

October 2015 Quality Survey Results

Carers responses

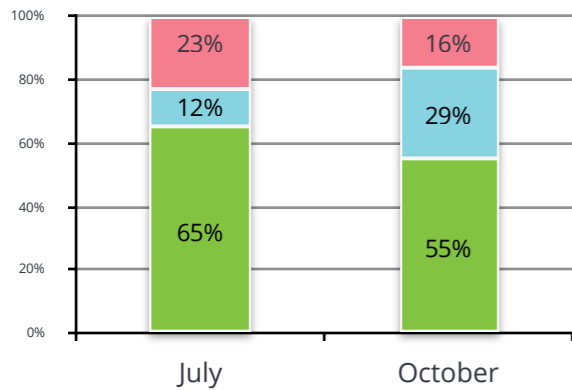
In July 31 carers returned their feedback forms

In October 38 carers returned their feedback forms.

This survey reflect Surrey Choices day services only.

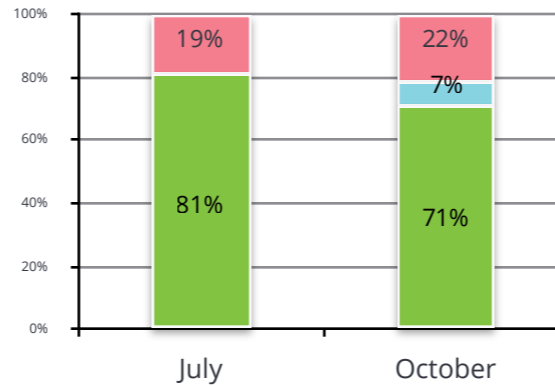
Do staff regularly keep you informed of the progress of the person you care for?

- I have to call to get an update
- At the annual review
- Every time there is an achievement



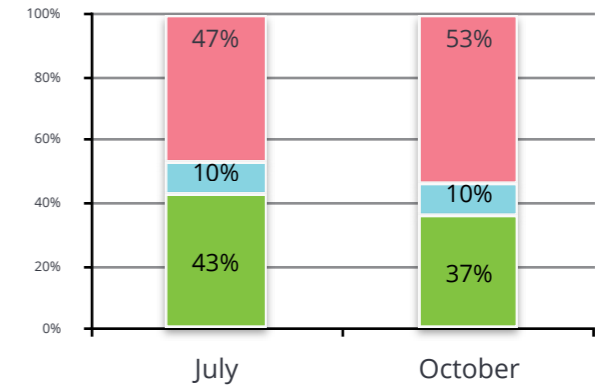
Do you know who the Link Worker (Key Worker) is for the person you care for?

- No
- It keeps changing
- Yes



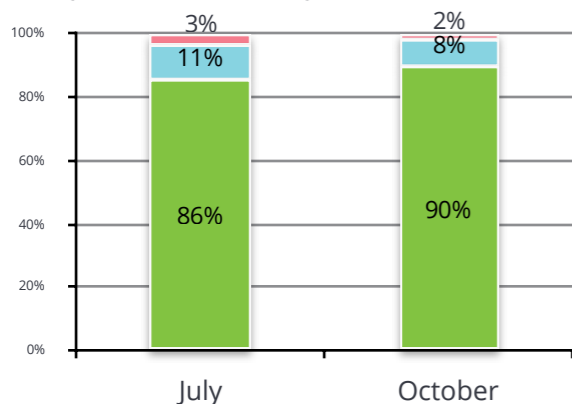
Do you have regular contact with the named Link Worker for the person you care for?

- Only when there is a problem
- Once a month
- Once a week



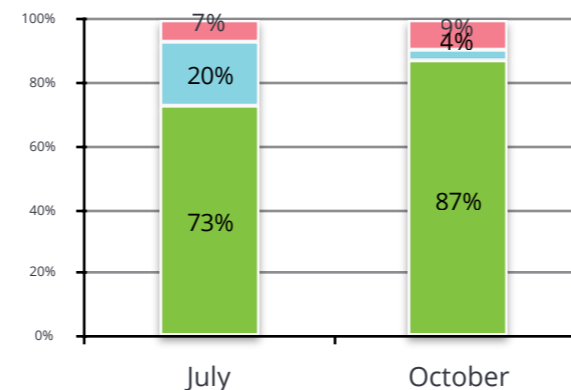
If I have a question...

