



**three Cs**

**Family Survey Results 2018**

## Sent to relatives and friends

Surveys sent out: 87

Surveys sent back: 23 Last year we had 21 responses

Response rate 26%

**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
2018			<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>9</b>
<b>2018 %</b>			4%		4%	8%	8%	17%	17%	39%
2017					<b>2</b>		<b>2</b>	<b>6</b>	<b>2</b>	<b>9</b>
<b>2017 %</b>					9.5%		9.5%	28.5%	9.5%	42%

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

- I feel that the staff are always friendly and welcoming. If there is a problem they are willing to discuss it and do not go on the 'defensive'. The general Communication is very good.
- Staff are very helpful and supportive
- Is happy but feel they could be improved
- Given the low hours for one to one supervision (11.5 hrs per week I think it is at the moment), the staff do very well to achieve what they do for my brother.
- When we visit, his carers seems to do their best
- Support concerning my daughter seems in order. She has never said anything I should be concerned about
- The score reflects the passing on of information received
- My relative is happy at home. Safe and supported.
- The support staff over quite often and it is difficult to get continuity or build up a relationship
- Caring staff
- He is happy and contented. The house is his home –that's how he sees it.
- My son is happy there
- Everyone is so caring and I receive information about my daughter when asking
- We had a meeting today. Very happy about new projects she is going to be involved in.
- He is well looked after
- I don't think anything can ever be perfect. There is always room for improvement
- Communicating our requests with staff can be challenging as you have to repeat what was explained
- Clothing can be an issue. My relative's clothes are rarely ironed when I take him out.

- She is very unhappy with some care staff. In fact she is now seeing her doctor for depression
- General care is good but recent drop in support to clean his flat and for his personal care. Family has had to step in more and prompt
- General care is good but we had to go in to clean his flat

### **What works well for your relative/friend?**

- Outings to such places such as Mudchute Farm where there are animals (particularly horses) to be seen at close hand
- My relatives current regime seems to be working very well
- Doing his own things can be stubborn – mind of his own
- Quietly spoken staff sitting one to one with him. He appreciates quiet and then will open up and talk.
- He seems to be at his best with carers he has known for a long while
- She seems to be quite happy about this
- As previously discussed with your staff
- Staff interaction. Feeling at home. Keeping healthy.
- A watch on her medication
- Being given the right level of independence but knowing the staff are there for her
- The fantastic care staff who have made her what she is today. My mum is over the moon that she can read and do puzzle books
- You can contact the staff at the house
- Activity and social interaction
- Routine
- Mainly one to one input plus all the activities she is attending and the spa break and days out
- Day trips, football matches, walks, bus rides etc. Family days about every 5/6 weeks or so
- Being in the environment that she is in
- Listening and understanding their behaviour pattern and then working on best way to help them
- My relative is generally happy and has plenty of activities
- Being involved
- I think he responds better to a male carer although he is generally getting more adamant about not caring for himself and his environment. Staff are prompt in getting him to the doctor and hospital appointments
- He might respond to a male carer. I think he is not caring for himself

### **What could be better for your relative/friend?**

- At the moment, my relative receives excellent care so I cannot think of anything that could be better
- Not swapping carers. Leave them with who they are happy with
- Higher level of hours allocated to him as he does need closer supervision especially with shaving and dressing properly.
- If there was something that could be done to help our relative, I think it would be done
- I cannot see anything that could be better done for my daughter others that are with her.

- Better personal care sometimes. Checking her underwear is appropriate. Right size and not worn out.
- More pressure to attend medical appointments
- Wearing his lower dentures – though we may never get there
- Nothing
- Much of the same
- To be going out a little more
- Help identify what the real needs of our relative are
- My relative is very happy and has plenty of activities
- Being involved
- If he could be persuaded to cook, eat better and exercise more. Also if he could again take up some activities depending on staff spending more time with him
- If he could have a cooked meal instead of fast food and have some exercise

## 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	No answer	1	2	3	4	5	6	7	8	9	10
2018	1	2	3		1	3	2		3	3	5
2018 %	4	4	13		4	13	8		13	13	22
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
2018		1		1	2	2	2	3	5	7
2018 %		4		4	8	8	8	13	22	30
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?**

Score	No answer	1	2	3	4	5	6	7	8	9	10
2018	3	2		1	1	1	4	1	3	4	3
2018 %	13	8		4	4	4	17	4	13	17	13
No. 18		4		2		2	2	1		3	4
%		22		11		11	11	5		17	22

- Cannot make a scale because I have never been informed about finances concerning my daughter's welfare
- She looks after her own finances

### **When you visit your relative or friend:**

Are you made to feel welcome by staff?

