

Person Centred Feedback Form Report 2008-09

1.1 Context of report

2008/09 is the second fiscal year during which learning disability service providers in Brighton & Hove have been asked to send in Person-Centred Feedback (PCF) forms. The PCF form has been sent to all providers of learning disability services in the city. The form is also available for download from the Learning Disability Partnership Board's website at www.brightpart.org/pca.php.

Service providers are asked to return the PCF form every time they review one of their service user's person-centred plans. This year 70 PCF forms were received and entered into our PCF database. 13 of which were from respondents who also replied last year, 57 of which were from respondents who had not replied before. The purpose of this report is to convey the collected data to the Learning Disability Partnership Board. The Partnership Board can then use this information when planning and directing service improvements and changes, thus allowing people with learning disabilities to influence the future provision of services through the medium of person-centred planning.

1.2 The Person Centred Feedback Forms (PCF Forms)

In the PCF Forms the respondents were prompted to supply information on themselves as well as the progress of various aspects of their lives. Support staff assisted respondents with the completion and return of PCF forms.

1.2.1 The Narrative Response Matrix

At the core of the PCF form was a 7x4 matrix within which respondents were invited to write a set of narrative responses. The row heading of this matrix were used to suggest seven topics; Respondents were encouraged to address these topics in their narrative. These topics were as follows:

- 1) Work or Unpaid Work
- 2) Learning
- 3) Leisure and Fun
- 4) Choices Controls and Rights
- 5) Feeling Well and Good About Myself
- 6) Friends, Family and Relationships
- 7) Where and How I Live

The 4 column headings of the matrix were used in conjunction with the rows to suggest particular questions that should be answered in relation to each topic. These questions were suggested with the following:

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

1.2.2 Statement Selection from a Delimited List via Tick Boxes & etc

The Person Centred Feedback Form also prompted respondents to supply demographic information (e.g. age, gender, religion, etc). This information was typically elicited by asking respondents to tick boxes next to statements that applied to the respondent.

1.3 Collation method for narrative responses

1.3.1 Assignment to categories

Data was extracted from 'narrative responses' via a process of categorisation. Each narrative response was assigned membership of particular categories depending on the content of the response. Each category was created to encapsulate and describe some generic feature indicated in the response that was given. The statement 'I am currently unemployed but I would like to get paid work in a book shop', for example, would be assigned membership of the following categories:

- Currently Unemployed
- Change Since Last Time was Not Indicated
- Is Seeking Paid Employment
- Is Seeking Employment In a Book-shop

1.3.2 Category schematisation and simplification

Many of the categories used to classify responses were not generally schematised 'a priori' – that is prior to the collation process. Categories were instead conceived on demand to meet the requirement of the responses that were given. A process then went on whereby the various categories were reviewed and grouped together under more broadly defined super-categories. For example categories such 'is seeking employment in a book-shop' and 'is seeking employment in a shoe shop' would be grouped together under the super-category 'is seeking employment in a shop'. This was the primary method by which the diversity of narrative responses was collated into a concise and simpler form.

1.4 The Data that is presented in this report

1.4.1 Respondent Counts

Much of the data obtained from the PCF Forms is presented in this report in terms of the number of respondents who gave a response belonging to a particular category. These counts are usually represented in charts comparing response counts for related groups of categories.

1.4.2 Grouped Verbatim responses

As a means of illustrating the content of particular categories – and to render available for scrutiny the particulars of some responses – some responses are reproduced in list form. Such responses are given verbatim save for the removal of personally identifiable information and the occasional explanatory insertion given within square brackets.

1.4.3 Mutually exclusive result-sets

Information was recorded in mutually-exclusive and non-mutually exclusive sets of categories. The idea behind the 'mutually-exclusive' sets was that they should represent a delimited collection of predicates of which at least one, and only one, would be true for any given respondent (or given

subset of respondents). The categories 'Currently Unemployed' , 'Currently Employed' and 'Not Indicating Current Employment Status', for example, comprise a mutually exclusive grouping of categories as only one can be true of any one respondent at any one time. In this report respondent counts and verbatim responses presented in such groups are labelled with the text '[MUTEX]' in the title.

1.4.4 Non-mutually exclusive result-sets

Non-mutually exclusive sets were also used – any presentation that is not labelled with the text '[MUTEX]' can be assumed to be one of this group. In 'non-mutually-exclusive' sets it was allowed that more than one item from the set might apply to a single response. This means that the response given by a single respondent might contribute to the count for more than one of the categories shown in a 'non-mutually exclusive' bar-chart or pie-chart. In the 'desired leisure activities' grouping, for example, a single respondents response – having identified rock-climbing and pub-going as desirable leisure activities, will contribute to the totals for both the 'physical activity' and 'town activities' categories.

Credit: This report was written by David Lucas, who also designed the database and compiled the data received.

My Message to you is....

Contents

- Tone of front page messages
- Front page messages verbatim

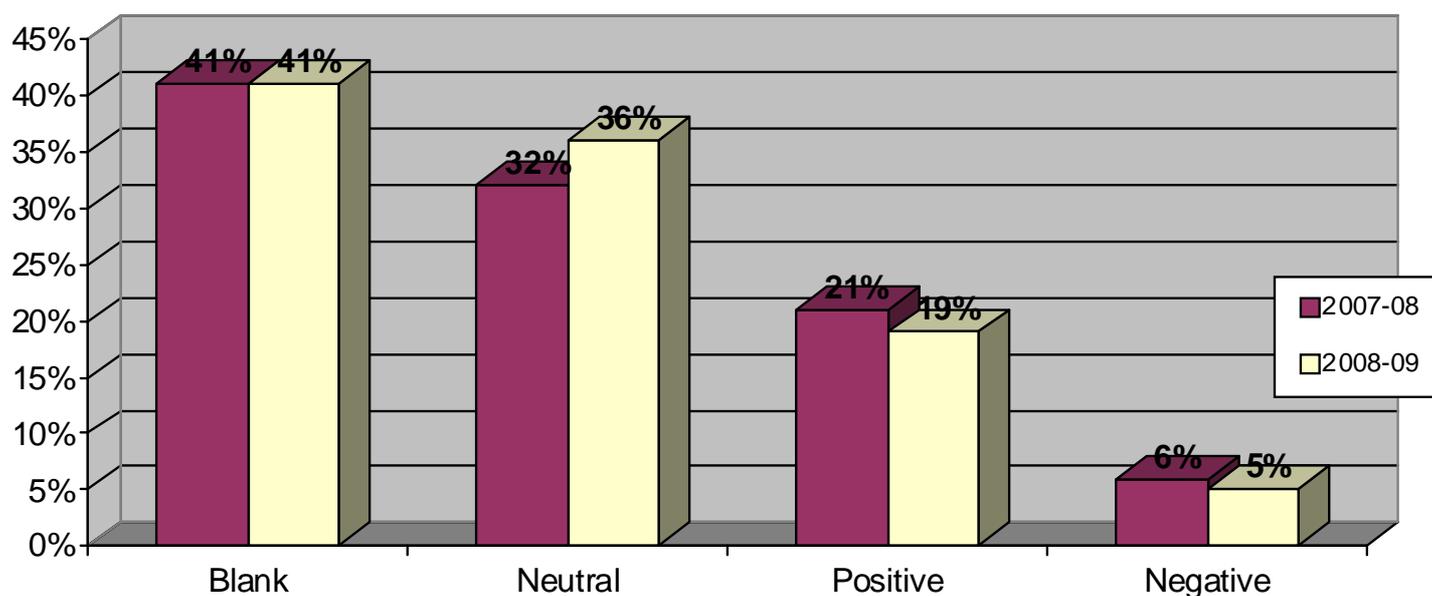
Front Page question: 'My Message to you is....'

On the front page of the PCFF respondents were prompted to write a short message for managers and planners. Responses to this question were categorised as either 'positive', 'negative' or 'neutral' – depending on the overall tone of the response. In the 2008–09 period:

- 19% of returns contained a positive response
- 5% of returns indicated a negative response
- 36% of returns were classed as neutral
- 41% of people returning a PCF Form did not write anything in response to this prompt.

These results are compared against the results for 2007-08 below.

Tone of front page messages given by respondents (Mutex)



Responses to this question were further categorised depending on whether they indicated

- 1) A request or a description of an ambition the Respondent would like to see fulfilled
- 2) Indicated a specific problem or complaint that the Respondent would like addressed
- 3) Consisted of a statement of fact

The responses are given verbatim below as grouped according to these categories.