- Never return my calls
- Within a week
- Return my calls the same day



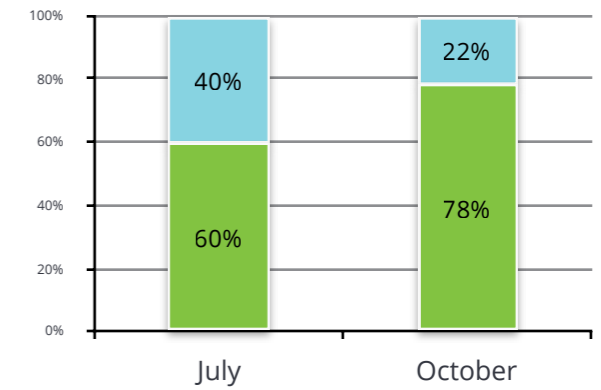
Do staff attend to your needs promptly when you arrive?

- I have to go and find a staff member
- I have to wait a while
- I am greeted as soon as I arrive



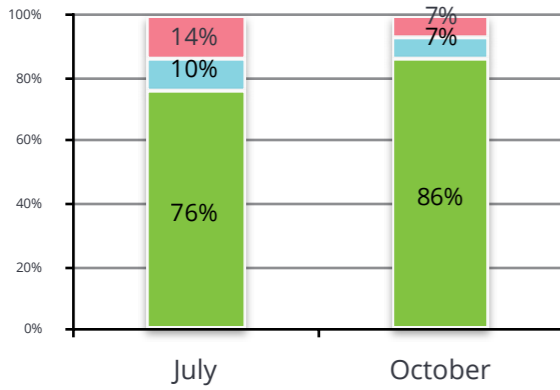
Do you know how to make a compliment or complaint about Surrey Choices services?

- No
- Yes



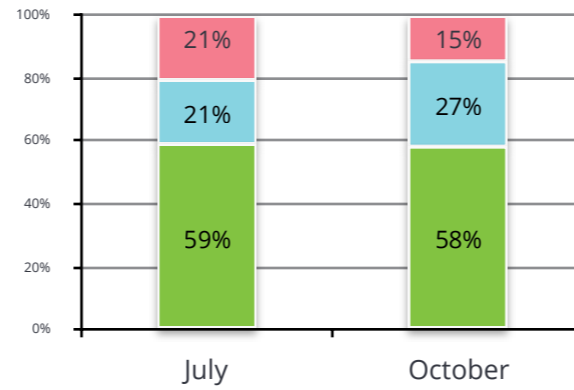
Do you know what activities Surrey Choices provides in your area?

- I haven't received any information about SC services
- I have to look on the website
- I have been given information



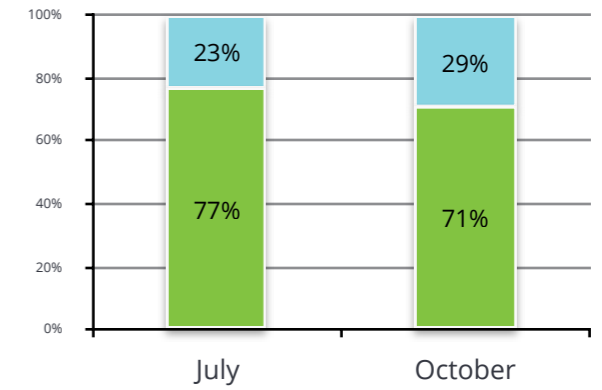
Do you know the outcomes the person you care for is working towards & what support is provided?

- I am never asked to be involved
- I am sometimes asked to be involved
- I am fully involved in the care planning



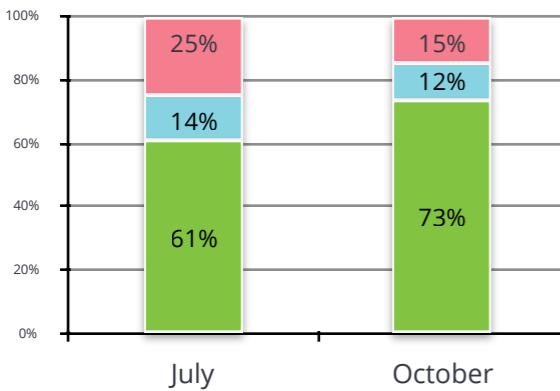
Do you feel the activities provided by Surrey Choices meets the need of the person you care for?

