

## Results of Person Centred Feedback Form

There were 73 respondents to this survey for whom, to date (due to late returns), data has been gathered for 71.

The data collected in the survey consisted of two main types. The first type consisted of standard demographic information or data obtained from 'check boxes'. The information gathered of this first type – is represented in the appendix. The second type of information was gathered from narrative responses. The bulk of these narrative responses were recorded on a 7x4 grid within which Service Users were invited to register their responses to particular subjects. These subjects, which defined the 7 rows on the grid, were indicated to the service user by the following monikers:

- 'Work or Unpaid work'
- 'Learning'
- 'Leisure and Fun'
- 'Choices Controls and Rights'
- 'Feeling Well and Good About Myself'
- 'Friends, Family and Relationships'
- 'Where and How I Live'

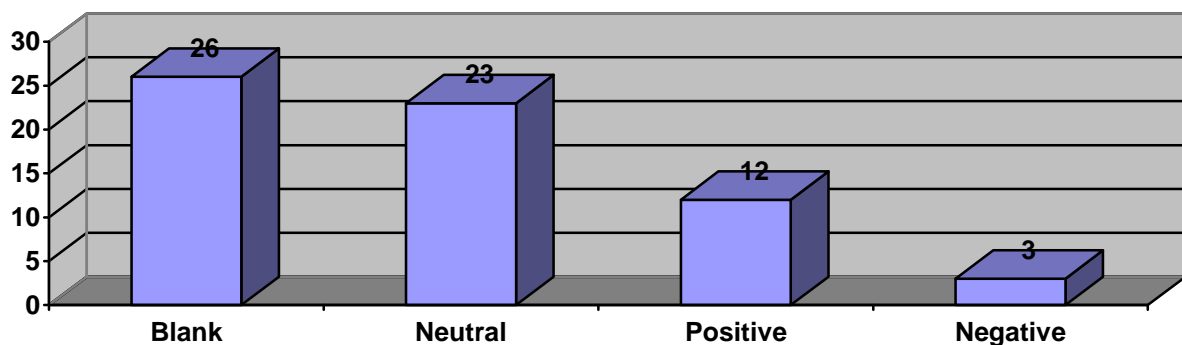
The 4 columns on the grid additionally prompted the respondents to respond on a particular aspect of a subject. The four aspects of each subject the respondents were prompted to respond on were guided by the following words:

- 'What things are like for me now/ what has been achieved since last time'
- 'What I really want to change or do is...'
- 'Action people agreed to take at my review'
- 'What is stopping this change happening'.

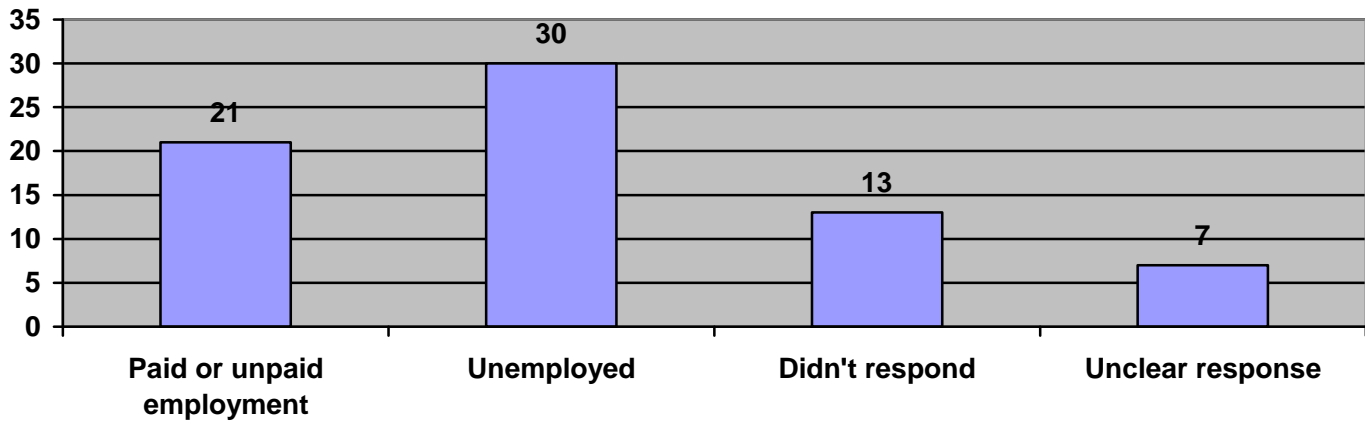
This hence created 28 distinct aspects of their lives on which Service Users were invited to communicate their thoughts. The advantages of such a method of data collection are that it allows the Service User to supply a variety of responses on a subject that haven't been predetermined by the question. It is also a useful preliminary in ascertaining what kinds of information might be gathered, or useful, on a particular subject. This method of data collecting supplies numerous difficulties with regards interpretation and synopsis however. Many respondents will quite likely provide responses that are quite unique, complicated or specific – and thus aren't particularly suited for statistical representation. Also for comparing things such as wants or wishes or priorities, it ought be noted that, although respondents might tend to mention some things, and tend not to mention others, this cannot be taken as reliably indicating that those things are necessarily priorities or of most relevance to them.

On the front page of the survey there was also a space in which respondents were invited to indicate a message they'd wish to share with the person reading the questionnaire.

### **Tone of front page messages given by Service Users**



# Paid or unpaid employment (page 1)



**Top**

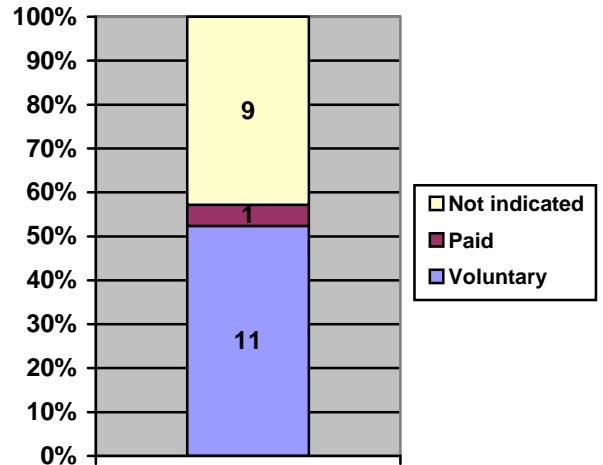
Of the 71 one who returned the feed back form:

- 21 indicated that they were in paid or unpaid employment.
- 30 indicated that they were unemployed.
- 13 didn't respond.
- 7 Gave a response which did not clearly indicate their employment status.

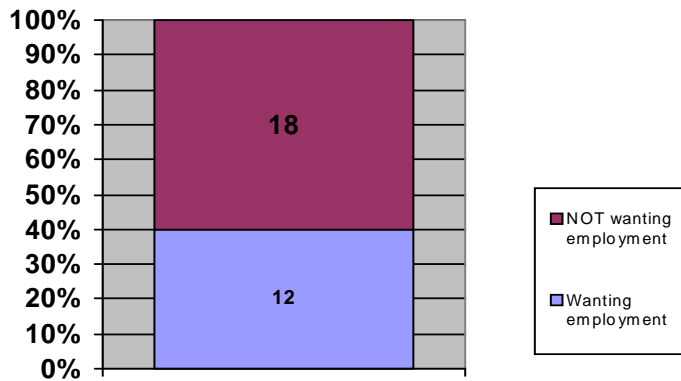
**Right**

Of the 21 respondents who indicated that they were in paid or unpaid employment:

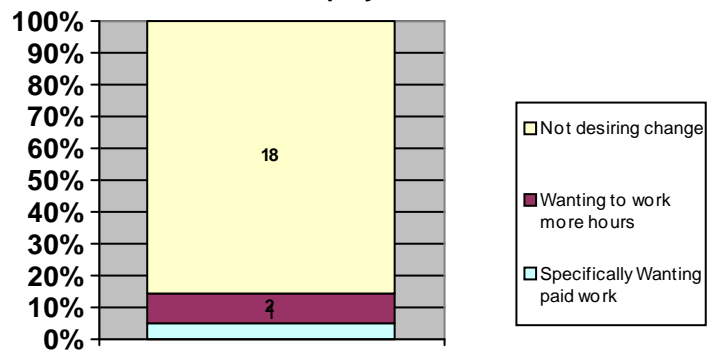
- 11 respondents explicitly stated that their work was unpaid/voluntary
- 1 indicated that this was work was waged and
- 9 didn't state either way.



Paid or unpaid employment



Percentages of unemployed wanting/not wanting employment



Percentages of employed indicating a desire for employment change

**Above Left**

Of the 30 unemployed indicating that they were unemployed:

- 12 indicated that they were seeking some form of employment.
- 18 didn't indicate they wanted any such change.

**Above Right**

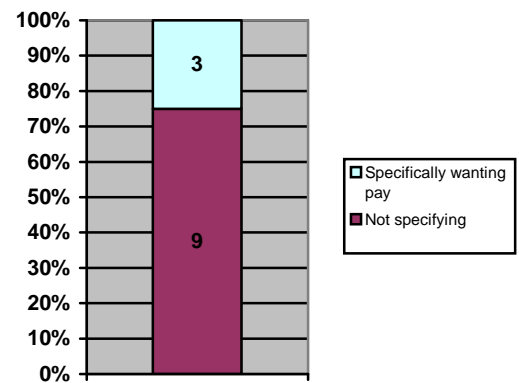
Of the 21 who indicated that they were in some form of employment:

- 18 indicated that they did not want change
- 2 indicated they wanted to work more hours (via an additional job)
- 1 specifically indicated that they were seeking paid employment

**Right**

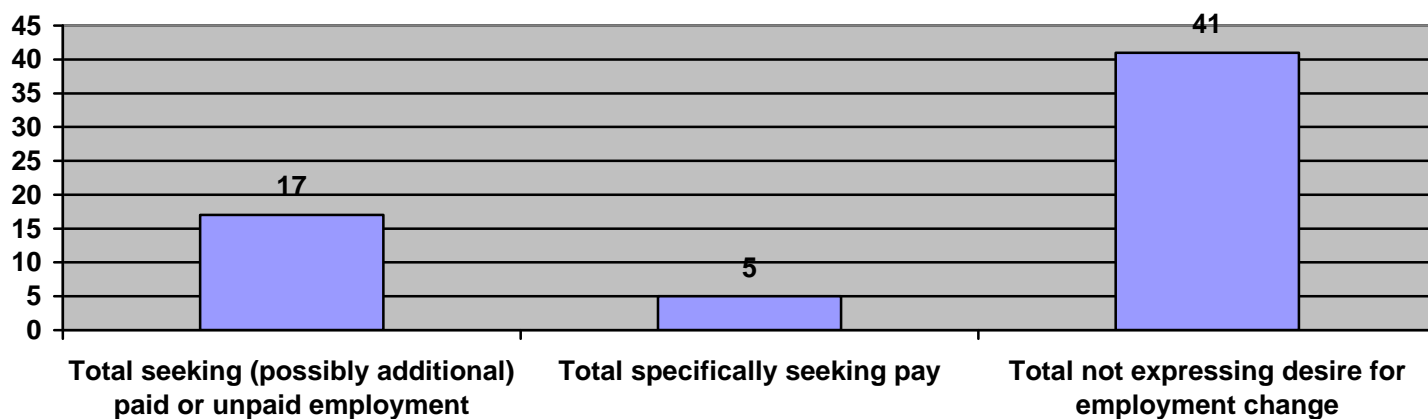
Of the 12 unemployed Service Users who were seeking employment:

- 3 specified that they were seeking paid employment
- 9 did not specify what they were seeking



Unemployed and seeking employment

## Paid or unpaid employment (page 2)



### Top

As indicated on the previous page, of the **51** responses specifying a current employment type:

- **14** were seeking either employment or 'more' employment of some variety.
- **37** didn't state that they want change in their employment.