Requests and ambitions
I'd like to spend more time at Belgrave
That I would like to see some music
That I would like more 1:1 time and I would like more control over my life. Making more choices about the things I do, want to do, etc..
I want to come in on a Monday
I would like a long term advocate
I like to meet more people of the Jewish community.
I am happy with my support but would like extra hours.
I would like someone to come and talk about my future housing options.
I am healthy and I am happy but would like to make new friends.
My choices matter and listened to and for thing to be clear - work - home - leisure &etc

Complaints and problems

I am happy with the support I get, but am struggling to get a community nurse to visit me.

I've needed a walk in shower for a long time now and nothing has been done.

Statements

I am Jewish

That I am happy with my life.

I am happy as now.

I have a great life, full of variety - I am working on being more independent.

I am happy at Glebe

I think my review was very good and I'm happy.

I am happy here. I like it at [home]. I like going out and going to college.

I'm happy here! - Better than where I used to live! - I like everyone here!"

Although I really like Sussex Tikvah; I like to live independently with my friend

I like living at Sussex Tikvah

That I give you this information.

I like this home a lot.

Laugh, live, love.

I'm happy with my life most the time.

My choices matter and listened to and for thing to be clear - work - home - leisure &etc

I am happy

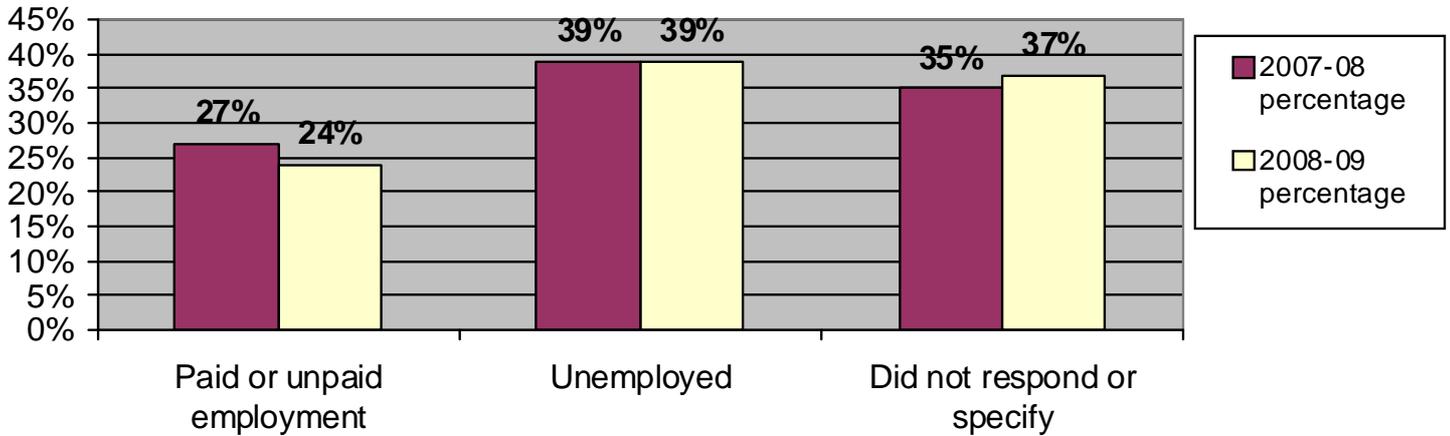
Work or unpaid work

Contents

- Employment status of respondents
- Remuneration of respondents in work
- Unemployed seeking work
- Changes sought by employed
- Groups seeking new employment in 2008/09 according to current employment type
- Desired employment type of all groups: 2007/08 – 2008/09 comparison
- Responses to what is stopping this change from happening.

Work or unpaid work – question 1: ‘What things are like for me now/what has changed since last time’

Employment status of respondents (Mutex)



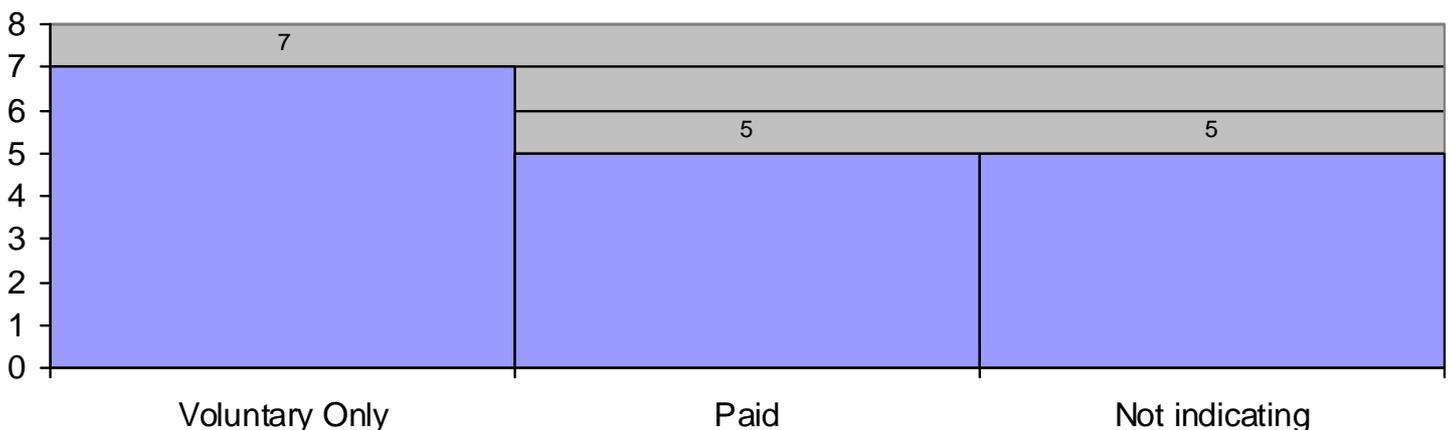
Employment status of respondents (as shown above)

Of the **70** who returned the feedback form:

- **17** indicated that they were in paid or unpaid employment.
- **27** indicated that they were unemployed.
- **26** did not respond or specify their current employment status

The above graph represents these numbers as a percentage of total responses in 2008-09; it also shows the corresponding percentages as acquired for the 2007-08 period.

Remuneration of respondents in work (Mutex)



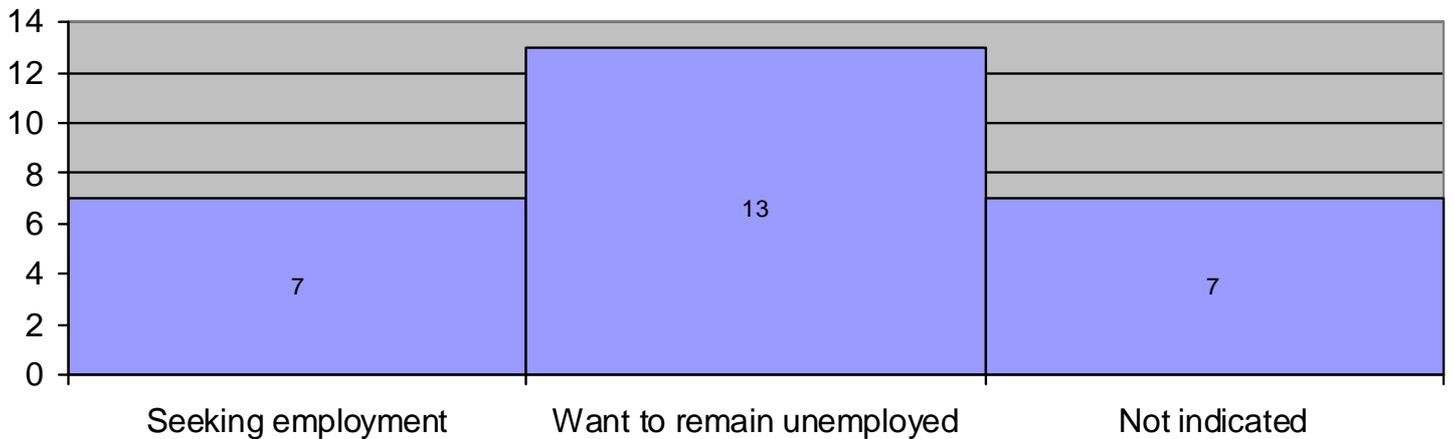
Respondents in paid and unpaid work (as shown above)

Of the **17** respondents who indicated that they were in paid or unpaid employment:

- **7** respondents explicitly stated that their work was unpaid/voluntary only
- **5** indicated their work was paid (NB **2** counted of these also had additional voluntary work)
- **5** didn't specify.

Work or unpaid work – question 2: ‘What I really want to change or do is...’