- None of the activities meet their need
- Some of the activities meet their needs
- Yes



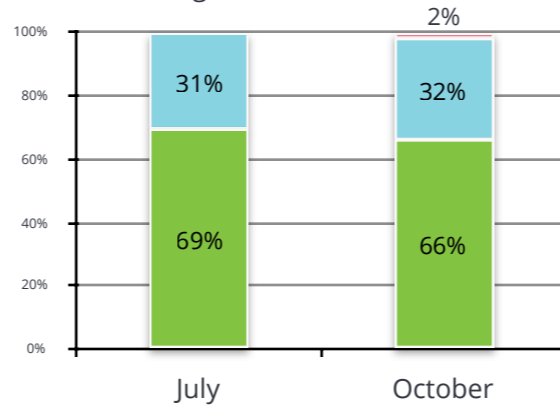
Are you invited to support the person you care for to review their services?

- We haven't had a review for 3 years or more
- I am invited, but they are often cancelled
- I am regularly invited to and attend reviews



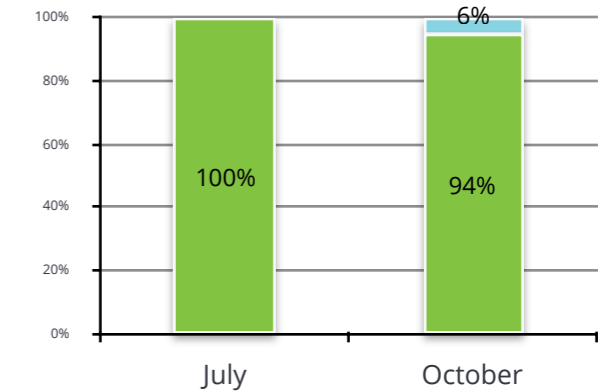
Do you feel our services have changed for the better as a result of your comments in our customer evaluations?

- Enjoyable activities have been stopped
- It has made no difference
- Yes, I can see changes for the better



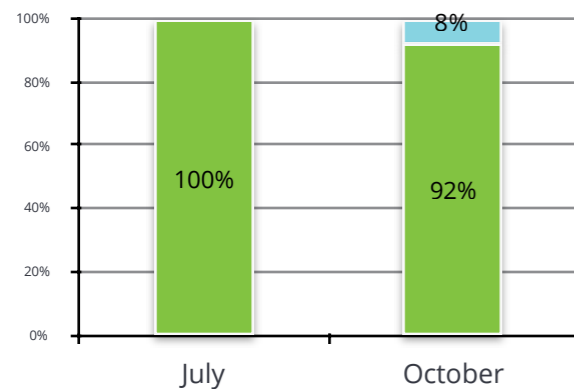
Is the reception area welcoming and accessible?

- It has a window so I can't speak to the staff easily
- It is too small and untidy
- It is clean and there is enough space



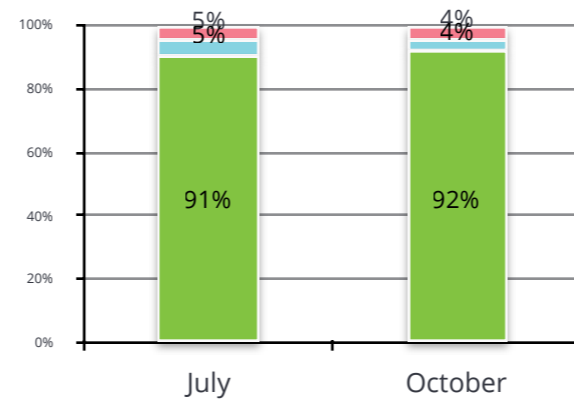
Is the building accessible and does it meet the needs of the person you care for?

- It is difficult to access
- They need support to use the automatic doors, ramps and rails
- There are ramps, automatic doors and rails they can use on their own



Are the toilets clean and accessible?

