



**three Cs**

**Family Survey Results 2017**

## Sent to relatives and friends

Surveys sent out: 69  
Surveys sent back: 21

### 1. 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

Scale	1	2	3	4	5	6	7	8	9	10
2017					2		2	6	2	9
2017 %					9.5%		9.5%	28.5%	9.5%	42%
2016 %	0%	0%	0%	5%	0%	10%	10%	10%	35%	30%

#### Please can you tell why you gave the score you did -

- He is happy and contented – PCP meeting working well.
- Overall the above score represents the level of care being given.
- In most areas everything is fine but in a few areas more support is required.
- Due to lack of staff not enough time for personal touch etc. input.
- The staff are caring and my relative/friend always seems happy and content.
- Most things done very well but not enough support hours to occupy my sibling on days when no activity.
- The staff engage and encourage my relative to be active and have his best interests to heart.
- The staff are 100% helpful to her in every way
- The staff understands his ways..
- At the moment short of staff.
- With recent issues I think they need more support albeit support has increased recently.
- Because my daughter is very happy and is coping very well.
- Because I believe it to be so.
- There is always room for improvement.
- Very happy but always room for improvement in anything.
- Relative is being looked after fairly.
- Always supportive, communicative, attentive, available, responsive to concerns.

### 2. Communication

On a scale of 1 to 10 with 1 not being informed and 10 being fully informed, how well informed do you feel about staff changes (including key worker change)?

Score	1	2	3	4	5	6	7	8	9	10
No.21	3	1	2		2	1	2	4	4	2
%	14	5	9.5		9.5	5	9.5	19	19	9.5

On the scale of 1 to 10 with 1 not being informed, do our staff inform you appropriately about your friend/relative's health?

Score	1	2	3	4	5	6	7	8	9	10
No.21	2	1			2	1	1	2	4	7
%	9.5	5			9.5	5	5	9.5	19	33

**On a scale of 1 to 10 with 1 not being informed and 10 being fully informed, do our staff inform you appropriately about your friend/relative's finances?**

Due to formatting, the answer to this question was on a different page and three people did not answer

Score	1	2	3	4	5	6	7	8	9	10
No.18	4		2		2	2	1		3	4
%	22		11		11	11	5		17	22

**Is there anything else you would like to tell us about communication?**

- Could be better.
- I have always been satisfied with all of the staff.
- Sometimes messages do not get passed on between staff.
- Need to send out appointment letters on time and put everything in writing.
- On the whole communication is very good but finances are a bit of a black hole.
- Never informed about staff changing or changes to managers.

**When you visit your relative or friend:  
Are you made to feel welcome by staff?**

	YES	NO	NO ANSWER
Total 21	14	6	1
%	66	29	5

**Do you feel able to visit without being unnecessarily restricted?**

	YES	NO	NO ANSWER
Total 21	13	7	1
%	62	33	5

### 3. 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?**

Score	1	2	3	4	5	6	7	8	9	10
2017						1	1	5	4	10
2017 %						5 %	5%	24%	19%	48%
2016 %	0%	0%	0%	0%	0%	4%	9%	14%	33%	28%

**Note: Figures for 2016 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 in the following areas of their lives:**

Please note: not all questions were answered

	Yes	No	Not sure/Don't know
Cooking	15	3	1
Cleaning their own room	15	2	2
Cleaning other parts of their home	12	4	2
Doing their shopping list	14	4	2
Buying what they like when they shop	15	3	3
Buying the right amount of things when they shop	16	2	3
Budgeting	15	3	1
Care for themselves (shower, bath etc.)*	3	2	

	Y	N	Don't Know	No Answer
<b>Is your relative/friend being supported to dress in a way you think is appropriate for their age and lifestyle?</b>	<b>11</b>	<b>10</b>	<b>0</b>	<b>0</b>
2016	18	3	0	0
<b>Are staff doing enough to encourage your relative/friend to be motivated to do things?</b>	<b>13</b>	<b>7</b>	<b>0</b>	<b>1</b>
2016	20	0	1	0

If no, what would help? Only two comments made

- This year, shortage of staff.
- Staff try, relative not always cooperative.