This leaves **7**, from the **58** who gave some sort of narrative response to this topic, unaccounted for; this is because it could not be deduced from these responses whether the respondents were employed or not. Of these **7**:

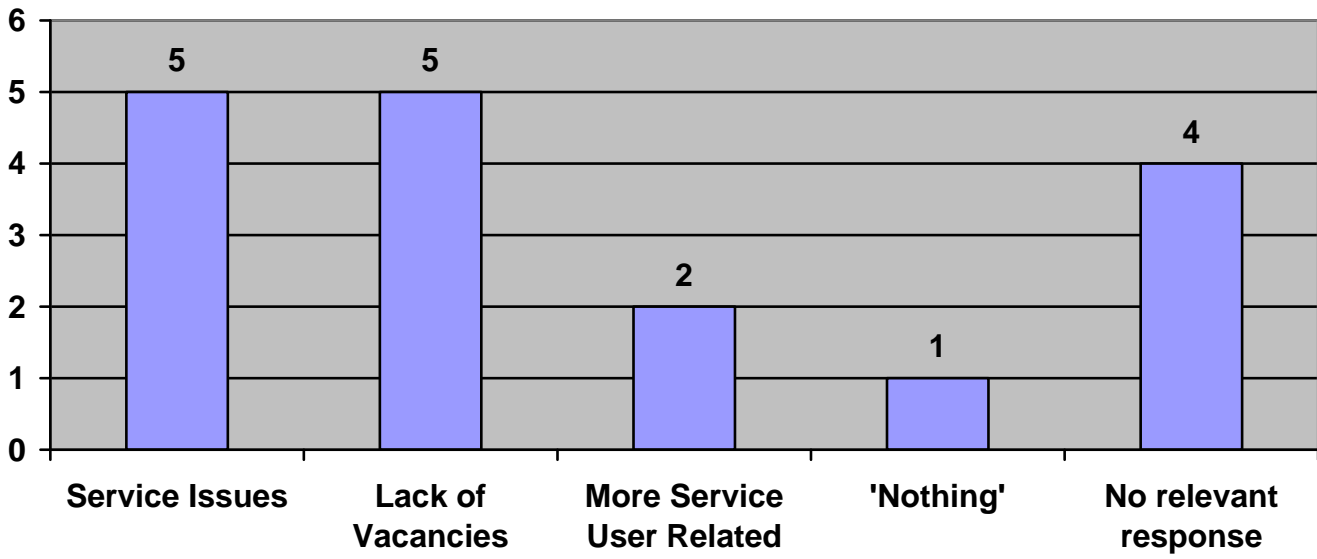
- **3** expressed an interest in finding (possibly additional) work.
- **1** expressed a desire for paid work.
- **4** did not express a desire for change

This then brings the totals for the full **58** who responded, with regards employment, to:

- **17** expressing a desire for employment/more employment
  - **5** of which seeking paid employment
- **41** not expressing a desire for change in their employment status.

The combined results are hence represented above.

## Paid or unpaid employment (page 3): Barriers to change

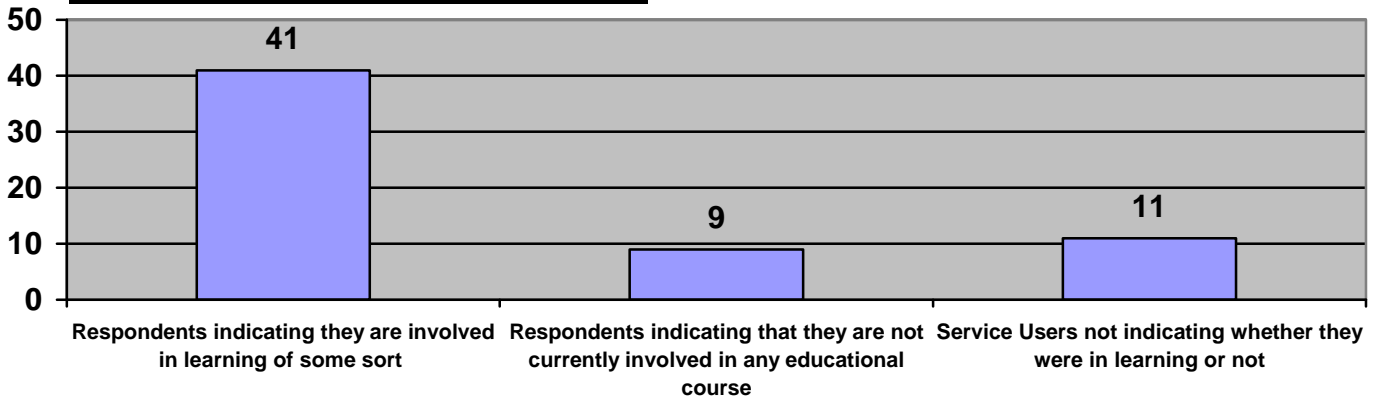


**Top**

14 of the respondents seeking a change in employment status gave an answer regarding barriers to change. The barriers as they might be grouped according to the agencies responsible, are indicated above. It should be noted that some of those who did indicate a barrier indicated more than one – and this is reflected in the above numbers (no respondents are represented more than once in any one category though).

# Learning (page 1)

## Current educational enrollment status



### Top

Of the 71 one who returned the feed back form, 61 gave a response regarding learning – of these:

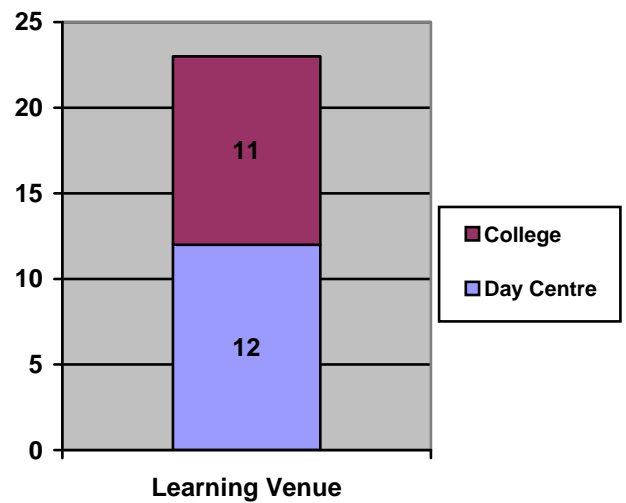
- 41 indicated that they were involved in learning of some sort.
- 9 indicated that they were not currently taking any courses.
- 11 Gave a response which indicated neither one nor the other.

### Right

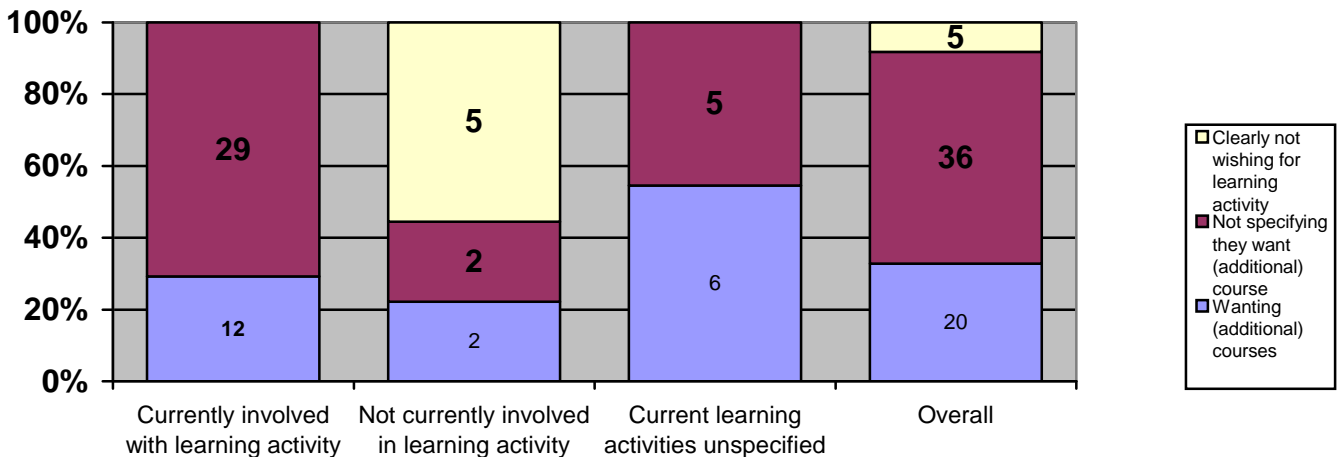
23 respondents chose to indicate the venue of their learning activities, of these:

- 11 respondents indicated they were enrolled at college
- 12 respondents indicated that day services or residential homes were supplying venues for their education.

## Learning Venue



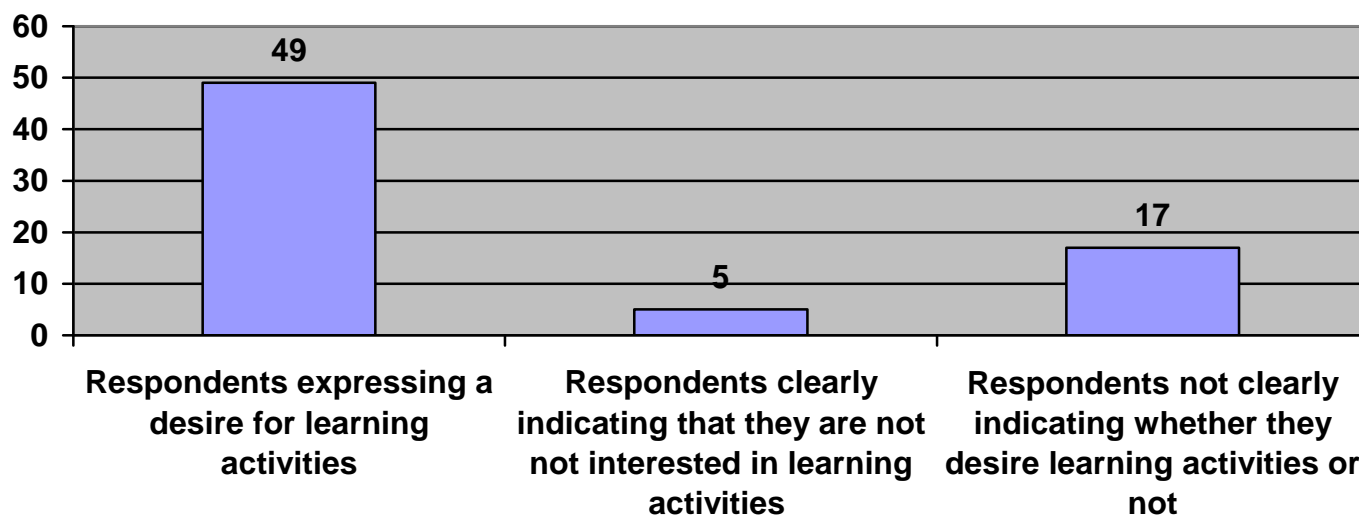
## Respondents wanting additional course grouped according to current enrollment status