- The toilets are dirty
- The toilets are clean most of the time
- The toilets are kept clean, have toilet paper and hand towels



Carers responses

Customer responses

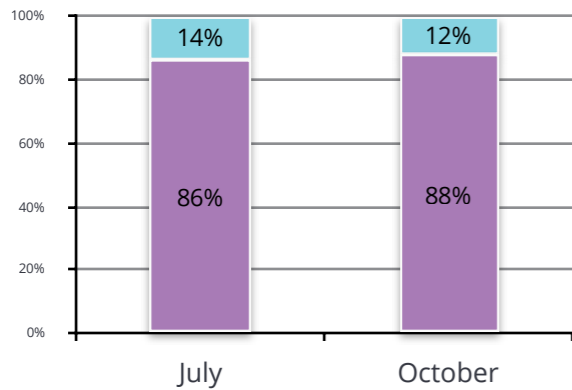
In July 45 customers returned their feedback forms

In October 83 customers returned their feedback forms.

This survey reflect Surrey Choices day services only.

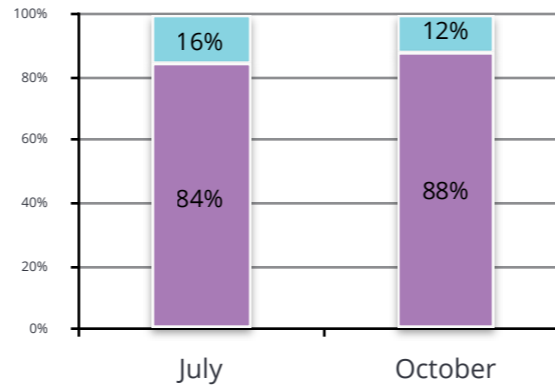
Do staff support you in the way you want and need?

- None of the staff understand my needs
- Some staff try to help, but they don't really understand my needs
- Staff understand how I want to be supported



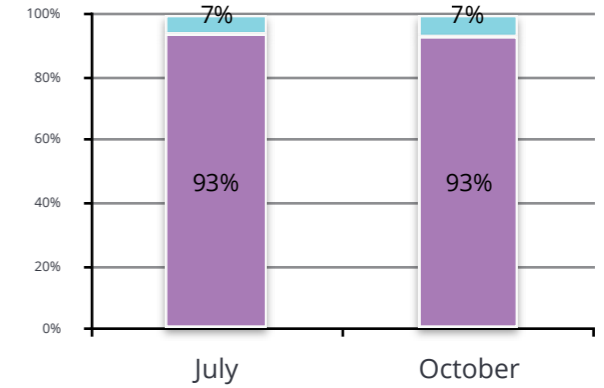
Are staff friendly and easy to talk to ?

- Staff are unfriendly and I can't talk to them
- I can talk to some staff
- I can talk easily to all staff



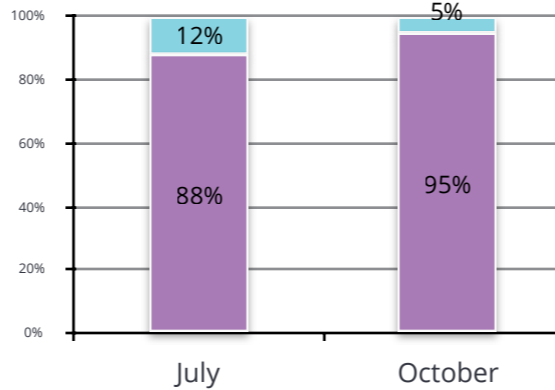
Do staff take time to listen to you and understand your wants and needs?

- Staff ignore me
- Staff are often too busy to talk to me
- Staff spend time with me and listen to me



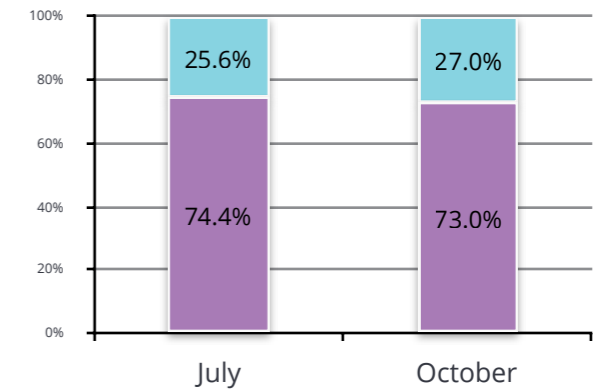
Do staff give you accessible information and enough time to make your own decisions and choices?