Unemployed seeking employment (mutex)

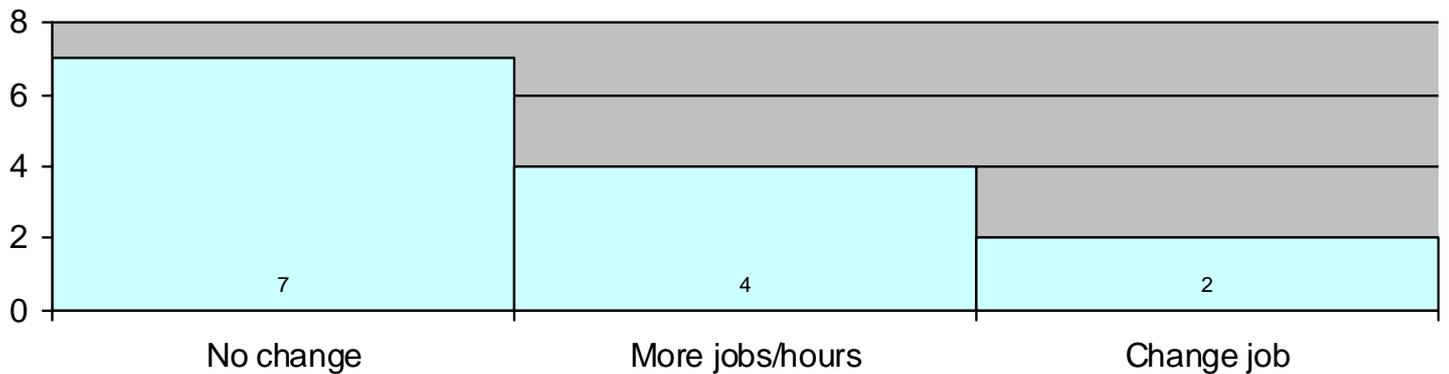


Unemployed seeking employment (as shown above)

Of the **27** indicating that they were unemployed:

- **7** indicated that they were seeking some form of employment
- **13** explicitly stated that they wanted to remain unemployed
- **7** did not indicate their desired employment status

Changes sought by employed (mutex)



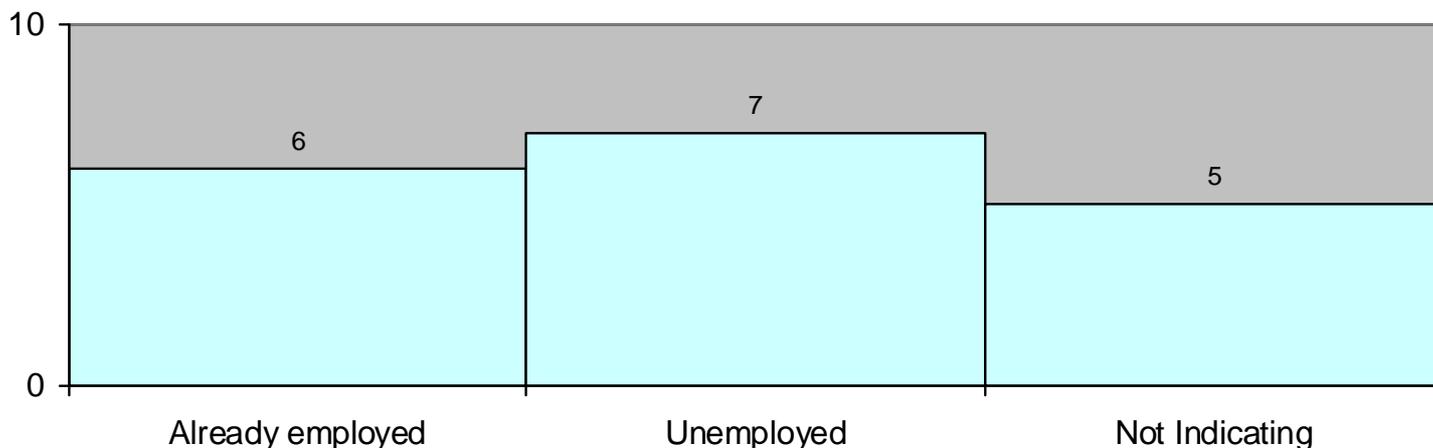
Changes sought by employed (as shown above)

Of the **17** who indicated they were in some form of employment:

- **7** indicated that they did not want any change to their current circumstances
- **4** indicated they wanted to work more hours or work more jobs
- **2** wanted to change their job

Work or unpaid work – question 2: ‘What I really want to change or do is..’

Groups seeking new employment in 2008-09 according to current employment type (mutex)

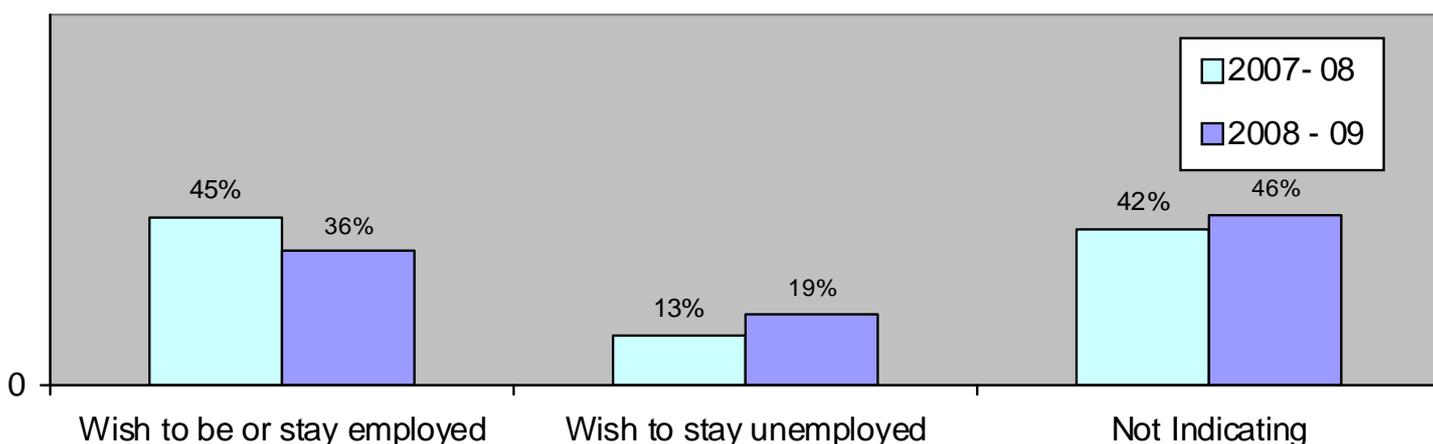


Groups seeking new employment in 2008-09 (as shown above)

In total **18** respondents stated they were actively seeking new employment in 2008-09

- 6 were already employed
- 7 were unemployed
- 5 did not indicate their current employment status

Desired employment status of all groups: 2007/08 - 2008/09 comparison (mutex)



Desired employment status 2007/08 and 2008/09 comparison (as shown above)

The graph above shows the employment status sought by respondents as a percentage of total responses for each year data has been gathered. The responses counted in the ‘wishing to be or stay employed’ group include, in addition to those seeking new employment, people who are currently employed and indicating that they wish to remain so.

Work or unpaid work - question 4: 'What is stopping this change from happening?'

Responses to 'What is stopping this change from happening?' (as shown below)

6 of the respondents seeking a change in employment status gave an applicable response to the 'What is stopping this change happening?' question. These responses are given verbatim below. Of these, 3 responses suggested a lack of appropriate opportunities and vacancies as being a problem. 1 indicated age as a barrier (to an increase his working hours). 1 person indicated an already busy schedule was posing a barrier. 1 person was simply waiting to hear back from a potential employer at the time of writing.

Responses to 'What is stopping this change from happening?'

Availability

'Completing the right qualifications. Not being able to get work experience.'

'Difficulty finding right work.'

'Lack of job opportunities within supported employment services.'

Respondent's lifestyle/age

I am getting older now and I have income support and my pension is coming up. [barrier to working more hours]

While B displays an interest in employment he has a lot of other activities that keep him busy.

Institutional Schedules

Waiting to hear from Spiral.