### Above

- A) **Bar 1:** 12 of the 41, indicating they were currently involved in a learning activity of some sort, indicated they wanted to do additional courses
- B) **Bar 2:** 2 of the 9, indicating they were not currently involved in a learning activity, suggested they may be interested in doing so in future. Another 5 of this 9 specifically stated they were not interested in learning activities.
- C) **Bar 3:** 6 of the 11, not specifying whether they were currently involved in a learning activity, did want to be involved in a learning activity.
- D) **Bar 4:** Consequently, combining these figures, 20 of the 61 (1/4) who supplied some sort of response regarding learning -expressed at least a general interest in additional/new learning activities. 36 didn't necessarily say they weren't – they just didn't express an interest. 5 clearly weren't interested

## Learning (page 2)



### Above

On the previous page it was shown that **41** respondents were involved in some form of learning, it was also shown that:

- **29** of those represented – had indicated they did not want any change with regards their current scenario
- **12** of those represented - wanted to do an additional course

This gives a total of **41** out of **41**, including those who want to do more, who want to continue with their learning. Adding the figures for those, not classified as currently learning, who want to learn – this brings the totals expressing a positive desire for educational activities, as indicated on the *above* chart, to:

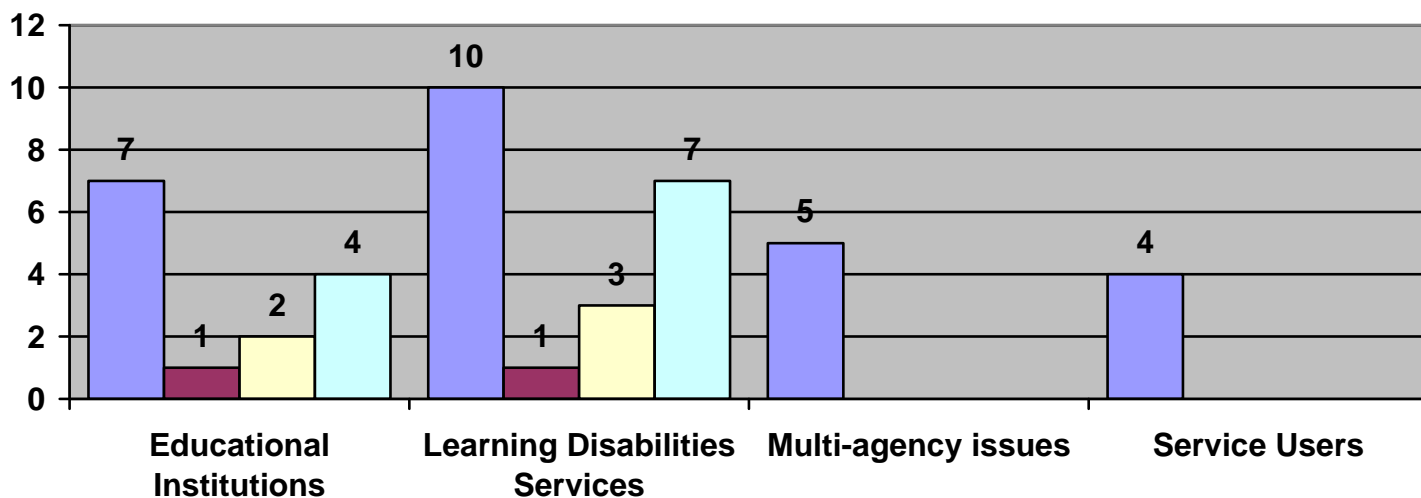
**Bar 1:** **49** expressing a positive desire for educational activities

**Bar 2:** leaving **5** of the remainder clearly specifying they did not want to do a course

**Bar 3:** and another **17**, (including this time all those that returned the checklist) for whom there was no response – or no clear specification – what they wanted.

## Learning (page 3): Barriers to change

Barriers by agency



### Above

Of the 20 respondents who expressed a relevant desire for change – 12 respondents indicated a barrier to change; of the remainder 5 didn't respond or didn't specify an obstacle – 3 stated that there no obstacles to change. Of the 12 that identified barriers the problems indicated in their responses can be subdivided as follows:

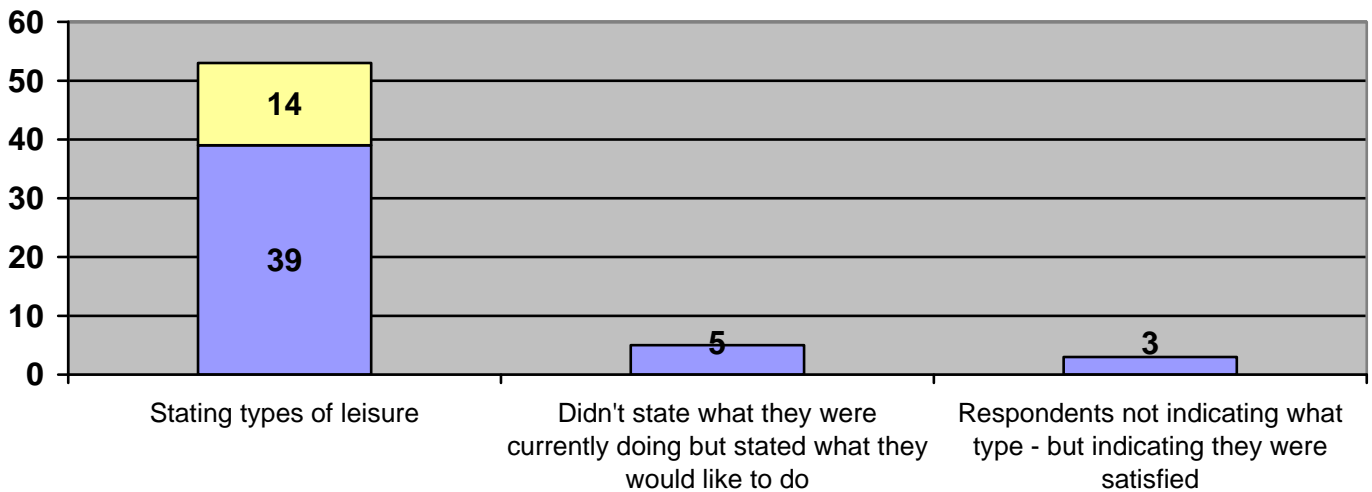
- Bar 1: 7 indications that the policies of the relevant educational institution were an issue, of these:
  - 1 was due to SU being prohibited from indefinitely repeating a course they enjoyed
  - 2 were as a result of SU's not being accepted on course
  - 4 were to do with the availability of courses suited to SU  
(1 of which was qualified in terms of SU's specialist area of interest.)
- Bar 2: 10 indications that Learning Disabilities Services were an issue, of these:
  - 1 indicated that obtaining replacement wheelchair parts through the relevant channels, was a slow process
  - 3 indications that funding/resources were (also) an issue
  - 7 were to do with staffing shortages
- Bar 3: 5 indications that can be attributed as resulting from a combination of educational institution and/or service characteristic. The problems belonging to this category broke down into issues pertaining to:
  - A) Difficulties finding transport to college/distance to college
  - B) Times when SU is able to attend/times when college courses are available.
- Bar 4: 4 indications of particular difficulties Service User's may be having - these consisted of:
  - A) Anxiety about going out
  - B) Declining offers when supplied
  - C) Failure to attend courses when enrolled on them

**NB** Of the 12 applicable respondents – several cited more than one barrier to change; as a result, rather than counting the number of respondents, the above numbers count the number of times a barrier has been indicated by respondents (but no more than one indicator per respondent has been counted for any given category – even if the same respondent cites the same category twice).

**NB** These categories have been chosen to facilitate assimilation of the information, in so far as they attribute blame to specific agencies - they are not intended to signify an objective account in that regard.

## Leisure and Fun (page 1)

**How people responded to first 2 questions**



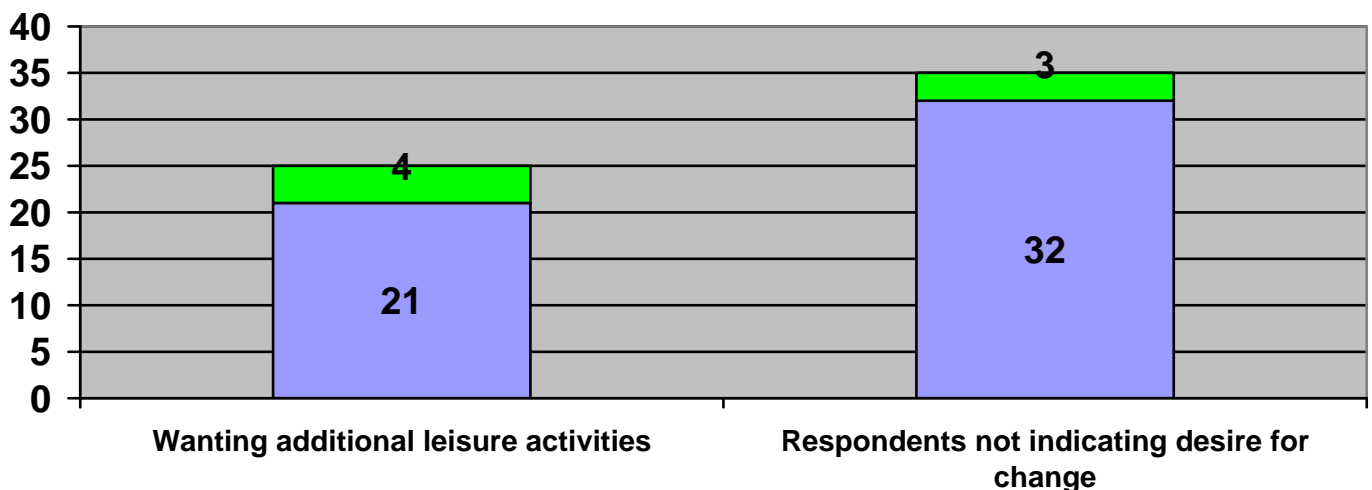
**Above**

This graph is intended to give an overall feel of the responses given to the first two questions for those who haven't read them. With regard these questions there were **61** individuals who gave a response, of these:

- **53** took the opportunity to indicate what types of leisure they were currently engaged with.
  - (Of which at least **14** *explicitly* mentioned that they enjoyed their activities or had a variety or sufficient quantity of them)\*.
- **5** didn't state what their current leisure outlets were - but did take the opportunity to mention what they'd like them to be
- **3** respondents didn't indicate what their current leisure activity was – but did mention that they were quite satisfied with them.

