



three Cs

Family Survey Results 2016

Review

- Survey sent to relatives and friends in supported living only.
- Reduced number sent as during the year we reviewed with people we support, the relatives and friends they wanted us to contact.
- Reduced questions.
- Some ranked answers rather than yes/no.

Sent to relatives and friends

Surveys sent out: 59

Response rate

21 replies

35.6% response rate

Last year: supported living 23/27.7% response

On a scale of 1 to 10 with 1 being very unhappy and 10 being very happy, how happy are you with the support your relative/friend gets from Three Cs

1	2	3	4	5	6	7	8	9	10
			1		2	2	2	7	6
0%	0%	0%	5%	0%	10%	10%	10%	35%	30%

Please can you tell why you gave the score you did?

- .. they always keep us informed about anything concerning my relative.
- The care is good.
- ...more regular in his habits, more settled, managing medication better since being at the Three Cs supported house. However, the staff have not succeeded in getting him to eat healthy meals or take exercise.
- Assisting and supporting my brother. Also encouraging him to lead a normal and active life independently.
- Feel that more support and encouragement could be given
- I think the care is good but I am concerned that there are not enough staff on duty to deal with all the client's issues and needs.
-she is very happy and would not want to live anywhere else.
- From the time I spend with my sister, she seems to be okay for her age.
- He is more independent than he has ever been and is very happy.
- Generally I am very happy with the care and support my daughter receives. The staff are always approachable and willing to discuss anything which I think may be a problem. The permanent staff team appear well established and this gives a consistency to the care and support my daughter and her friends receive.
- Support is given but it is entirely at the request of the user who is not always able to make the best decisions especially around health issues.

At home

On a scale of 1 to 10 with 1 not being supported and 10 being fully supported, is your relative/friend being supported to do as much as they are able to do for themselves?

1	2	3	4	5	6	7	8	9	10
					1	2	3	7	8
0%	0%	0%	0%	0%	4%	9%	14%	33%	28%

Note: Figures in brackets are the answers to last year's survey if exactly the same question was asked.

Is your relative/friend being supported to do as much as they are able to do for themselves when:

	Y	N	Don't Know	No Answer
Is your relative/friend being supported to dress in a way you think is appropriate for their age and lifestyle?	18	3	0	0
	(17)	(3)	(0)	(4)
Are staff doing enough to encourage your relative/friend to be motivated to do things?	20	0	1	0
	(19)	(3)	(0)	(1)

What would help motivation?

- My relative does not like cooking so he tends to eat a lot of takeaways. He is not interested. Nothing helps. They have tried.
- For the answers marked "no" I think staff try but my relative is resistant.
- I think this could be even better with more available staff.
- Meetings are held and ideas put forward but usually nothing transpires because if the user is not in the mood then motivation stops.

Benefits Money	Y	N	Don't Know	No answer

Is your relative/friend supported to make sure they get the correct benefits?	11 (10)	0 (2)	10 (10)	0 (1)
Is your relative/friend being supported to spend their money to good use?	12 (15)	2 (1)	7 (6)	

Technology N/A Not appropriate	Y	N	Don't know or N/A
Is your relative/friend being supported to use a mobile phone?	7 (12)	9 (10)	5 (1)
Is your relative/friend being supported to use a computer and or iPad/tablet?	11 (8)	7 (3)	2 (2)
Is your relative/friend being supported to use any assistive technology (something which enables them to do something with less or no staff support)?	3 (3)	12 (14)	2 (6)

Is there any other technology that you think would benefit your relative/friend? Please state

- Stair lift. The house is 2 storey and going up and down stairs is difficult.
- Not at present.
- Not sure.
- My relative does not use any technology hence the reason I have responded “no” to all questions.

Health	Y	N
Do you feel your relative/friend has a balanced diet and eats healthily?	11 (19)	9 (3)
Do you feel your relative/friend does enough physical activities?	10 (13)	10 (6)

Does your relative/friend get enough support to attend medical appointments (GP, Hospital, and Dental)?

Yes 20	No 0
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Comments on health

- Assistance from carer helps to choose and how to cook correct food.
- Has diabetes and staff still allow sugary foods and drinks – no added sugar products are better options.
- She eats too many sweets.

If you are not happy with the support that your relative/friend is getting, do you know what to do and who to contact?

YES	NO	NO ANSWER
16 (16)	2 (4)	2 (3)

Is there anything else you wish to tell us?

-provide more 1:1 support for the things he is reluctant to do or engage in.
- The frequent turnover of staff makes it difficult for any real continuity to take place. Despite having several telephone numbers for contact it is usually difficult to speak to relevant staff.
- ...so long as she is happy and content I'm very grateful to everyone who has and is continuing to assist her.
- I think my sister needs more support and the only way to do this is by having more staff available.
- Two new staff working in the house a short period of time. Hopefully my relative will receive the same support/care while changes are in place.
- My relative receives excellent support from Three Cs and I am very happy with this.
- Keep up the good work.
- We are very happy with the high standard of care delivered by Three Cs and the robust quality assurance process in place.
- Xx is a very good manager. If I am concerned about anything I ways talk to him and he sorts it out (Mum gets confused a lot).
- ...moved to a ground floor room. .. finds stairs difficult. ... she has been allowed to move back upstairs. This move is not a good idea but I did not hear about it or have a chance to speak until it was a done deal. It goes back to the frequent change of staff who seem to have no knowledge of what went before and the relative being also allowed to make decisions not in their best interests.
- Good - 9 out of 10. Thank you.

- I am very happy with the staff looking after my sister but I think that the staffing levels are insufficient.
- I would like to express my gratitude to everyone and thank you for the opportunity to complete this questionnaire.

Action plan

1. If you are not happy with the support that your relative/friend is getting, do you know what to do and who to contact?

Out of 21 replies to the above question, two did not know who to contact if they were not happy and three more did not answer question. Although this is slightly better than last year, it is still a concern that there are some relatives and friends who do not know what to do and who to contact.

Action - when we do the next mail out, we tell relative and friends how to raise concerns/complain in a different way

2. Health

Health is a major concern for relatives and friends with just under half of respondents feeling people do not have a balanced diet and eats healthily and half of respondents stating people do not do enough physical activity.

Action – we recognise that under the Mental Capacity Act 2005, people we support have a right to make unwise decisions about their diet and physical activity. However we have a responsibility to make sure that staff understand their role should be to explain to a person we support the consequences of their potentially unwise decision about their diet or lack of exercise. How to do this will be agreed in the Leadership and Practice forum.