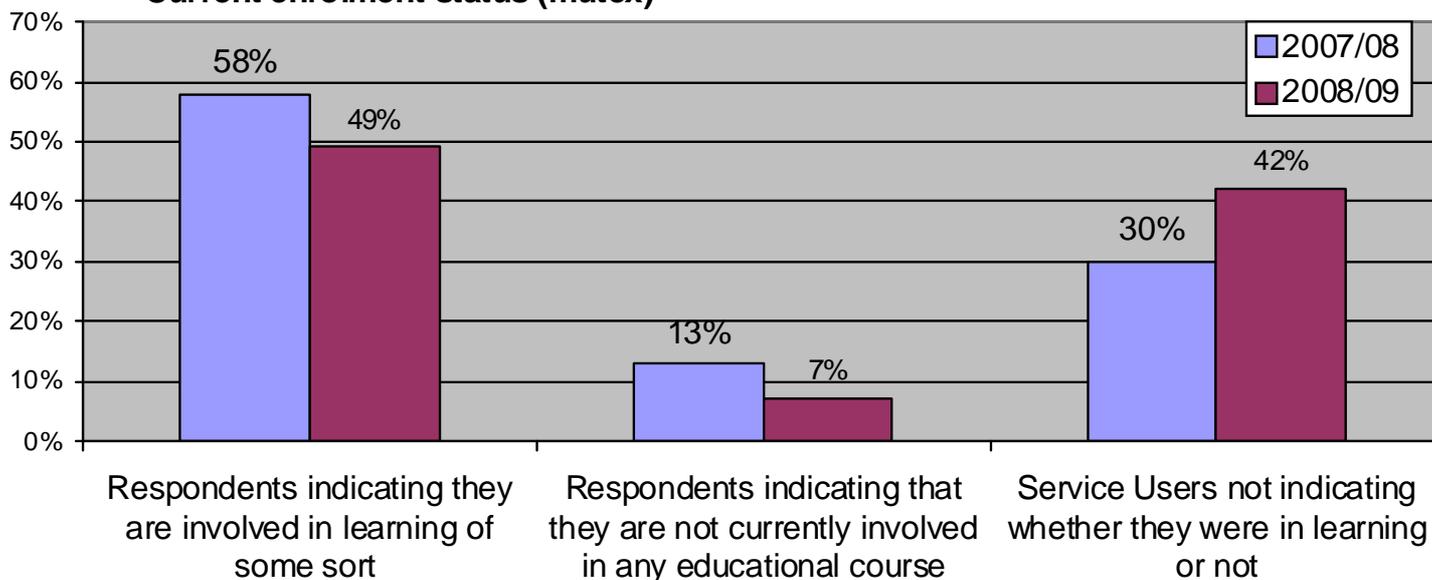
Learning

Contents

- Current enrolment status
- Learning venues
- Respondents seeking additional learning activity
- Respondents desiring learning activities
- Responses to what is stopping this change from happening

Learning– question 1: ‘What things are like for me now/what has changed since last time’

Current enrolment status (mutex)



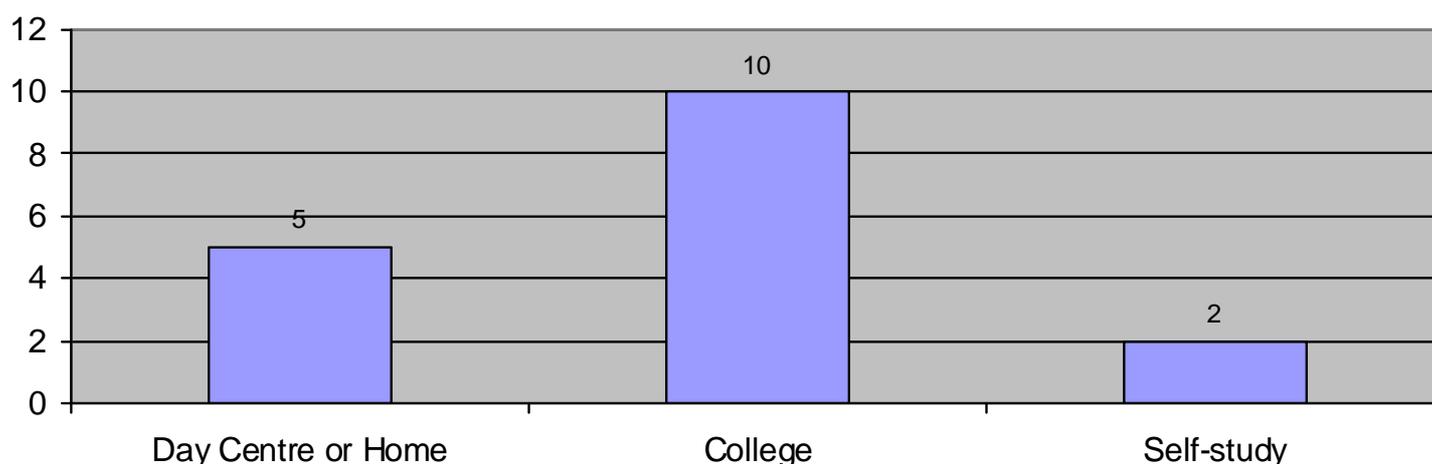
Current enrolment status (shown above)

Of all the people who returned a checklist in the 2008-09 period:

- **49%** indicated that they were involved in learning of some sort.
- **7%** indicated that they were not currently taking any courses.
- **42%** did not indicate strongly either way.

The above percentages are compared with the results from 2007-08. The graph shows there has been an increase in the numbers of people classed as ‘not clearly indicating’ and a decrease in those specifying both for and against learning activities.

Learning Venues



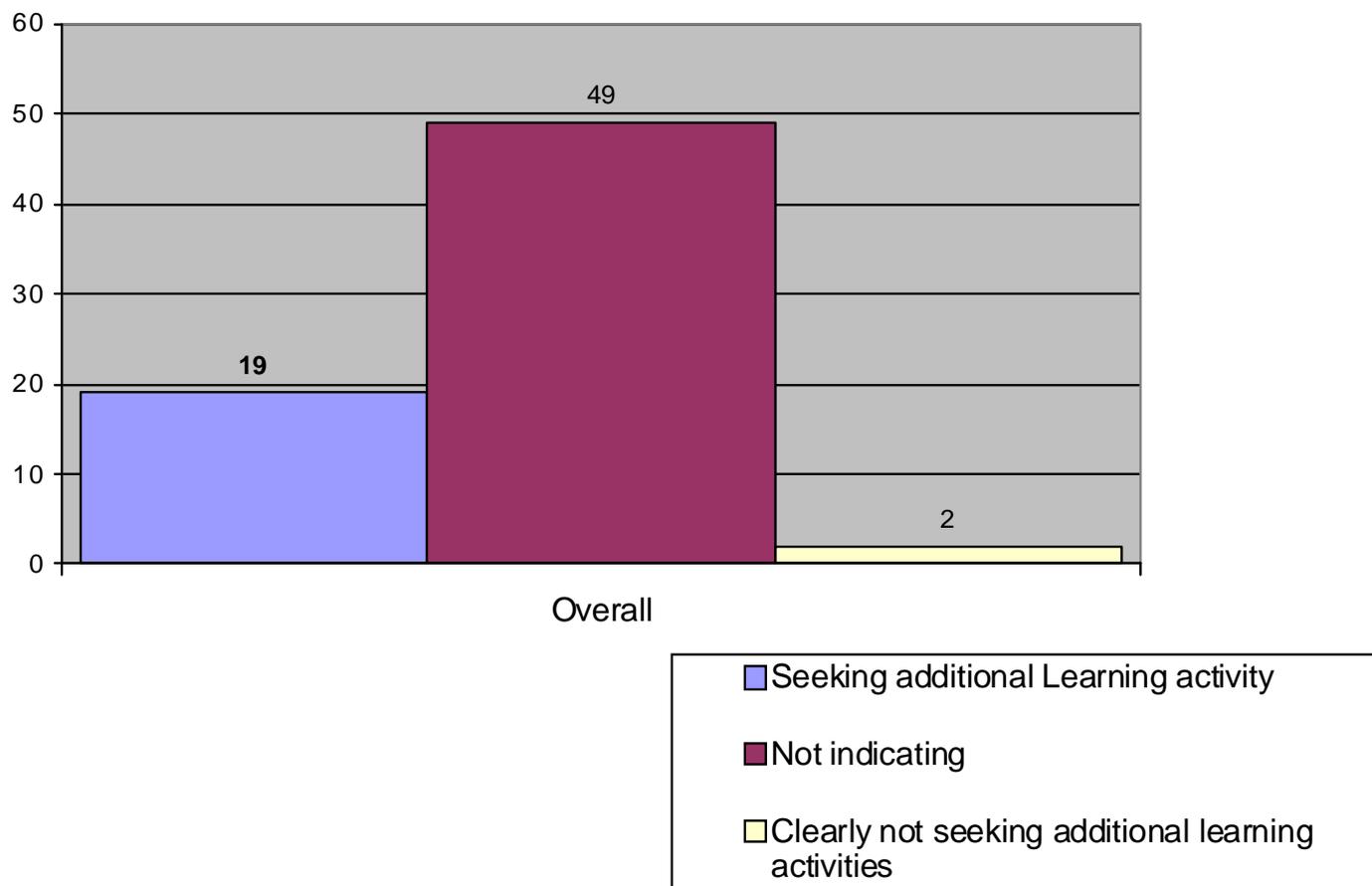
Learning venue (as shown above)

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

- **5** respondents indicated that day services or residential homes were supplying venues for their education.
- **10** respondents indicated they were enrolled at college
- **2** respondents indicated that they were self-studying

Learning – question 2: ‘What I really want to change or do is..’