\* **NB** as others' for whom this would also be true was hard to objectively quantify - and like-wise the converse – this remark should not be treated as statistically significant.

**Respondents seeking change**



**Above**

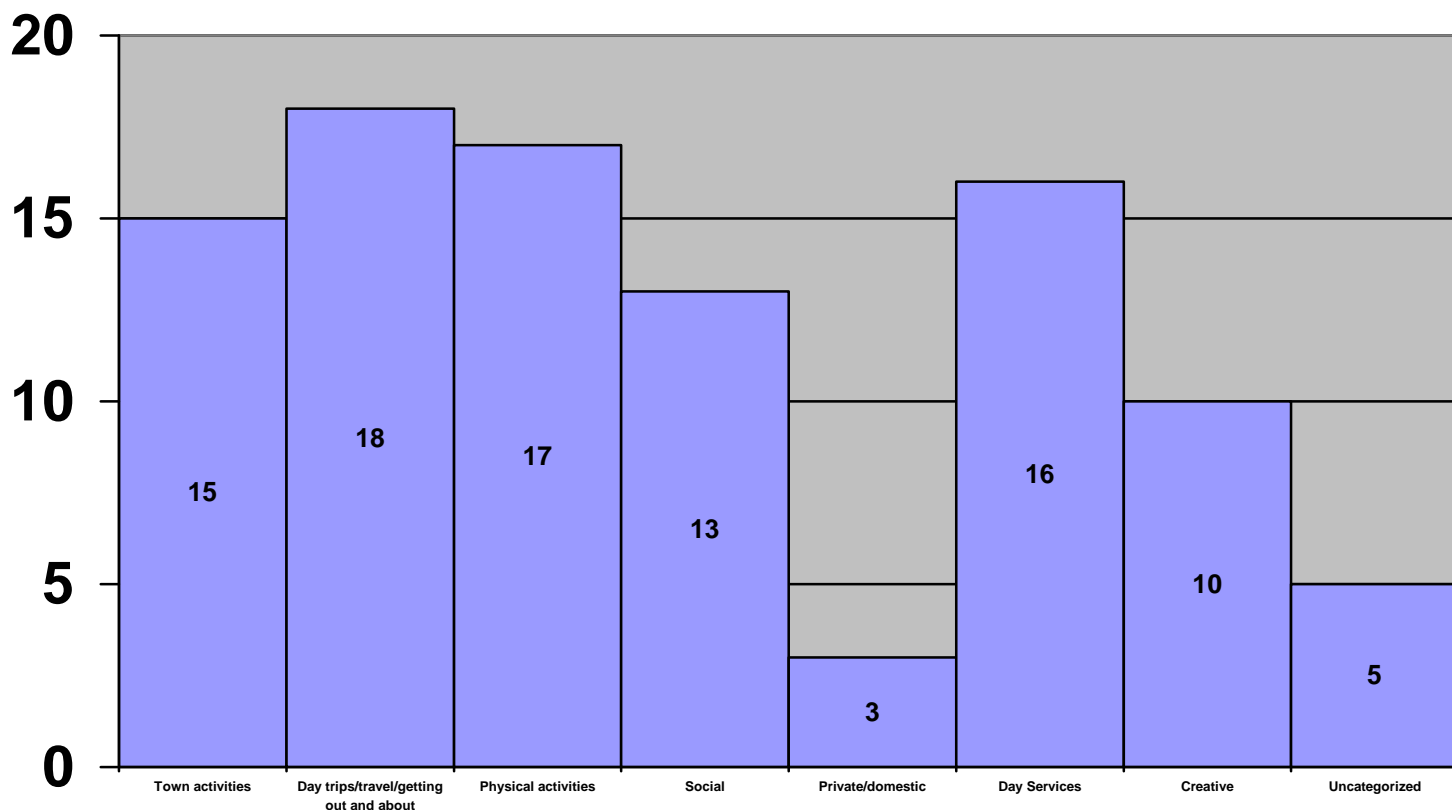
Of the **61** respondents to the first two questions:

- **26** in total indicated they wanted an additional leisure activity **21** of which indicated which type
- **35** either simply expressed a desire to maintain their current situation - or didn't indicate they desired any change to it; **32** of these expressed what type this was



## Leisure and Fun (page 2)

### Current Leisure activities



#### Above

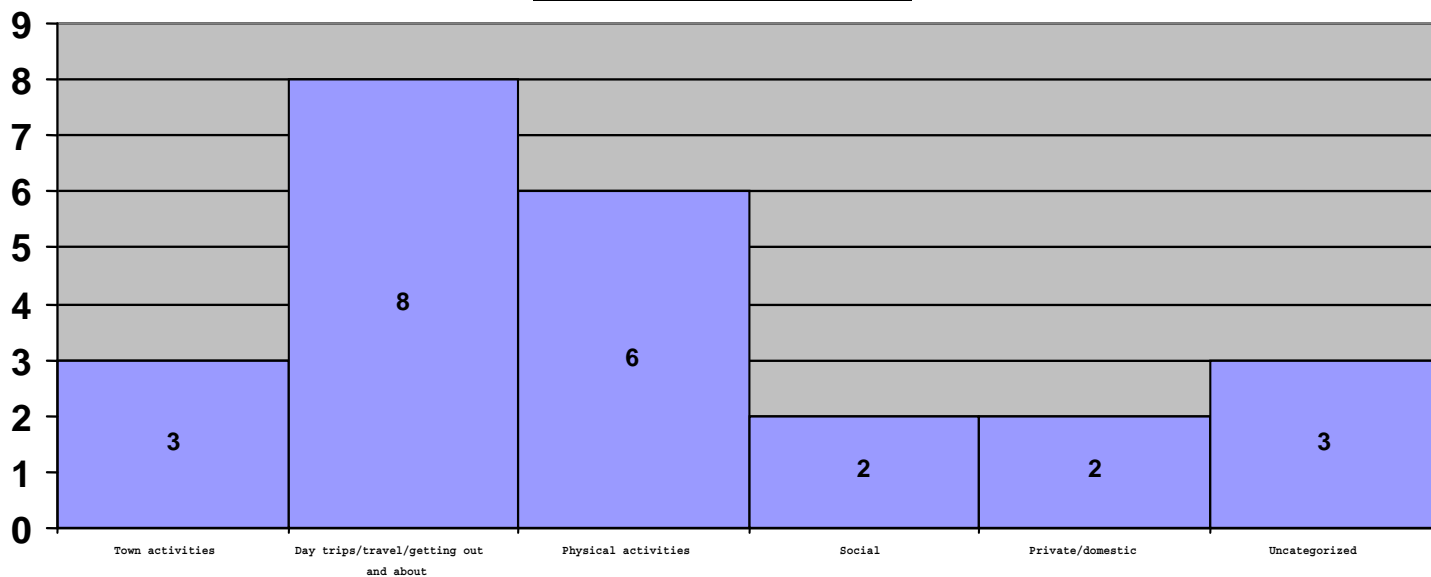
As previously mentioned - 53 respondents took the opportunity to indicate what leisure activities they currently engage in. Above is a representation of the numbers accruing to particular categories, the constituents of which are explained below, which these responses are divided into. It should be noted that with regard the numbers attributed to each category, although no respondent is counted in any one category more than once, Service Users registering an interest in more than one leisure pursuit are recorded in the numbers across categories. However – there was a cap put on the number of activities that could be recorded per Service User and this means a small number of responses (those listing a number of activities greater than the cap threshold) aren't reflected in this data.

#### Category constituents

<b><u>15 Town Activities</u></b>			<b><u>13 Socialising</u></b>
<b><u>8 Consumption</u></b> 3 shopping 5 eating/drinking out	<b><u>4 Live Performance</u></b> theatre/music/show	<b><u>4 Other</u></b> cinema/ arcade games	social clubs\visiting friends\parties
<b><u>18 Getting Out and About</u></b>			<b><u>3 Domestic Activities</u></b>
7 day-trips	9 holidays/travel 2 just getting out more		tv/reading/email
<b><u>17 Physical Activities</u></b>			<b><u>16 Day Services</u></b>
1 dancing	8 swimming		Social Life/Activities
4 bowling	1 basket ball		<b><u>10 creative</u></b>
2 football	1 gym		4 art/craft      1 Gardening      8 musical
1 horseriding			
<b><u>5 uncategorzied</u></b>			
Animals/jigsaw puzzles/large items/magazine clippings/sorting through post/church			

## Leisure and Fun (page 3)

### Desired Leisure activities



#### Above

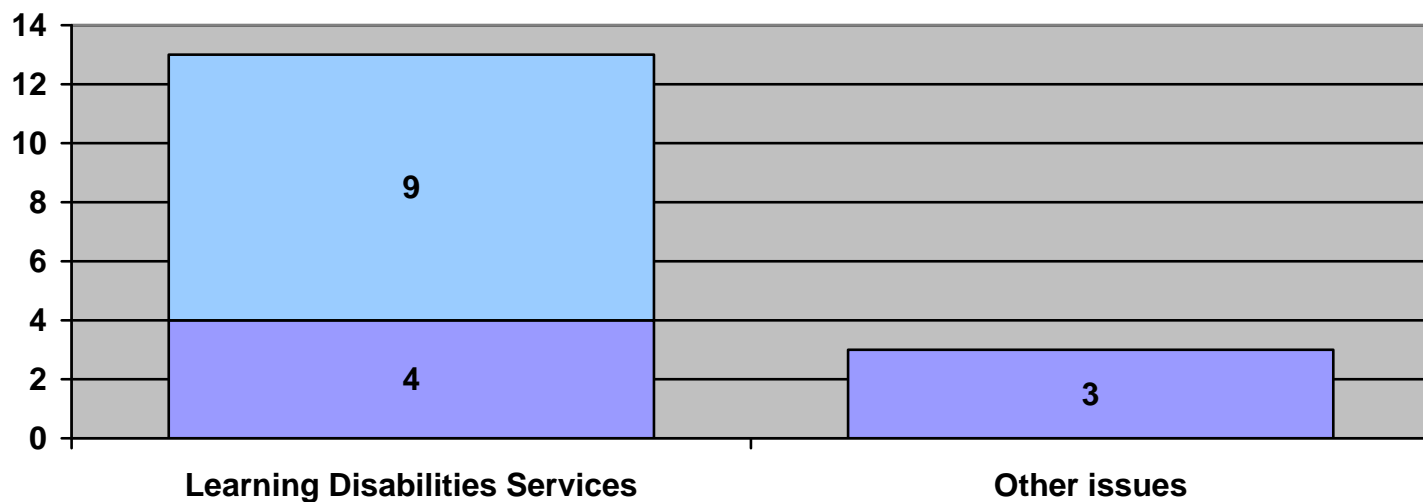
As previously mentioned - 21 of those who desired additional activities mentioned which type. As with the graph at the top of this page - the number respondents indicating an interest in particular categories are outlined below:

