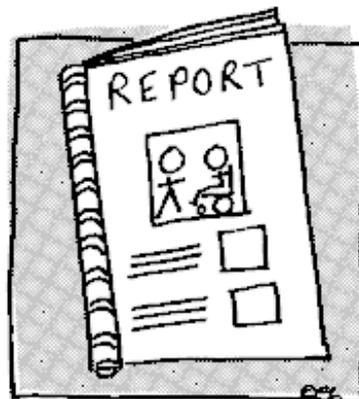




Health and Social Care Assessment 2014

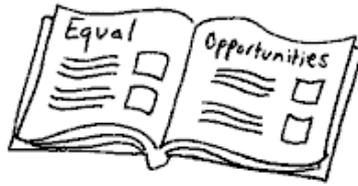
Your Feedback and Results



We asked for your stories, **good** or **bad**, to feed into the annual self-assessment report to help plan things for next year.

Thank you very much to everybody that sent in their answers and comments.

(We had lots more replies than last year. 40 people shared their stories with us – 30 as individuals, 4 from organisations and 6 from residential homes. We will tell the council and the NHS about what you told us. If you gave us your name we will not tell them that so please do not worry).



We asked: 'Do you feel valued and respected by the staff that work with you?'

87% of you said YES

None of you said NO

13% of you chose not to answer this question

(10 of the surveys did not contain this question)

We asked you to describe a time when your staff/support worker has considered you and your feelings or a time when they have not?

Some of the things you said:

"Keeping me safe and improving my home condition and safety"

"Always there for me. I am very nervous when attending an appointment I also get anxious and my Support Worker is very understanding and supportive"

"They always consider my feelings very well"

"When they are late or let me down at the last minute"

"Is aware of my feelings and is able to avoid situations that can cause difficulties. Knows how to help with things I don't like but need – eg: dentist, blood tests and taking turns"



We asked 'Have you had a Health Check this year?'

77% of you said YES

23% of you said NO

If you said YES, we asked how you thought it went?

We asked 'Did you feel comfortable?'

87% of you said YES

10% of you said NO

3% of you chose not to answer this question

We asked 'Was it a good experience or bad?'

77% of you said GOOD

7% of you said BAD

16% of you chose not to answer this question

We asked 'What could have helped to make it better?'

You told us:

"I go to the doctor but don't understand when on my own. If given medication I don't finish it or explain my preferred way of medicine"

"I would like a picture guide of what is happening"

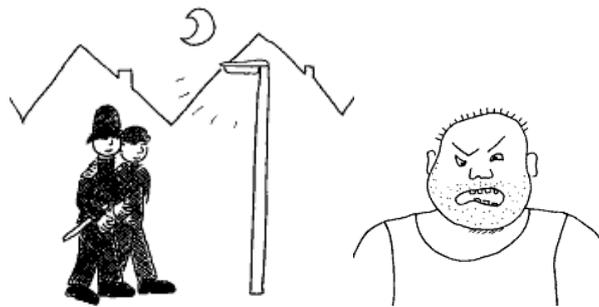
"Would like a little help and support sometimes"

"Nothing. I like my doctor and he likes me"

"More time to talk things over"

"Someone that understands us"

"I think receptionist could be nicer"



We asked 'Do you feel safe when you are in the community?'

65% of you said YES

- ❖ **It must be noted that 39% of people who said YES said that they only feel safe when they are with a Carer or family member**

35% of you said NO

We asked 'Do you have a story or example of how you have felt good or bad out in the community over the last year?'

45% of you said YES you did have a story

55% of you said NO you did not have a story

Thank you for lots of stories. We are sorry we could not put all of them in. These are some of your stories and examples:

"When I was at the bus station a drunk man sat next to me and I didn't like it. I was scared"

"Everyone is really nice in our out and about groups, staff are really helpful"

"Sometimes I feel extremely anxious when I'm out and about. At times people can act impatient or inconsiderate towards me which greatly affects my confidence"

"People stare"

"If with people enjoy being out and safe"

"I go to different places that I will enjoy with my Mum and my 1:1 support people"

"Very safe if with carer sometimes feel not enough time with them"

"I don't go out by myself only with family"

"I have felt really good when I go to Johns Club as there are lots of people I know there and I always feel safe"

"People think that I just don't like dogs they cannot understand that I am autistic and am frightened/terrified of their unpredictability"

We asked: 'How safe do you feel when supported by services?'