Respondents seeking additional learning activity (grouped according to current enrolment status and overall) (mutex)

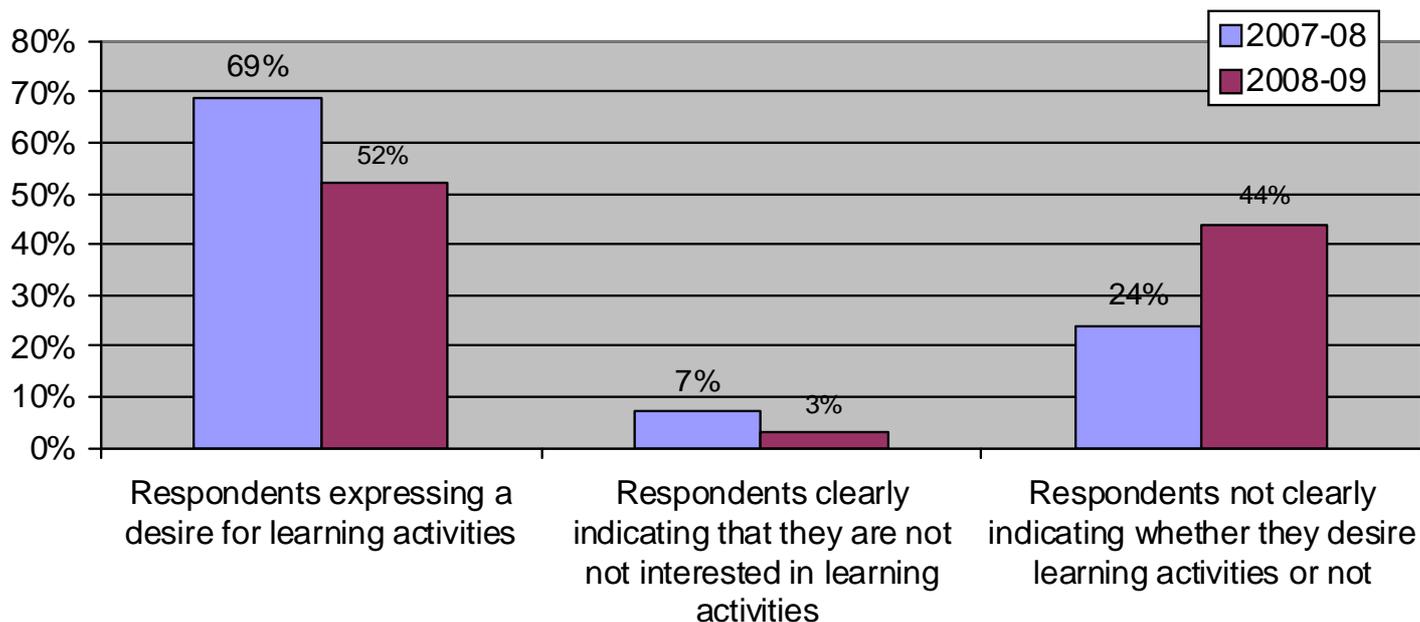


Respondents seeking additional learning activities (shown above)

- **19** respondents expressed at least a general interest in additional or new learning activities.
- **49** did not indicate whether they wished to pursue further learning activities.
- **2** clearly did not want to pursue learning activities.

Learning – question 2: ‘What I really want to change or do is..’

Respondents desiring learning activities (mutex)



Respondents desiring learning activities (as shown above)

Of all the people who returned a checklist in the 2008-09 period:

- **52%** expressed a positive desire for educational activities (This includes those respondents who simply wanted to continue with their current programme – as well as those seeking additional learning activities).
- **3% specified** they did not want to join any learning programme.
- **44%** gave no clear specification of what they wanted in this area.

The above percentages are compared with the results from 2007-08. The graph shows there has been an increase in the numbers of people classed as ‘not clearly indicating’ and a decrease in those specifying both for and against learning activities.

Learning – question 4: ‘What is stopping this change from happening?’

Responses to ‘What is stopping this change from happening’

12 people gave an applicable response to the ‘what is stopping this change happening?’ question. These responses are given verbatim in groups below. The numbers accruing to each group are as follows:

- 2 accessibility issues
- 2 availability issues
- 3 institutional schedules
- 1 financial issues
- 5 Respondent’s mental or physical condition or habits represented as obstacle

Responses to “What is stopping this change from happening?”

Accessibility issues

Courses do not offer good places for wheelchair users to access, and no facilities for P. Care etc. [for gardening course]

I could learn more skills with someone who understands my autism support needs.

Availability issues

No spaces (for more days at day-centre)

Lack of spaces high demand. (for money skills course)

Institutional schedules

Need to wait for new courses on offer Sept. 2009.

Waiting for the new brochure.

Have to refer to Brighton and Hove team. (Want to learn to use buses.)

Financial issues

Paying (for course)

Respondent’s mental or physical condition *represented* as barrier

At the moment I feel too anxious to go to college.

This was assessed as being an unrealistic goal. (Learning to write my name and count to 5.)

I have profound complex physical and learning disabilities.

RESPONDENT procrastination/indecision

I need to get around to it. (getting a teach yourself video or book)

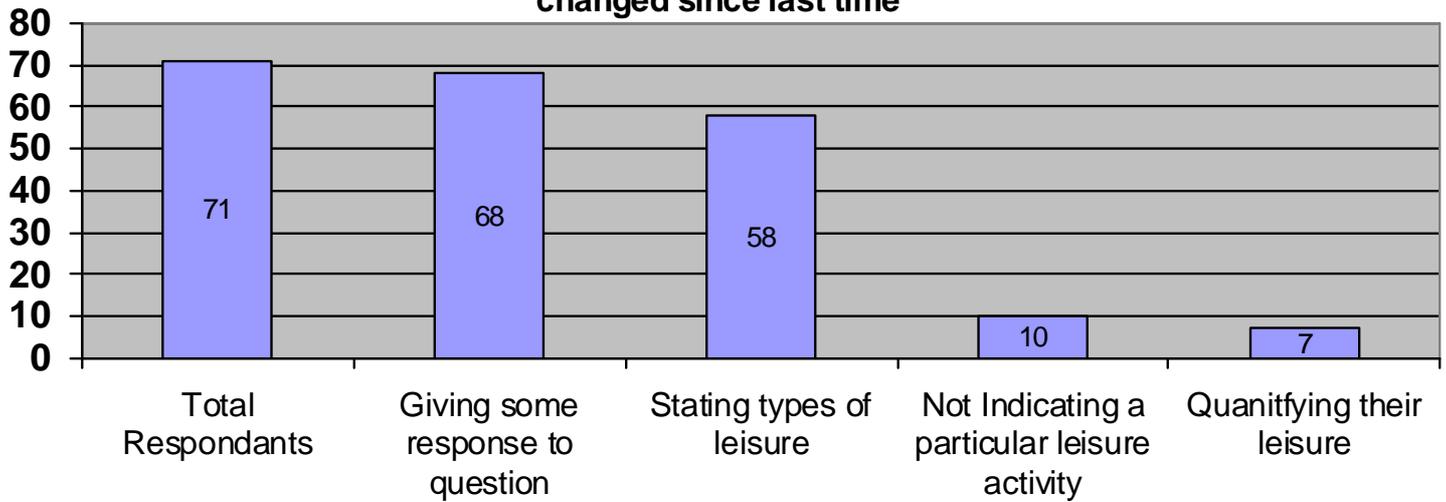
J signed up to previous courses but did not go. J can find it hard to decide what he wants to do. Staff continue to support J in this area and offer opportunities.

Leisure and Fun

Contents

- How people responded to 'what are things like for me now/what has changed since last time'
- Current leisure activities
- Responses to 'what I really want to change or do is...'
- Desired leisure activities
- Verbatim responses to 'what I really want to change or do is...'
- Responses to 'what is stopping this change from happening?'
- Verbatim responses to 'what is stopping this change from happening?'