#### Category constituents

<b><u>3 Town Activities</u></b> 1 Live performance 2 Pubs/eateries	<b><u>2 Social</u></b> Visiting friend Parties
<b><u>8 Getting Out and About</u></b> 3 Day-trips 2 Holidays 3 Just getting out more	<b><u>2 Domestic Activities</u></b> Cooking Reading Staying at home during weekend
<b><u>6 Physical Activities</u></b> 2 Dancing 2 Swimming 1 Football 1 Horse-riding	<b><u>2 uncategorzied</u></b> Visiting horses Spiral Activities Sheltered Accomodation

## Leisure and Fun (page 4): Barriers to change

Barriers by agency



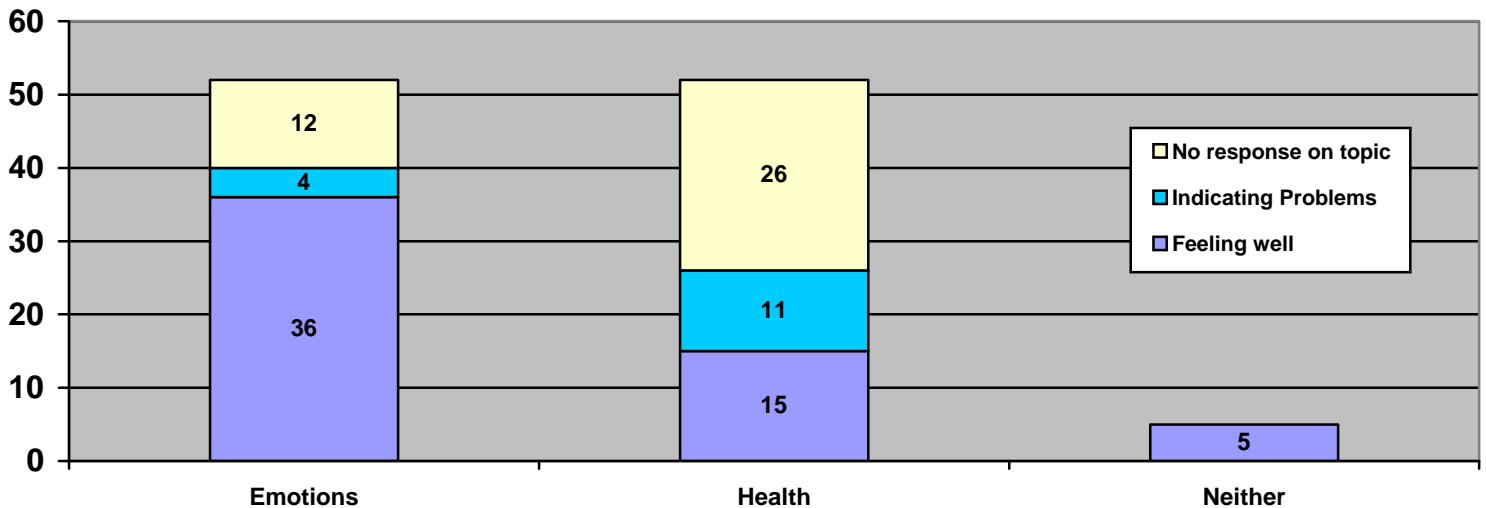
### Above

Of the **61** who gave some kind of response, there were **26** who expressed a desire for change; of these **6** respondents left the narrative box blank, an additional **4** explicitly stated that there was no barrier to change, and another **2** were not applicable barriers; this leaves **14** narrative respondents indicating barriers, contained in these were:

- Bar 1: **14** indications that Learning Disabilities Services were an issue:
  - 4** of which cited financial barriers
  - 9** of which cited staffing shortages
  
- Bar 2: **3** other issues consisting of:
  - 1** mention of a service user who had difficulty with things being planned in advance
  - 1** activity provider failing to provide information
  - 3** transport

# Feeling well and good about self (page 1)

How people responded to first questions

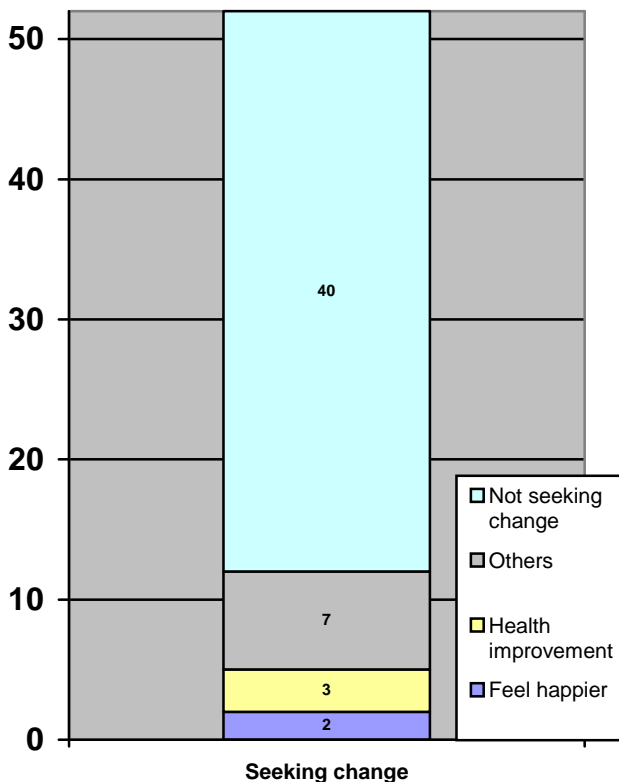


Above

This graph is intended to give an overall feel of the responses given to the first two questions for those who haven't read them. With regard these questions there were **52** individuals who gave a response, of these:

- **40** gave a response indicating their current emotional state.
  - **36** of these took the time to mention they were, for the most part, 'feeling well and good about themselves'.
  - **4** indicated a stronger sense of emotional dissatisfaction than necessarily covered by the above qualification
  - **12** respondents didn't indicate their emotional state
- **26** gave (sometimes an additional) response indicating their current state of health
  - **15** of these indicated robust health
  - **11** of these indicated that they had some health problems
  - **26** didn't here give an account of their health.
- **5** responses were not assumed to necessarily indicate a health or emotional condition in the above regards, these responses were:
  - 'Physio Fridays but not regularly'      - 'Mental Health improving'
  - 'Weekly session of intensive interaction to improve communication and confidence.'
  - 'My Sister manages my health needs and looks after me.'
  - A tick (i.e picture)

Respondents seeking change

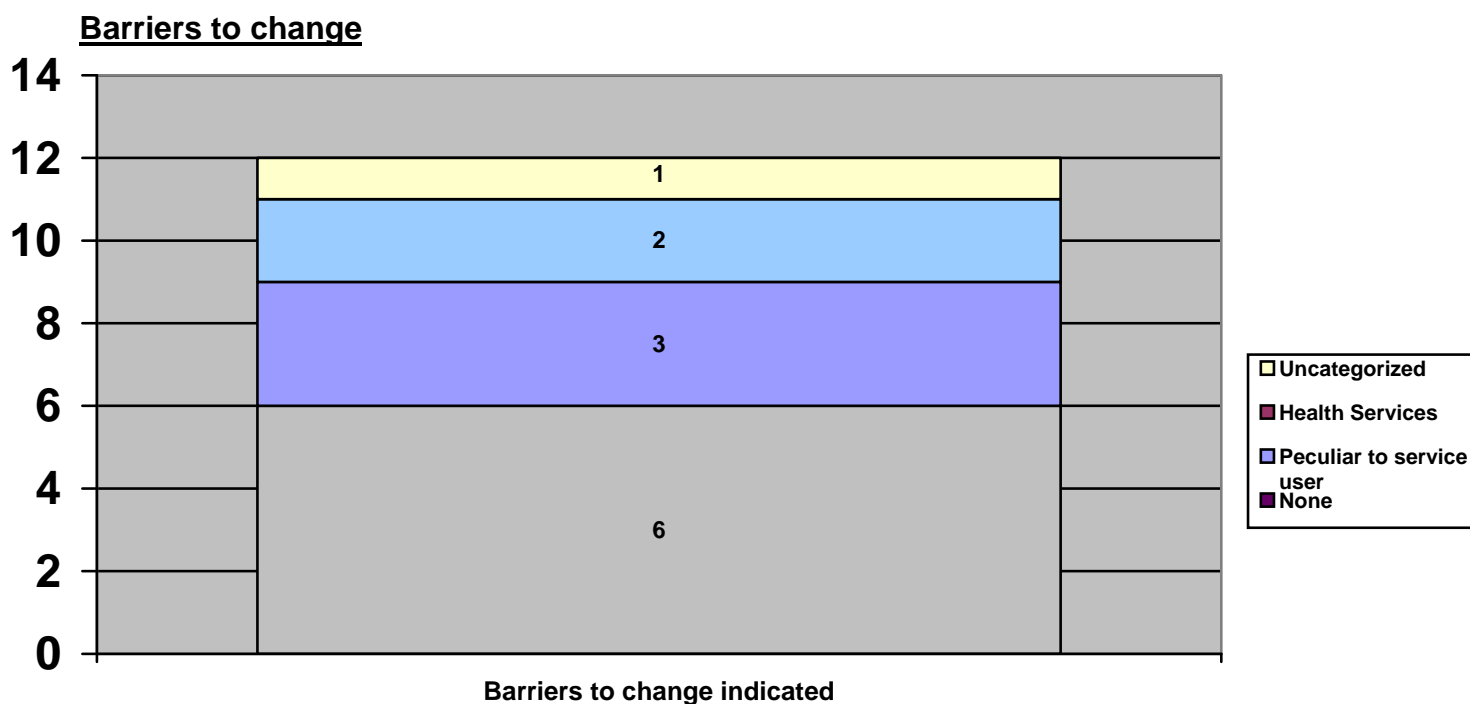


Left

Of the **52** who responded to the first two questions **12** indicated they were after a change of some sort:

- **2** indicated they wanted to feel happier or more confident
- **3** wanted an improvement in their health
- **7** indicated a desire for a kind of change too specific to categorize, these were as follows:
  - 1** desired more frequent physio sessions
  - 1** wanted to give up smoking
  - 1** wanting to know more about epilepsy
  - 1** wanted to start smoking
  - 1** more regular visits to dentist and optician
  - 1** for more haircuts
  - 2** wanting to spend less time in wheelchair
  - 1** wanting to improve communication

## Feeling well and good about self (page 2): Barriers to change



### Above

Of the 52 who gave some kind of response, 12 expressed a desire for change in this regard; 6 of these indicated a barrier to change; another 3 stated that an appropriate remedy was under way and 3 either stated that there was no barrier or left the appropriate box blank.

Of the 6 responses where a barrier to change was indicated:

- 2 of the barriers indicated were to do with NHS services, the provenance of 3 (for the sake of grouping the information) were deemed as particular to the Service User.
- 1 wasn't categorised,

The responses populating these categories are given below:

#### Health services

- 'Lack of clarity from NHS chiropody service about system for booking appointments.'
- 'Still waiting to hear about these [hospital] appointments.'