You said:

33% – Very safe

13% – safe

10% – fairly safe

7% – not safe

37% of you chose not to answer this question

(This question was not on 10 of the surveys)



We said that it is important that you have a say in what staff provide services for you.

We asked 'Have you been involved in any short listing of staff or interview processes in the last year?'

30% of you said YES

70% of you said NO

We asked 'Would you like to be involved in this process?'

50% of you said YES

48% of you said NO

2% of you said not sure



Care Plans (and Personal Budgets)

We asked 'Have you been fully involved in updating your care plan?'

70% of you said YES

30% of you said NO

We asked you to tell us about how much involvement you had.

You said:

"A Lot"

"A Large Amount"

"Plenty of say"

"Discussion on what I do"

"Very little – Care Manager decides what you are allowed"

"Was asked what I wanted to do"

"I'm always fully involved because I always have been"

"Fully discussed before being written up and agreed"

"I can't have any involvement around my Care Plan as my Personal Budget is disallowed to contribute towards it at the moment"

"Talked to about stuff"

We asked 'Was it a good or bad experience?

3% of you said EXCELLENT

47% of you said GOOD

3% of you said OK

16% of you said BAD

18% of you said I HAVE NOT HAD A REVIEW DONE

13% of you chose not to answer this question

(This question was not on 10 of the surveys)

You explained some of your answers and you said:

"Still waiting to do new Care Plan. Ran out 4 months ago. Do not have a Care Manager"

"Haven't had a review in over a year"

"One due to be done"

"Don't know if I have a Care Plan"

"Didn't feel comfortable as different people each time"

"Bad due to Mum and I not being listened to"

"Too much fighting the powers to get it done each year"

"Don't understand Care Plan"

"Needed more time to talk over"

We asked 'Who was involved?'

You told us:

"Me, Parents, my sister, manager, keyworker, Mum, staff"

We asked 'Did anyone help you?'

You told us:

"Parents, manager, my sister, keyworker, Mum, staff"

We asked 'Does the plan allow you to do what you would like to do?'

65% of you said YES

15% of you said NO

7% of you said sometimes

10% said 'don't know'

3% of you chose not to answer this question

We asked you to tell us your experiences either good or bad. Thank you for lots of stories. We are sorry we could not put all of them in. These are some of your stories and examples:

You told us:

"My Plan is completely personal to me. It is unique and so am I"

"I feel harassed and bullied into accepting their ie: the council's idea of what you need"

"I travel independently"

"I really want to go swimming but no staff in my care home are available"

"If you have a problem or worry you can talk to the staff"

“More time to talk over Care Plan needed”

“I cannot travel alone therefore transport arrangements are VERY IMPORTANT – I need to feel safe and require assistance to do everything outside and some inside the house”

“Unfortunately the council have severely restricted my allowance to get out more in the community. Now I can do nothing with my Personal Budget whatsoever which now prevents me from getting involved with community/social activities”

“Delayed and Delayed. Change of worker – done twice because of this. Don’t get responses to questions, still waiting for question re: budget asked 2-3 months ago”

“My Care Manager is very good and works things out with my sister after we talk about what I want”

“It is always a worry each year in case my Personal Budget does not pay for the activities that keep me occupied and give me a life. I am frightened by council cuts”

“It seemed as though my needs were not important as after the meeting no extra support could be found by the council using finance”

“J has a carer for 2 hours a week to give me a break. The carer helps him with basic learning. He loves that 2 hours and tries hard to learn. We are so grateful to the council, only someone in a similar situation can know how wonderful 2 hours can be”



Thank you for telling us about your experiences.

As well as the questions we asked the Isle of Wight Council did a separate survey with Carers.

105 people replied and the results, from that survey, are here:

The council asked:

“Overall how satisfied or dissatisfied are you with the support or services you and the person you care for have received from Social Services in the last 12 months?”

Response		Count	%
1	We haven't received any support or services from Social Services in the last 12 months	19	
2	I am <u>extremely</u> satisfied	11	13%
3	I am <u>very</u> satisfied	19	22%
4	I am <u>quite</u> satisfied	25	29%
5	I am <u>neither satisfied nor dissatisfied</u>	17	20%
6	I am <u>quite</u> dissatisfied	9	10%
7	I am <u>very</u> dissatisfied	1	1%
8	I am <u>extremely</u> dissatisfied	4	5%
9	No Response	0	
Total (of those in receipt of services)		86	100%

The results of this survey and your comments will be discussed at a Learning Disability Partnership Group in 2015.