How people responded to 'What are things like for me now what has changed since last time'



How people responded to 'What are things like for me now what has changed since last time.'

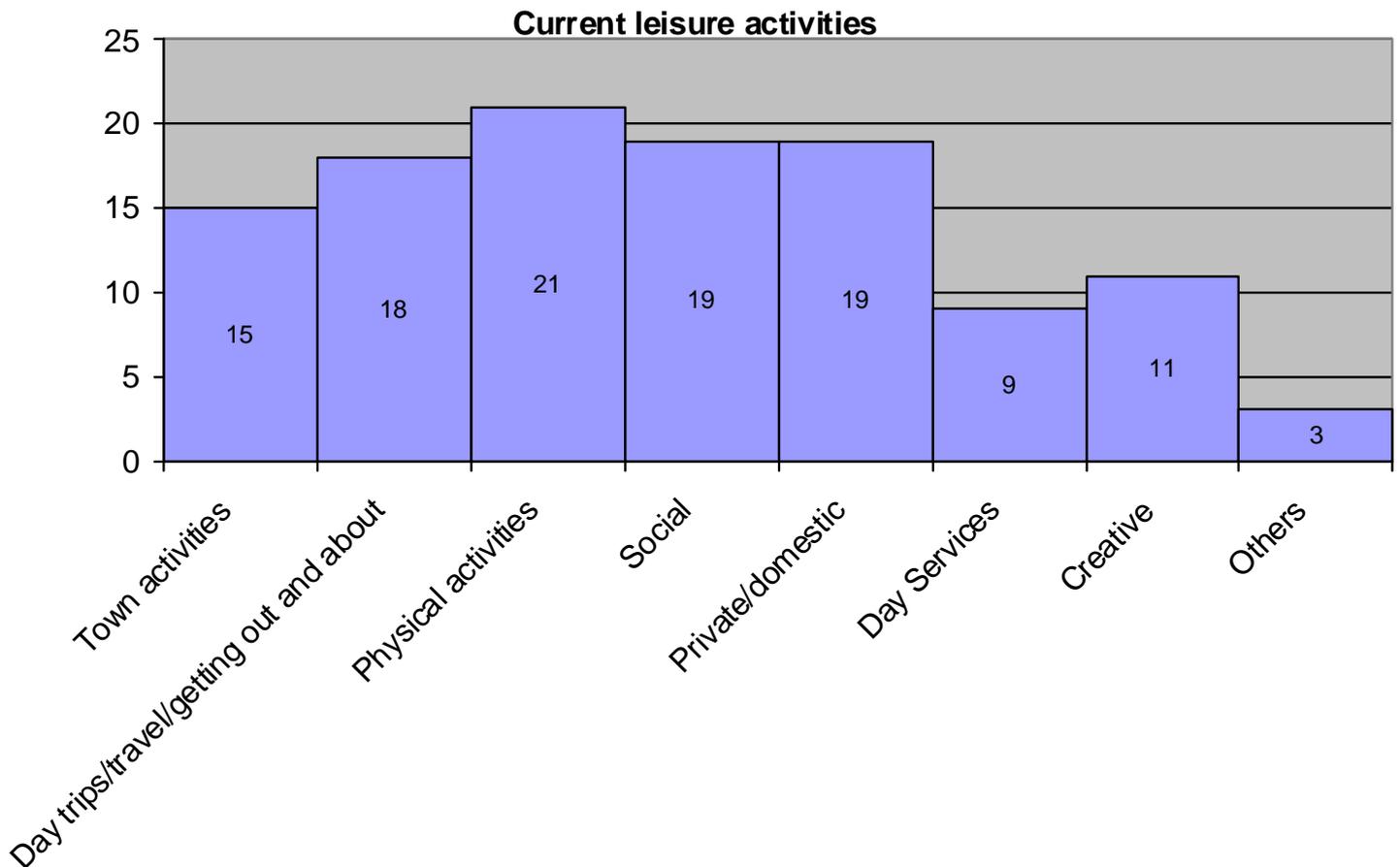
This graph is intended to give an over-view of the responses given to the first question

There were

- **68** individuals who gave a response to the first question:
- **58** took the opportunity to indicate what types of leisure they were currently engaged with.
- **10** did not indicate a specific leisure outlet.
- **7** gave some kind of quantification of their leisure activity (e.g. 'plenty', 'not much', 'lots')

The majority of responses to the first question contained a statement of the respondent's current leisure activities. This is the same as it was in 2007-08. The only other category in which more than 5 responses fell was the 'Quantification' category. This recorded responses where key words or phrases such as "lots", "plenty", "little" were used to indicate the current quantity of leisure.

Leisure and Fun 1 – question 1: ‘What things are like for me now/what has been achieved since last time’



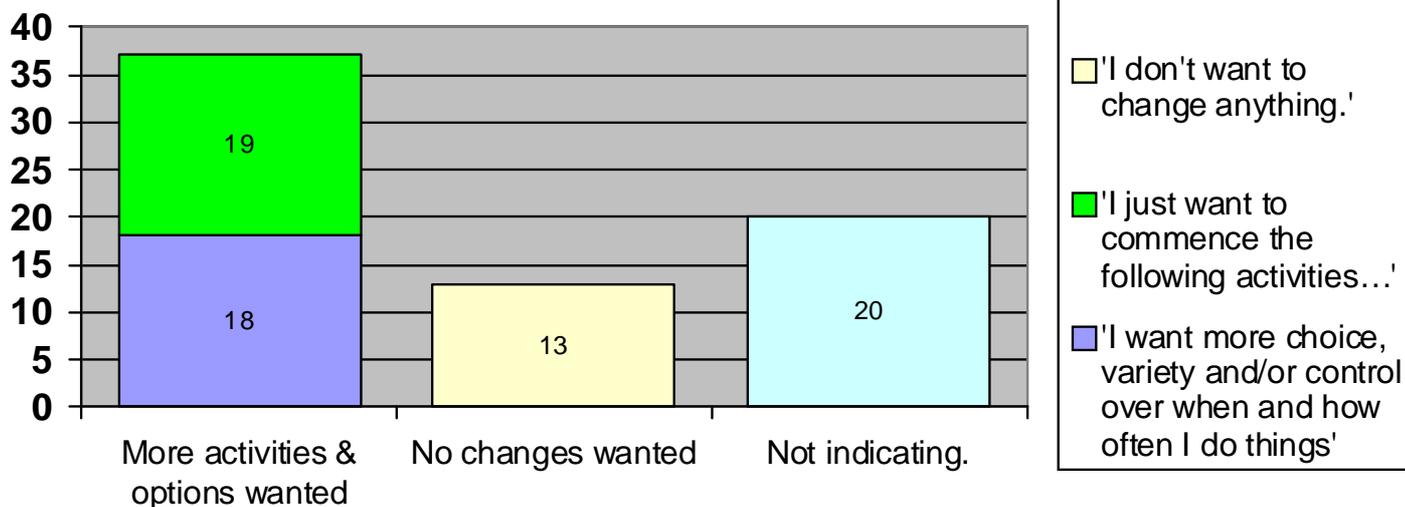
Current leisure activities

58 respondents took the opportunity to indicate some leisure activities they currently engage in. Above is a representation of the number of times particular activity groups were mentioned. The kinds of activities comprising these groups are itemised below.

<u>15 Town Activities</u>		<u>19 Socialising</u>	
<u>10 Consumption</u> 4 shopping 6 eating/drinking out	<u>3 Live Performance</u> theatre/music/show /spectator sports	<u>6 Other</u> cinema/bingo/gambling/arCADES	social clubs\visiting friends\relatives\romance\parties
<u>25 Getting Out and About</u> Holidays/Walks/Car-Trips/Bus-Rides & etc		<u>19 Domestic Activities</u> TV/reading/computers/board-games/dog walking	
<u>21 Physical Activities</u> Swimming\ fishing\ football\ dancing\ sunbathing\ bowling &etc		<u>9 Day Services</u> social life/activities	
		<u>11 creating & performing</u> art/craft/gardening/singing/writing	
<u>3 others</u>			
Animals, Hoovering			

Leisure and Fun – question 2 : Responses to ‘What I really want to change or do is...’

Responses to 'What I really want to change or do is...' [Mutex]



Responses to ‘What I really want to change or do is...’

