff. "

Family Member

" The communication from managers to guardians/parents could be improved, the appropriate named people to contact re updates on structure (management) etc. would be helpful an email on news letters on a regular basis would also be good. "

Family Member

" Communication when there are changes could be improved. "

Family Member

" Keep staff consistent and have staff back up plans for staff holidays and sickness Providing staff that drive when an outing in the car is planned. "

Family Member

" Provide support from experienced staff who know the client's complex needs well. Continuity within the weekly rotas is essential. "

Family Member



# Areas for Further Improvement

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The survey highlights Real Life Options' strengths in person-centred care and fostering independence. However, addressing communication gaps, ensuring staff consistency, and increasing social and community engagement will further enhance the quality of support provided.

These insights should guide strategic improvements in policies and practices, however some changes requires key resources such as time, money and national policies to not only guide but drive the opportunity for change to become reality. Real Life Options will be documenting in coming months the approach taken to support all possible change suggested from the survey results.

Whilst this survey had our best engagement rate to date, we are still striving to gain responses from people we support and their families and guardians across all our services.

We will continue to raise awareness at 'My Conference' and aim to offer the people we support the opportunity to complete the survey as part of their keyworker meetings in the future.

We were amazed at the percentage of people we support who said that they would like to participate in work of the My Voice Working Group. 54 people said that they would like to be involved in future projects, so we must now consider how we work with people to make them feel part of the working group and enable them to make meaningful contributions.

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](mailto:myvoice@reallifeoptions.org)**