	YES	NO	NO ANSWER
2018	22	-	1
2018%	96	0	4
2017	14	6	1
%	66	29	5

Do you feel able to visit without being unnecessarily restricted?

	YES	NO	NO ANSWER
2018	22	-	1
2018%	96		4
Total 21	13	7	1
%	62	33	5

### **About your relative/friend:**

Do you feel your relative/friend does as much for themselves as they can?

	YES	NO	NO ANSWER
2018	18	4	1
2018%	78	17	4

Do you feel your relative/friend is learning new skills?

	YES	NO	NO ANSWER
2018	11	8	4
2018%	48	35	17

If no, what skills do you feel they should be learning?

- Social skills around not getting too close to younger women – not easy I know
- Additionally she could learn more about personal hygiene
- Cooking for herself
- I accept that he habitually refuses help to learn but I think he should learn to budget, shop, cook and clean. I suspect there is not enough staff time available and my brother takes advantage of this
- He should learn to cook, shop and budget

**Do you feel your relative/friends has a balanced diet and eats healthily?**

	YES	NO	NO ANSWER
2018	14	8	1
2018 %	61	35	4

Do you feel your relative/friend does enough physical activities?

	YES	NO	NO ANSWER
2018	13	8	2
2018 %	57	35	8

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

	YES	NO	NO ANSWER
2018	21	1	1
2018 %	91	4	4

Does your relative/friend get enough support to keep regular contact with friends and family?

	YES	NO	NO ANSWER
2018	20	2	1
2018%	87	8	4

**Do you feel our relative/friend is being given good support to get involved with employment opportunities?**

	<b>YES</b>	<b>NO</b>	<b>NOT APPLICABLE</b>
<b>2018</b>	<b>9</b>	<b>2</b>	<b>12</b>
<b>2018%</b>	<b>39</b>	<b>8</b>	<b>52</b>

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

	<b>YES</b>	<b>NO</b>	<b>NO ANSWER</b>
<b>2018</b>	<b>18</b>	<b>2</b>	<b>3</b>
<b>2018%</b>	<b>78</b>	<b>8</b>	<b>13</b>
<b>2017</b>	<b>13</b>	<b>6</b>	<b>2</b>
<b>2017%</b>	<b>62</b>	<b>28</b>	<b>9</b>

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

- My daughter has very severe learning difficulties and in circumstances, I feel does as much as she can for herself. However, when she is home I try to ask her to help slowly to do very basic things e.g. put place mats on the table for dinner, help me put money in my purse, put cutlery in the drawer etc. I think it is always worth trying new things, but using clear simple language, giving her plenty of time to respond. She has always had a delayed response to verbal requests. It is therefore better to give her time to process the verbal information rather than overload her with continual repetition.
- I and other members of the family continue to be highly impressed and pleased with the level of support my relative receives.
- I make a point of every 14 days to phone and speak with the manger for an update on him. Also passing on any relevant information that might affect my brother (e.g. health of my mother etc.)
- I have never had any complaints to make about my daughter in all the years in dealing with whoever was in charge. Thank you very much.
- The fabric of the house has deteriorated since being taken over by Three Cs.
- We have seen him grow in self-confidence and independent functioning. That is down to support and encouragement given by Three Cs.
- On the whole I am quite happy and thankful that my daughter is in good hands and have supportive staff around her – Thank you.
- I am very happy with where my sister is looked after.

- If I was unhappy I would speak to the Team Leader but would not know who to contact at a higher level.
- Too much to put on the form.
- My brother's physical health is obviously deteriorating and he needs more monitoring. Recently for example, I happened to notice his drowsiness and lethargy, pointed it out to staff and suggested a medicines review. It emerged that he was being over medicated. Meds now reduced.
- His health is deteriorating. I think that he needs more monitoring.