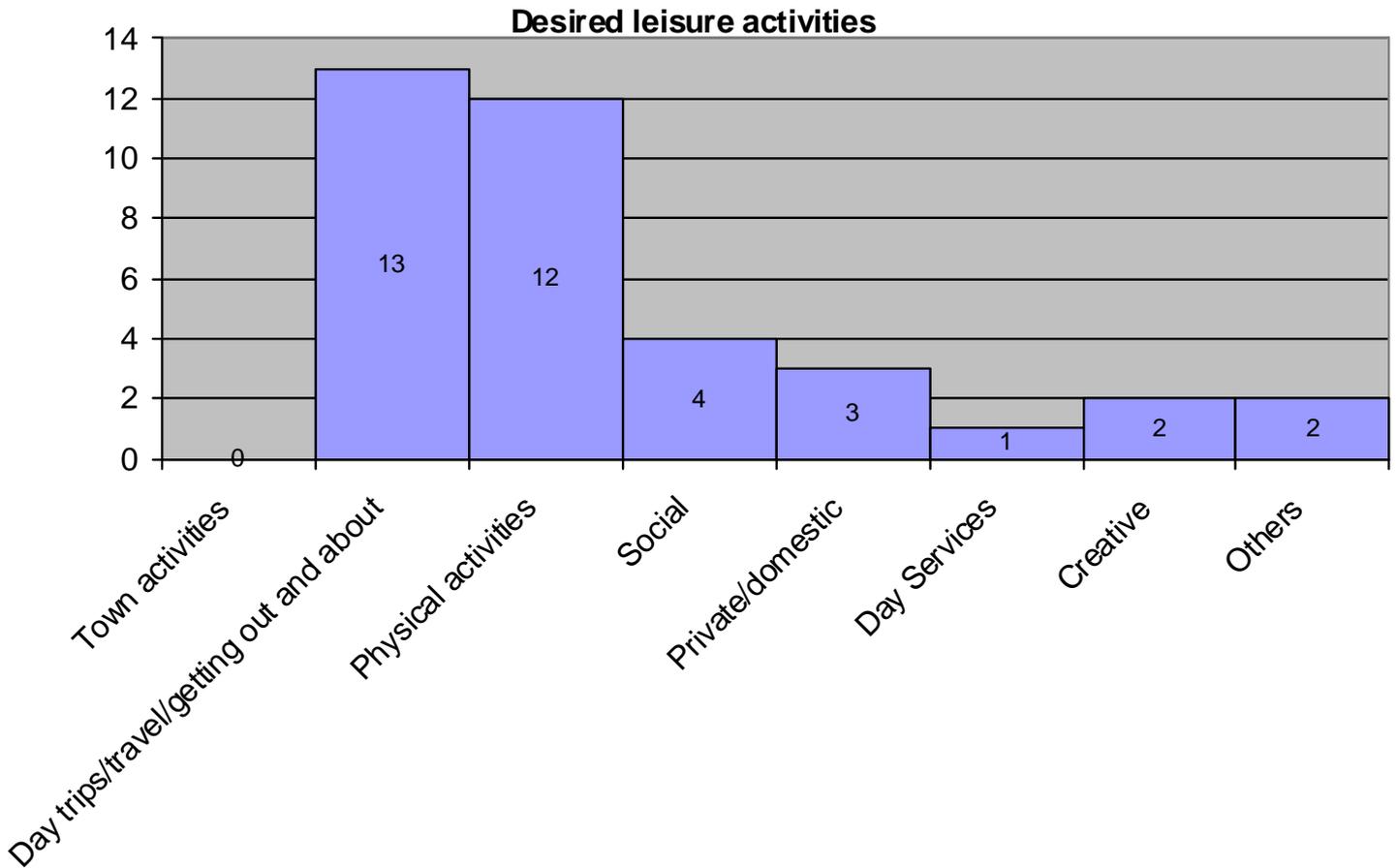
The above chart represents the numbers seeking some kind of change as well as those not seeking any kind of change. The responses are grouped according to resemblance to one of the following statements:

- 1) ‘I want more choice, variety and/or control over when and how often I do things’
- 2) ‘I just want to commence the following activities...’
- 3) ‘I don’t want to change anything’

- **37** respondents indicated that they wanted to expand their range of activities and options
 - **19** of whom simply identified new activities they wanted to participate in.
 - **18** indicated they were seeking more choice and control over their activities.
 - **13** of this group wanted either to engage in a current activity more often or to have more control over the times at which their activities were scheduled (e.g. able to pursue evening activities)
 - **3** wanted to increase their choice of activities and/or introduce more variety in general
 - **3** wanted to do both these things (a greater choice and more control over the scheduling of their leisure activities)
- **13** explicitly indicated they did not want any kind of change to their current routine
- **20** did not indicate whether they wanted a change or not

The reader should be careful not to interpret the **19** responses indicating pursuit of new activities or wanting more activities as being indicative of frustrated ambitions. In many cases the new activity was apparently being actioned without delay; apparently as part of a routine whereby the respondent was regularly able to select a range of new leisure activities. **11** responses did however suggest some degree of frustration.

Leisure and Fun 2 – question 2: ‘What I really want do change or do is...’



Desired leisure activities

32 respondents specified a particular activity that they either wanted to commence anew or do more of. The number of respondents indicating an interest in particular categories are outlined below:

Category constituents

<u>0 Town Activities</u> Live performance, pubs/eateries	<u>4 Social</u> Visiting friend , parties, having friends to visit
<u>13 Getting Out and About</u> Holidays, day trips, walks	<u>3 Domestic Activities</u> Cooking, reading, TV
<u>12 Physical Activities</u> Dancing, swimming, football, horse-riding	<u>2 others</u> Buying apples, map-reading
<u>2 Religious and/or cultural participation</u> Go to Church, participate in Jewish festivals	<u>1 live performance</u>
<u>1 day-services</u> NB also requested under learning	<u>2 Creative</u>

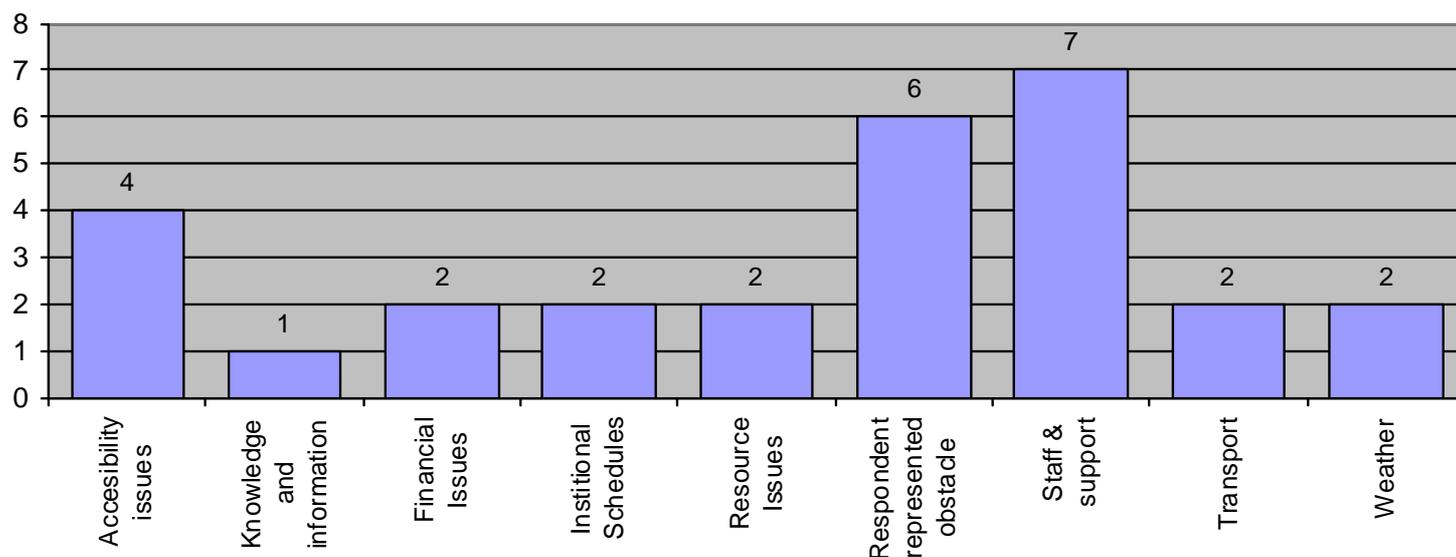
Leisure and Fun 2 – question 2: ‘What I really want do change or do is...’