#### Uncategorized

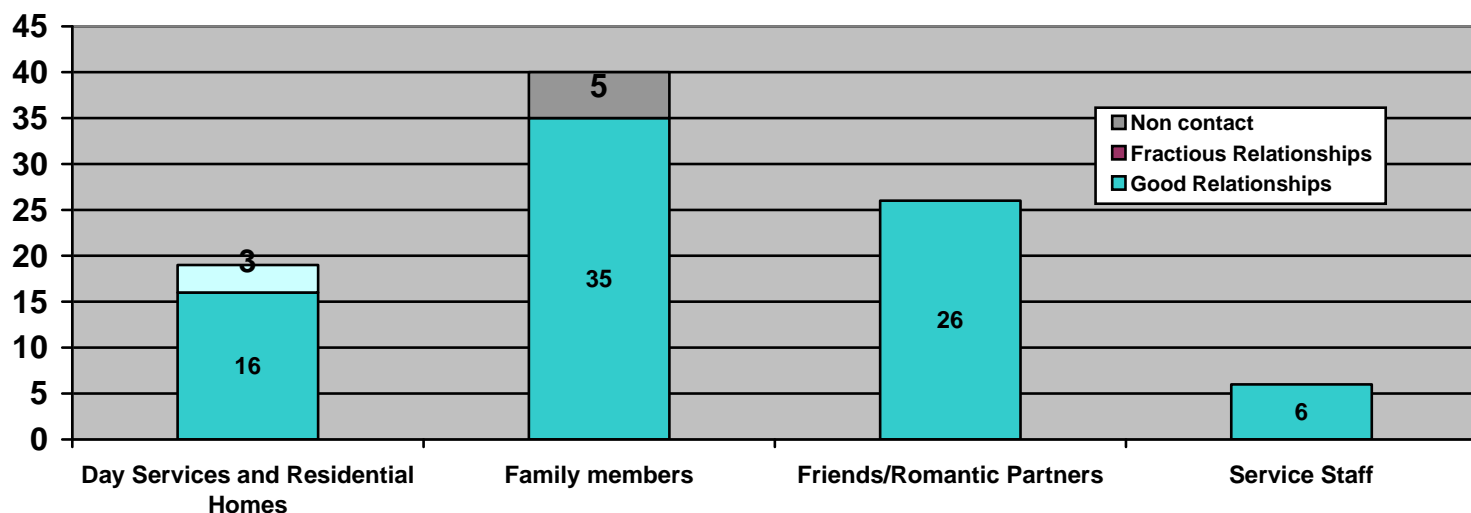
- 'Staff letting x go on the floor to get out of his wheelchair can prevent him going out.'

#### Service User orientated

- 'My Mum doesn't want me to smoke at home or the day centre.'
- 'Jean thought that this goal had not been achieved.'
- 'I have often seen the nurse at the surgery to get advice and support to give up smoking although have yet to succeed. Staff will continue to support me to attend future appointments.'

# Friends, Family and Relationships (page 1)

## How people responded to first question



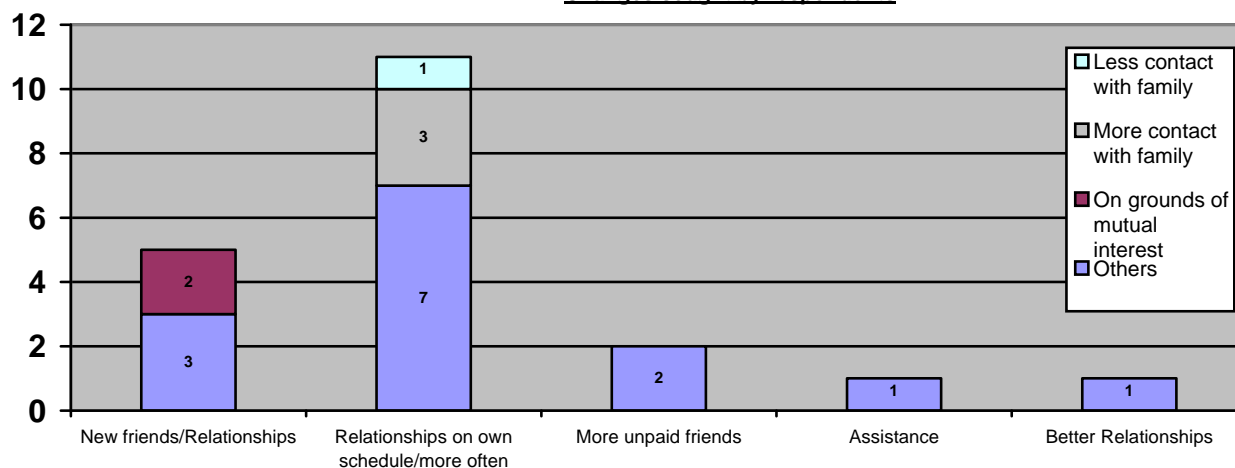
### Above

There were 55 respondents to this question - of these,

- 45 indicated that they had relationships, not registered as objectionable in so far as they went, in one **or more** of the following categories :
  - 16 in day services and/or residential home (14 of which specifically day services)
  - 34 in family members
  - 26 in friends/comrades/romantic partners
  - 6 in good relations with service-staff
- 3 indicated difficult relationships with fellow day-service users
- 6 indicated that they were not in contact, or had insufficient contact, with family members\*
- 2 Didn't indicate types of relationships they were involved in - but suggested that they were content with them.

\* This information is not shown on the graph but 4 of this 6 indicated the situation was in accordance with their wishes, 1 felt their level of contact was insufficient - and another - could be interpreted as likewise .

## Changes sought by respondents



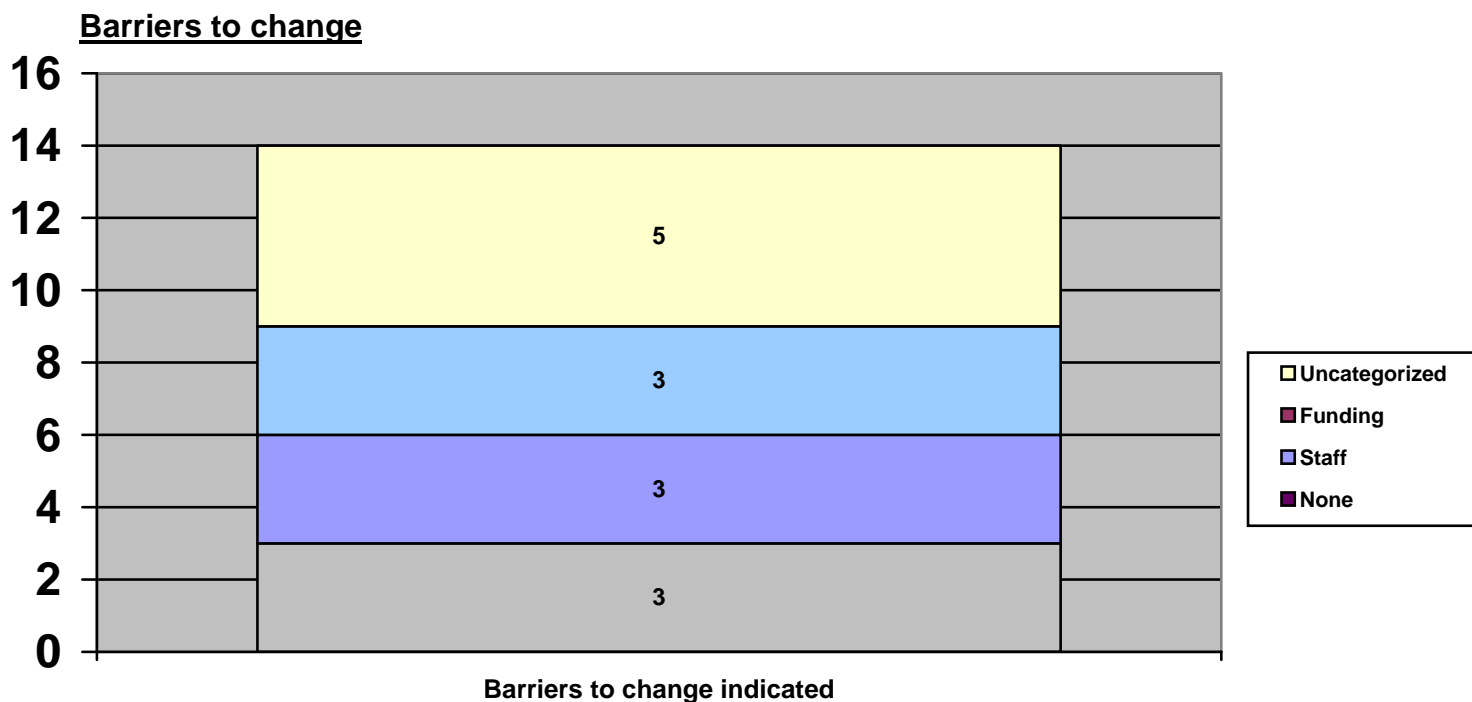
### Above

19 respondents were seeking a change of some sort:

- 5 of whom expressed a desire for more friends/acquaintances/relationships
  - 2 of whom wanted to engage with people sharing a common interest (music/sport).
- 11 indicated a desire to pursue relationships more often and/or on own schedule (including evenings)
  - 4 of which were family relationships containing:
    - 3 persons wanting to see family more often
    - 1 person wanting to see family less often
- 2 expressed a desire for a variety of relationships that would include unpaid friends
- 1 was seeking assistance with socialising
- 1 was seeking more harmonious relations with other day service users

NB - above numbers reflect fact some SUs fall into more than one category.

## Friends, Family and Relationships (page 2): Barriers to change



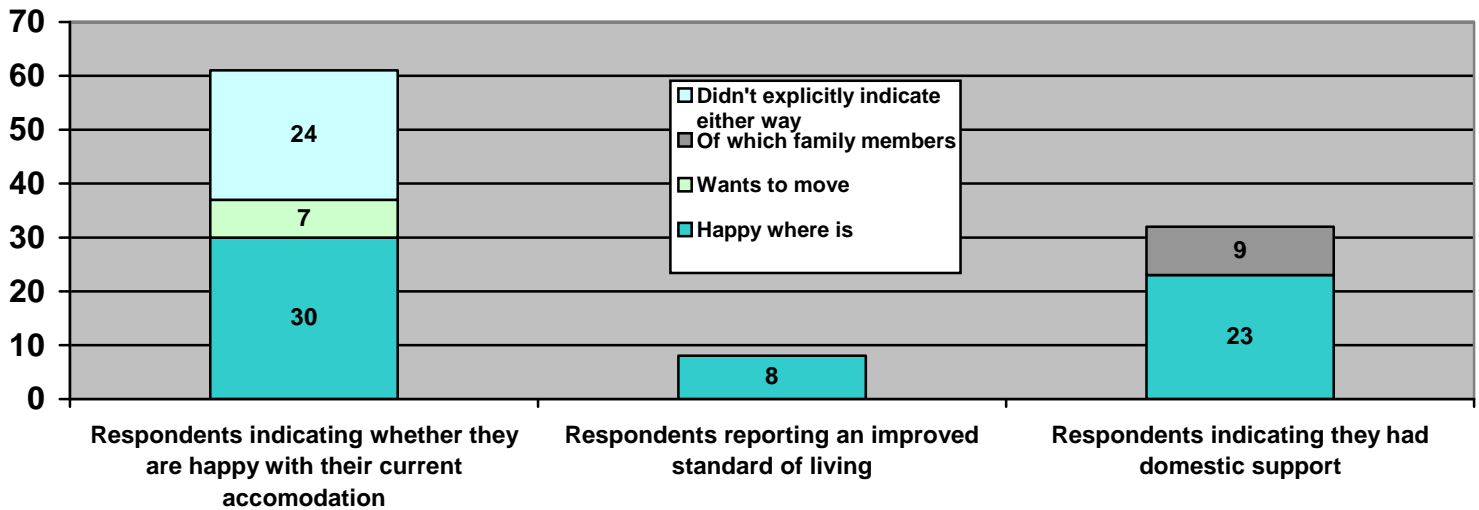
### Above

Of the **52** who gave some kind of response, **19** expressed a desire for change; **11** of whom indicated a barrier to change; **3** stated that there was no barrier, **3** left the appropriate box blank, and **2** responded but did not state a barrier.