- I am not given information or the chance to make choices
- I am not given all the information and I am rushed
- I am given information and lots of time to make choices



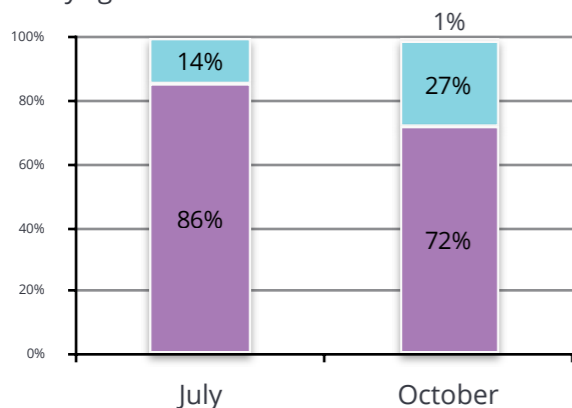
Do you know how to make a complaint if you are unhappy with the way you are supported?

- No
- Yes



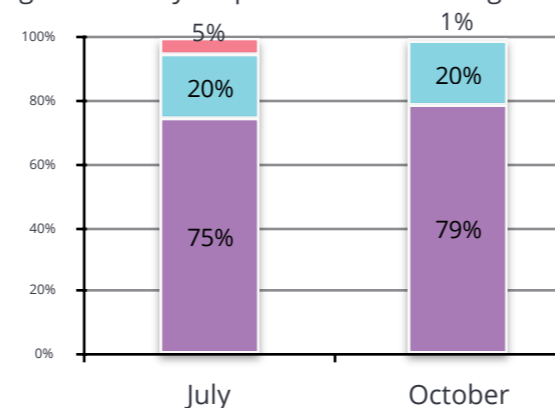
Are you able to choose the activities you do?

- I am never given a choice
- I am sometimes given a choice
- I am always given a choice



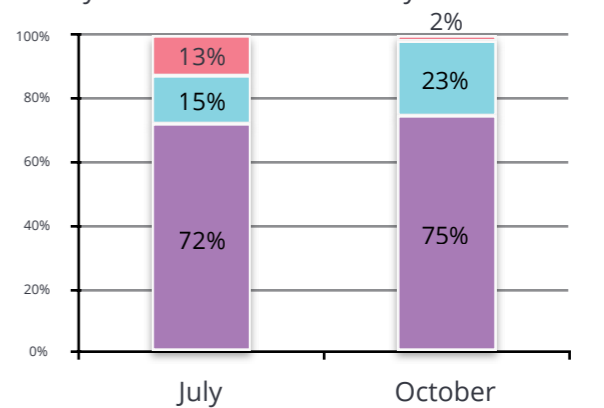
If there are changes to your activities, are they explained to you and are you given new choices?

- Changes are not explained and no choice given
- Changes are sometimes explained and choices given
- Changes are always explained and choices given



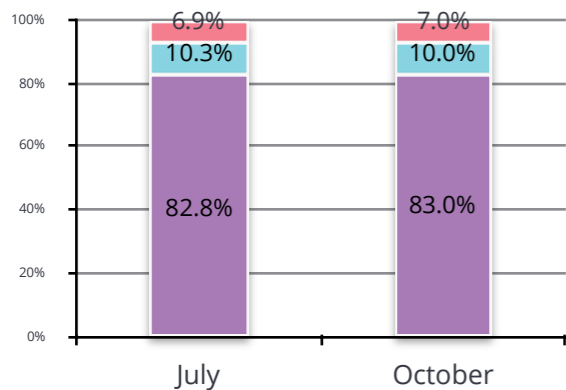
Are you involved in deciding what activities should be provided?