#### 4. Benefits Money

	Y	N	Don't Know	No answer
<b>Is your relative/friend supported to make sure they get the correct benefits?</b>	<b>7 (11)</b>	<b>4 (0)</b>	<b>10 (10)</b>	
<b>Is your relative/friend being supported to spend their money to good use?</b>	<b>6 (12)</b>	<b>4 (2)</b>	<b>10 (7)</b>	<b>1</b>

#### 5. Technology

N/A = Not appropriate	Y	N	Don't know or N/A
<b>Is your relative/friend being supported to use a mobile phone?</b>	<b>10 (7)</b>	<b>6 (9)</b>	<b>5 (5)</b>

<b>Is your relative/friend being supported to use a computer and or iPad/tablet?</b>	<b>9 (11)</b>	<b>5 (7)</b>	<b>7 (2)</b>
<b>Is your relative/friend being supported to use any assistive technology (something which enables them to do something with less or no staff support)?</b>	<b>6 (3)</b>	<b>5 (12)</b>	<b>10 (2)</b>

**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.
- My relative does not use any technology hence the reason I have responded “no” to all questions.

## 6. Health

	<b>Y</b>	<b>N</b>
<b>Do you feel your relative/friend has a balanced diet and eats healthily?</b>	<b>13 (11)</b> 2015 (19)	<b>7 (9)</b> (3)
<b>Do you feel your relative/friend does enough physical activities?</b>	<b>9 (10)</b> 2015 (13)	<b>9 (10)</b> (6)

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

<b>Yes</b>	<b>No</b>
<b>14 (20)</b>	<b>6 (0)</b>

### 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.

## 7. Outside the home

	<b>Yes</b>	<b>No</b>	<b>Not Applicable</b>	<b>Don't know/not sure</b>
<b>Do you feel your relative/friend being supported to do enough social activities with friends/people they like to be with?</b>	18	3	0	0
<b>Does your relative/friend get enough support to keep regular contact with friends and family?</b>	21	0	0	0
<b>Does your relative/friend get support to meet new people and make new friends?</b>	12	4	0	5
<b>Do you feel your relative/friend is being given good support to get involved with employment opportunities?</b>	10	0	11	0

Do you feel your relative/friend is being given good support to get involved with volunteering opportunities?	11	0	8	2
Do you feel your relative/friend is being given good support to get involved with learning and training opportunities? e.g. at college	7		12	2

**Please tell us what we can do to help your relative/friend's personal development**

- I need to be more informed on the above.
- I feel that she is happy with her lifestyle.
- Not much else due to his disabilities.
- Nothing. She is not capable of developing any further.
- Music classes would be ideal.
- Encouragement to wear his lower dentures.
- Help with food choices ensuring the correct food is purchased.
- Having a deaf/blind tutor back. Had a lot of benefit from this.
- She is being looked after very well at Three Cs.
- I know he has been offered help in all these areas but he does not always choose to take up the opportunities.

**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
13 (16)	6 (2)	2 (2)

**Is there anything else you wish to tell us?**

- I know you have to treat all of your residents in the most normal way possible because of all the government laws and regulations but it makes me laugh when staff tell you that their relative understands this and that and knows what they are saying to her when I know full well she doesn't. I've known her all my life. I knew full well she doesn't understand anything. She can't choose clothes or what food to buy or do anything for herself. She has no capacity. Yes she can let you know she doesn't like something, like not eating what's put in front of her and yelling at the top of her voice no if she doesn't want to let a doctor or dentist see to her. She can't hold any type of conversation at all. All she does is answer yes or no. If you ask her if she wants e.g. a drink, something to eat etc. Therefore a lot of these questions are not applicable.
- Keep up the good work.
- I just wish there was not such a frequent turnaround of staff. It can be quite upsetting for the residents. I do hope this can be resolved in some way. Also may I apologise for the state of my writing but I suffer from Parkinson's and it's difficult to hold my pen steady. Thank you for what you are doing for my daughter. It's much appreciated. I hope at some stage I will be able to attend one of the meetings at Greenwich but at the moment I have too much of health issues.
- Staff have been great. Unfortunately xx has had health issues in recent years meaning closer/different support is now needed. From what I understand more is being arranged.
- Could he be encouraged to request an orthopaedic appointment when he can request built up shoes to help relieve back pain.
- More staff.