Of the **11** responses where a barrier to change was indicated: **3** of the barriers indicated were to do with Service Funding/Resources, **3** to do with lack of staff, and **5** weren't categorized due to their requiring an account of the unique cases involved.

# Where and How I Live' (page 1)

## How people responded to first question



**Above**

There were **61** respondents to this question - of these,

**Bar 1:** **30** indicated that they were happy with their current accomodation

**7** indicated they wanted to move

**24** didn't state either way

-

**Bar 2:** **8** additionally reported an improved standard of living since the previous review

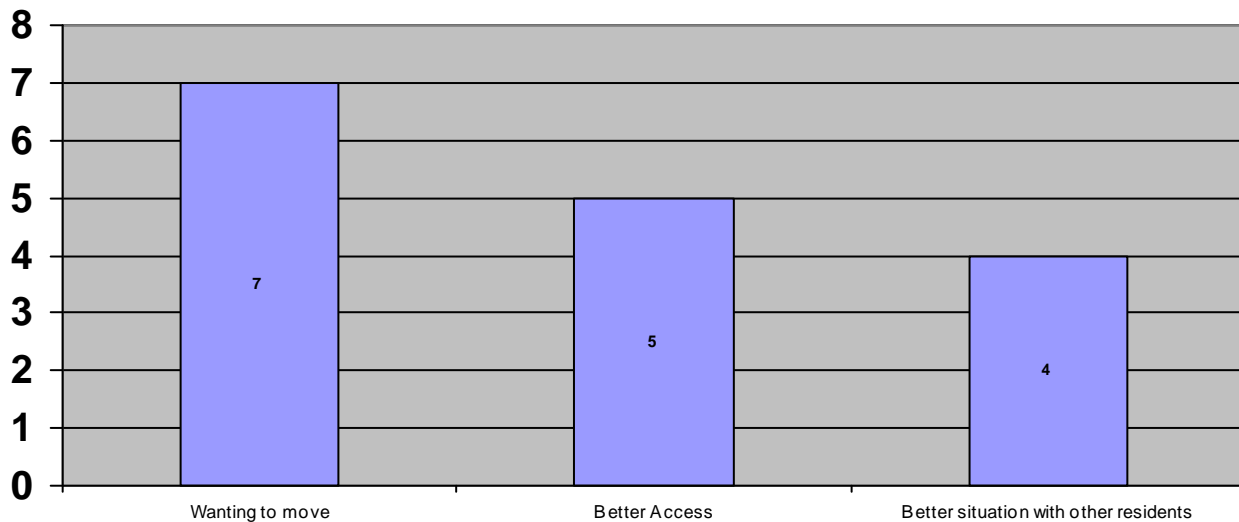
**Bar 3:** **23** additionally indicated they had domestic support in their accomodation

- **9** of which lived with family members

-

**NB** bars 2 and 3 cover additional bits of information that may have been supplied by the respondents mentioned in bar1.

## Changes sought by respondents



**Above**

**15** respondents indicated a desire for change, of these:

- **7** want to move
- **5** wanted better access
- **4** wanted more harmonious relations with, or space between them and, their fellow residents
- 

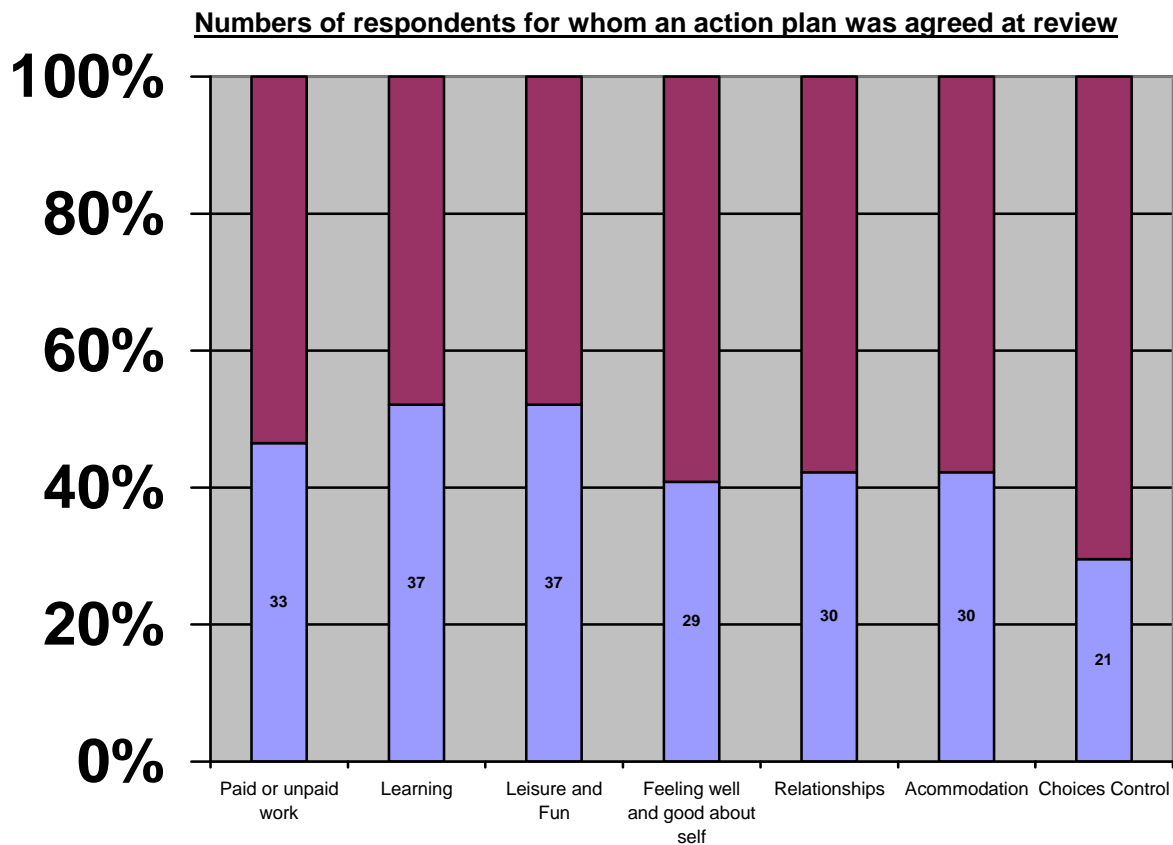
**NB** the reader should again be aware that these numbers reflect SUs stating more than one preference.

There were **6** applicable barriers to change mentioned were as follows:

- 'Not offered any (housing) as yet'
- 'Process B+H informed' (regarding problems with other Service Users)
- '(Housing) Waiting List'
- 'My Skills need to develop (in order to be more independent)'
- 'Under current budget restraints, altering the bungalow to enable x to have a bigger room is unlikely.'
- 'Awaiting feedback (regarding taxi firm issue).'



## Actions for all categories

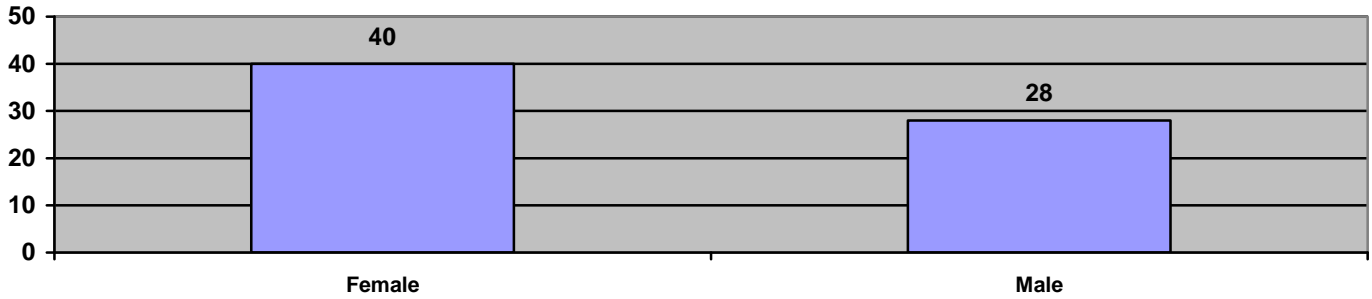


**Above**

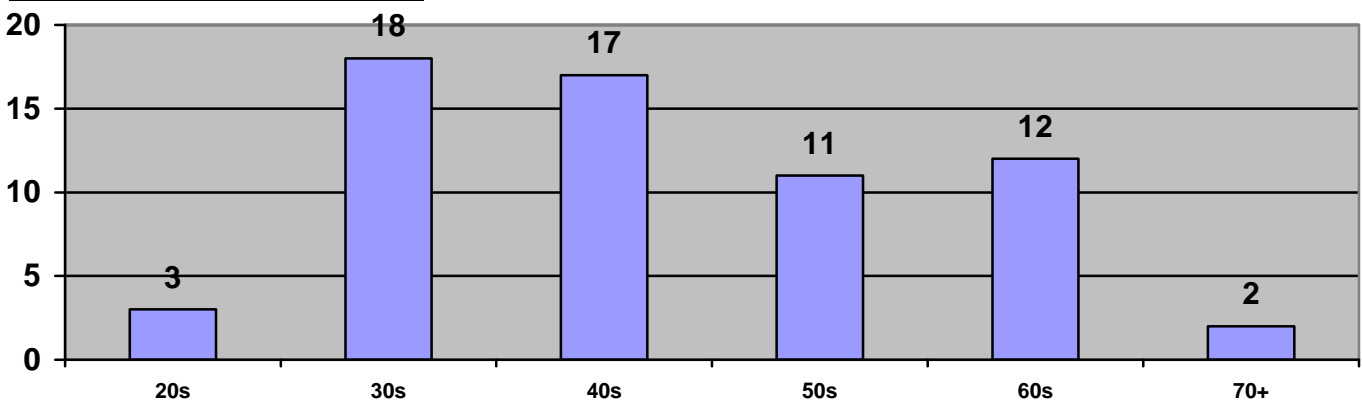
The above graph represents numbers agreeing on some sort of action plan at review , out of the 71 respondents.