- I am never asked
- I am sometimes asked
- I am always asked what activities my service should provide



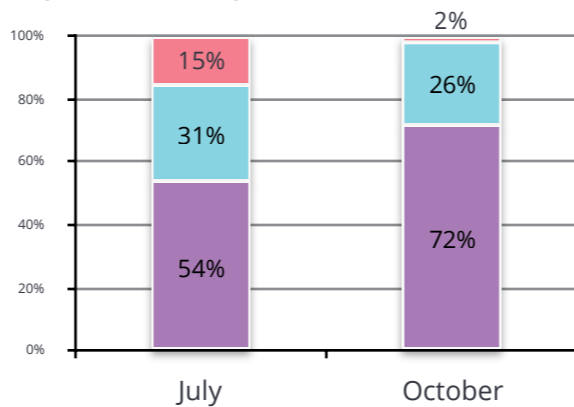
How often are your regular activities cancelled at short notice?

- More than once a week
- Once a week
- Once a month



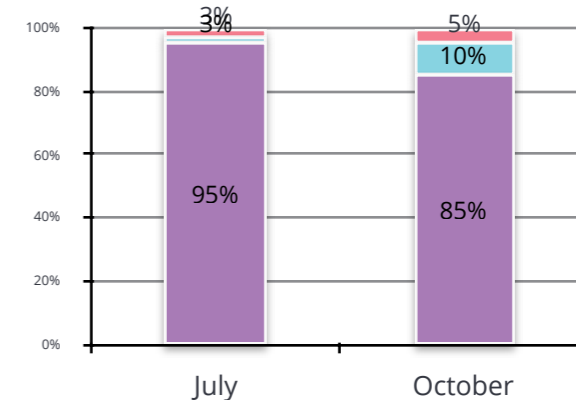
Do you get to review your activities?

- I never get to review my activities
- I review my activities every year
- I review my activities every 6 months



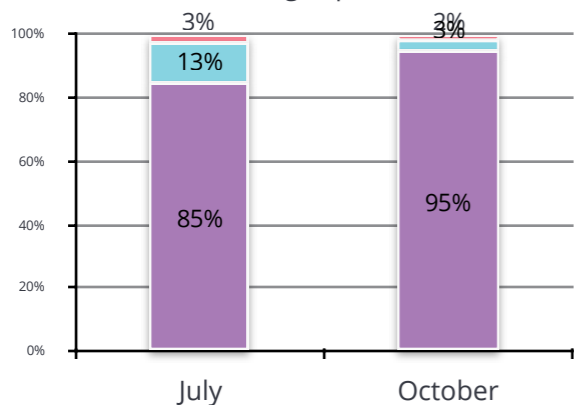
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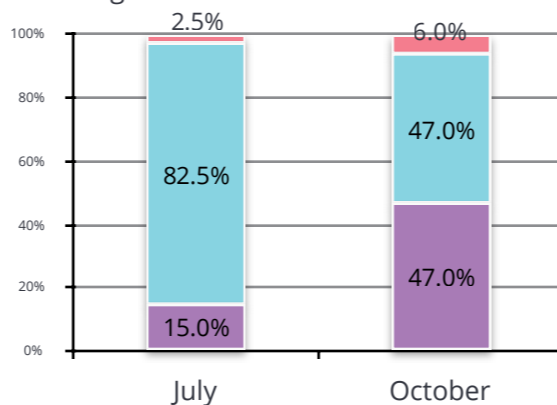
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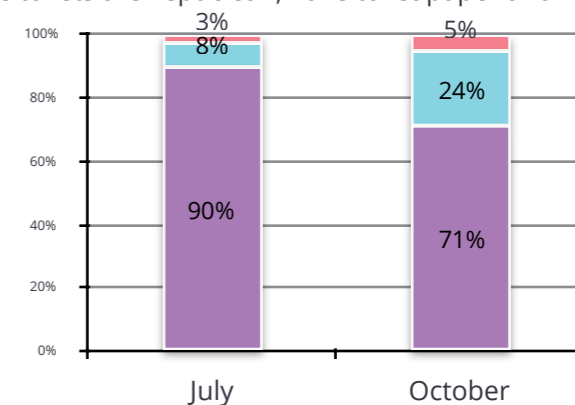
Have you been given a locker to keep your things safe?

- My bag is kept in a room I don't have easy access to
- My service doesn't have lockers, so I keep my bag with me
- I have been given a locker



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