# Demographic information for respondents who indicated

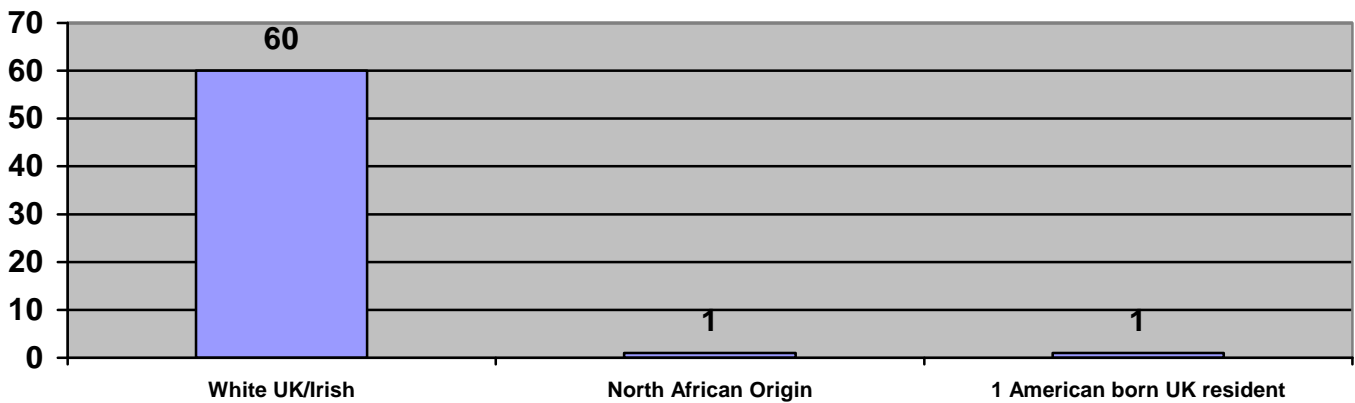
## Gender of respondents who indicated



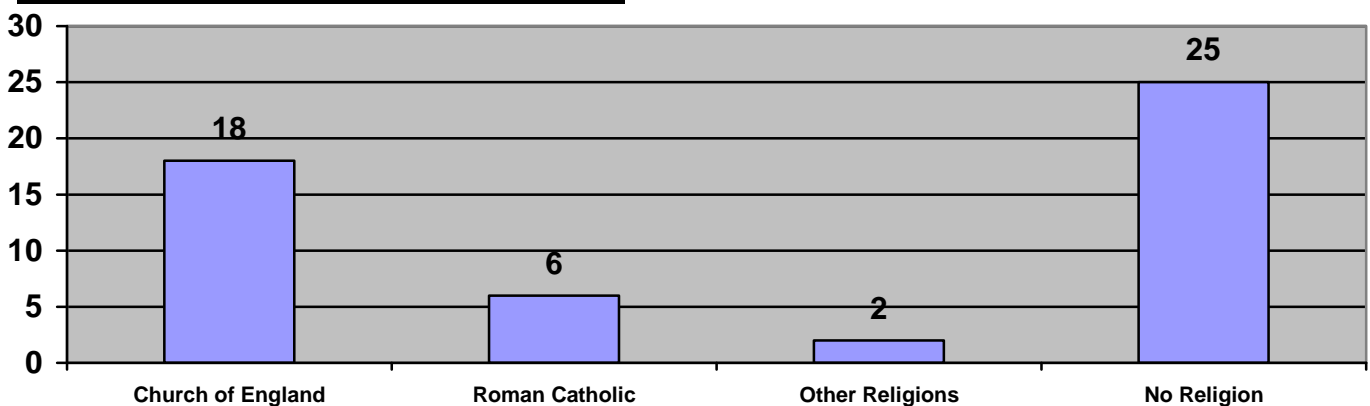
## Age of those who indicated



## Ethnic origin of respondents who indicated

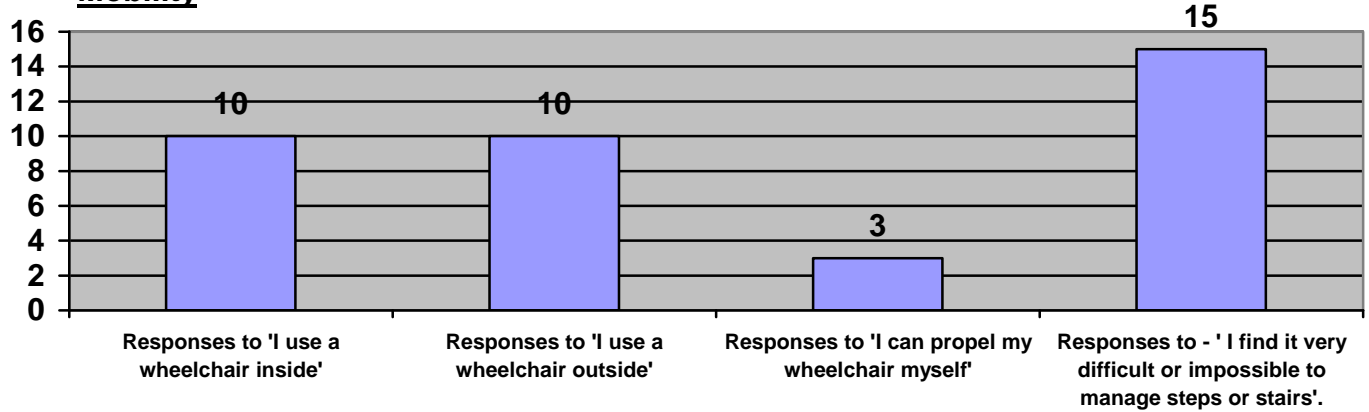


## Religions of respondents who indicated

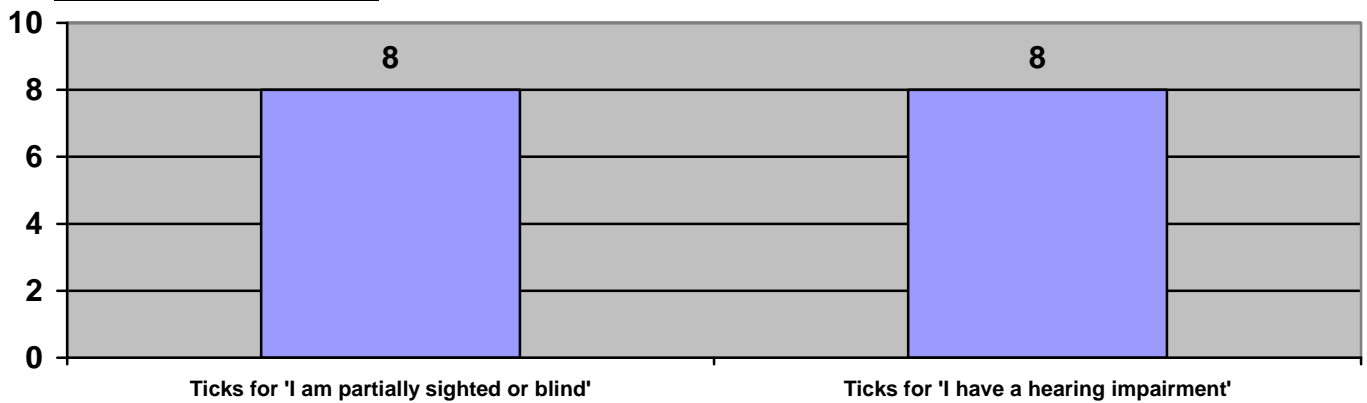


# Abilities of respondents who indicated

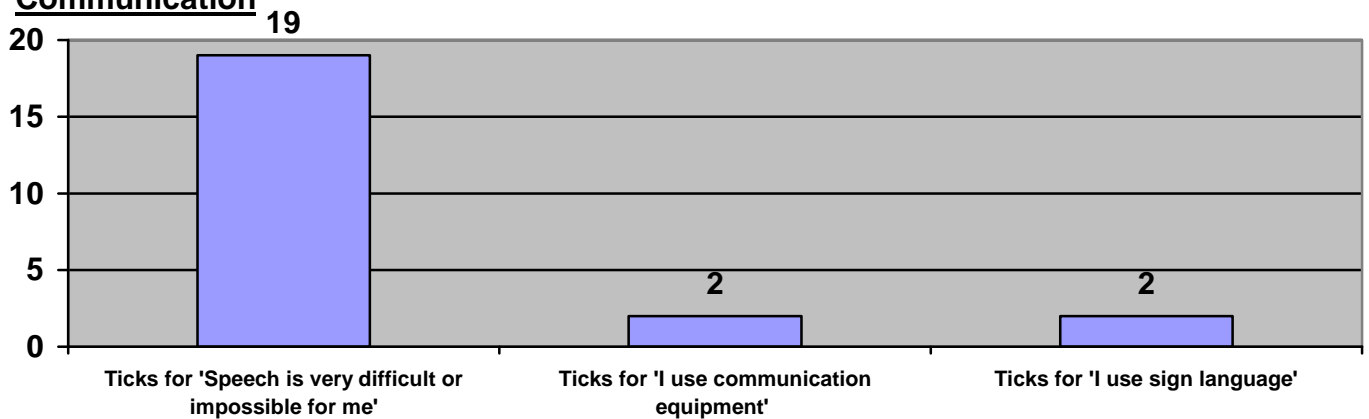
## Mobility



## Sensory impairments

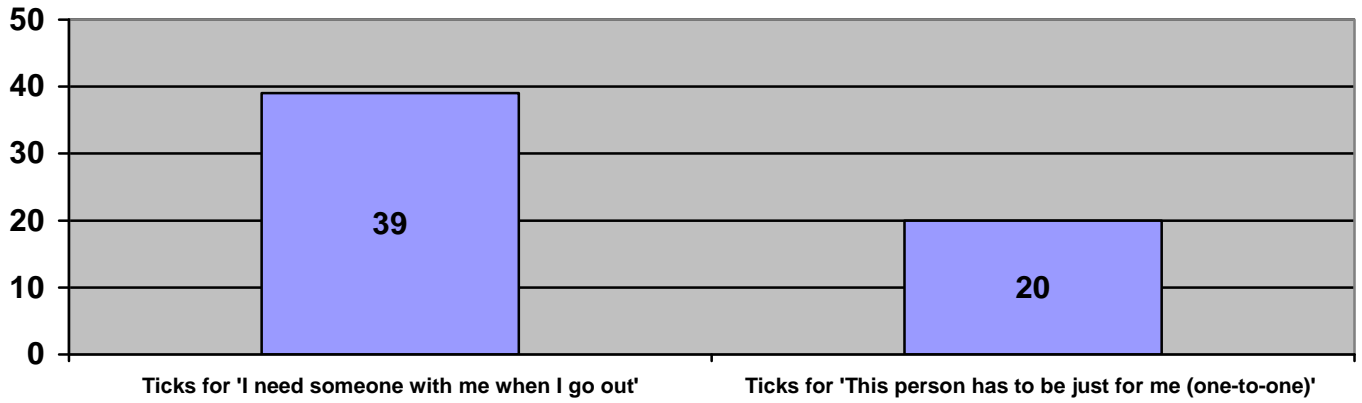


## Communication



## Support needs/types of respondents who indicated

### Escort



### Responses to carer type