Verbatim Responses

More choice/variety
I want staff to keep suggesting new things I might do.
Yes anything.
Increment an activity per week.
More often
Use public transport more.
Continue the same, have more leisure time.
Take more photos. Have a digital camera.
Happy with what I'm doing. More gardening at Belgrave.
Do some more fishing, crabbing and use Scale-electrix set again.
I like to play more.
I would like to go on holiday more often. I would like to go on holiday with a Jewish organisation. I like to spend Jewish festivals with a L family.
More leisure, more fun.
Go swimming more. Invite friends to my house.
Would like to go to Grace Eyre more than one day. More socialising IE Day-Centre.
I'd like to spend more time with [my husband] as he goes out a lot and leaves me.
I would like to go out more.
Choice of schedule/time of activities
Visits Devil's Dyke. Do college course. Stay up late. Try a Jacuzzi. Go to the gym. Go to Friday club.
Just pursuing specific activities
1) I want to use public buses. 2) I want to bring money into Belgrave to buy an apple daily.
I'd like to try going to see a live band or concert.
Swimming I like to start swimming again.
Catch buses and meet my staff at the other end.
To go swimming instead, there's a pool in Burgess Hill that sounds just right for me. .
I would like to go out on the public bus to Devil's Dyke and Eastbourne
I don't want to change this but I would also like to go to Church.
Map reading, sponsored cycle, bus routes, bus journeys, ten-pin-bowling.
To look into the possibility of having sensory items in my flat to make it more homely so I can relax and enjoy my time more inside my flat.
I like days out. I am going to one stop for booklet on B & H coaches.
I would like to have a massage.
I would use my mobility scooter if I could get it down the slope.
going to club swimming in summer
Go out on my own again but not yet.
Join a snooker club.
I would like to go on holiday.
I want to go on holiday with my Mum (in the summer)
Next Summer join rambler group

Leisure and Fun question 4: 'What is stopping this change from happening?'

Responses to what is stopping this change from happening?



Responses to 'what is stopping this change from happening?'

The graph above shows the 9 categories in which the **22** responses to 'What is stopping this change from happening?' fell in the 2008-2009 period. The category '**Institutional Schedules**' denotes responses where obstacles consisted of delays or time-constraints resulting from some organisation's practices or procedures. The category '**Resource Issues**' covers responses where lack of a material resource, such as a wheelchair, is attributed blame. The category '**Knowledge and information**' relates to responses where lack of pertinent information (e.g. information on activities) posed an obstacle. The category '**Availability Issues**' covers responses where the limited supply of a particular leisure activity posed an obstacle.

'**Financial Issues**', which may of course be connected with a number of other deficiencies, refers to responses where lack of money is sighted as an obstacle. '**Staff & support**' refers to cases where lack of people able and available to give support was a problem. '**respondent represented as obstacle**' covers responses where obstacles are presented as attributes belonging to the service respondent.

Leisure and Fun - question 4: Verbatim responses to 'What is stopping this change from happening?' 2008-09

Accessibility issues
Difficult for L and all residents to use the bus, as they have complex needs.
A's behaviour and mobility need to be considered when offering him opportunities and activities need good planning to ensure they are positive experiences for him. Until we complete the assessment on A's mobility about getting a wheelchair we need to consider what opportunities we offer him. If it is agreed that we get him a wheelchair, wheelchair access will then have to be considered when offering new opportunities.
Finances accessibility.
Have only Manual Wheelchair (only for flat surfaces, no motor) - Transport issues (hasn't own vehicle no drivers)

Resource issues
To use Scaleelectrics set B has to go to other services as [Home] doesn't have enough space.
Have only Manual Wheelchair (only for flat surfaces, no motor) - Transport issues (hasn't own vehicle no drivers)

Attributed to Respondent
A's behaviour and mobility need to be considered when offering him opportunities and activities need good planning to ensure they are positive experiences for him. Until we complete the assessment on A's mobility about getting a wheelchair we need to consider what opportunities we offer him. If it is agreed that we get him a wheelchair, wheelchair access will then have to be considered when offering new opportunities.
Poor health.
I need to get a bit fitter first.
Just myself and my own thoughts.
I feel better and safer when out with staff[ref: regaining confidence after stroke]
I have profound complex physical and learning disabilities.

Staff and Support
Support for evening out. Possibility of DCOs supporting on occasion.
Staffing levels
H swims once a week, it is not always possible to go more than this due to other tenants needs.
I don't know what can be done about this. [DL Respondent appears to be unsupported]
Finding a carer to support me on holiday.
R [husband] comes home very late at night.
I can't out on my own.

Transport Issues
Difficult for L and all residents to use the bus, as they have complex needs.
Have only Manual Wheelchair (only for flat surfaces, no motor) - Transport issues (hasn't own vehicle no drivers)

Leisure and Fun - question 4: Verbatim responses to 'What is stopping this change from happening?' 2008-09

Knowledge

Finding out information about these activities, where when and how much.

Institutional Schedules

Support for evening out. Possibility of DCOs supporting on occasion.

Just awaiting the assessment.

Finance

Finances accessibility.

Lack of money.

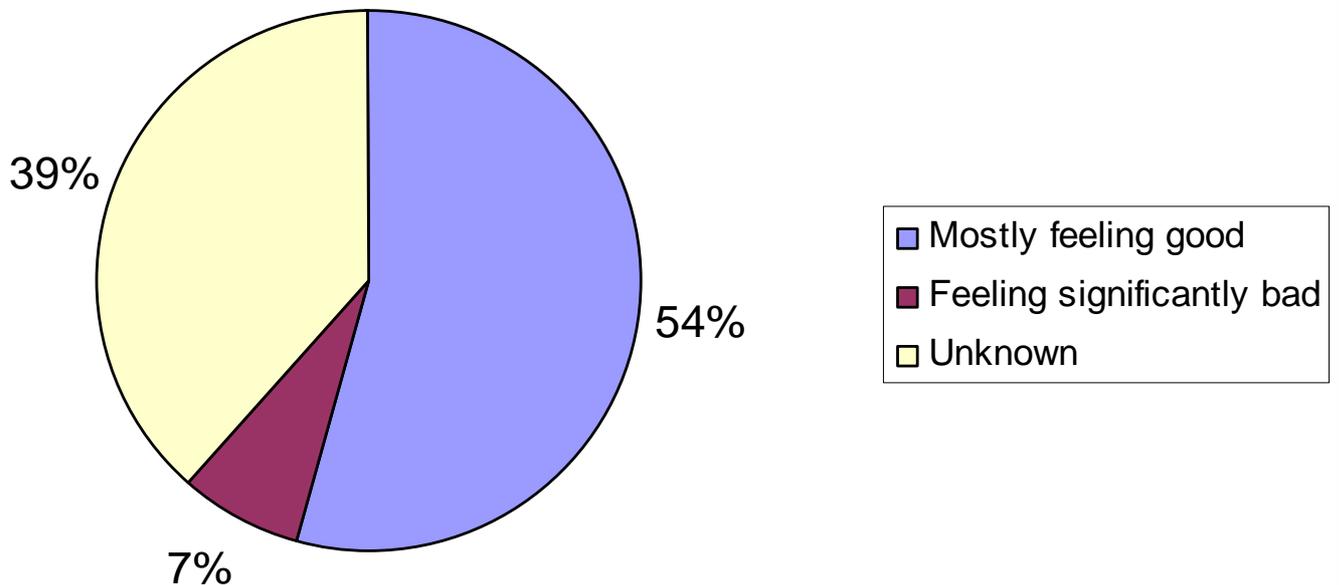
Feeling well and good

about self

Contents

- How people responded to 'Feeling well and good about myself'
- 'What things are like for me now/what has changed since last time' verbatim responses
- 'What I really want to change or do is'...
- Responses to 'What is stopping this change from happening?'

How people responded to 'Feeling well and good about myself' [Mutex]



All survey respondents were divided into three groups based on their responses. Those who were judged as indicating a generally adequate well-being, or better, - were categorised as '**mostly feeling good**'. * **54%** of respondents were judged as having given a response that fell in this category.

People who gave responses in which problems dominated were categorised as '**Feeling Significantly Bad**'. **7%** of respondents were classified as having given such a response.

Respondents who could not be confidently judged as belonging in either of these groups are represented by the category '**others**' above**. **39%** of responses fell into this category

* Generally responses are categorised as such if the respondent used a superlative terms to describe their general well-being.

The reader should be careful not interpret responses that belong to the **others category as indicating a degree of well-being that falls between 'mostly feeling good' and 'mostly feeling bad'. This is because many of the responses counted in this category simply did not supply any information on the subject.

Feeling well and good about self – question 1: ‘What things are like for me now/ what has changed since last time’

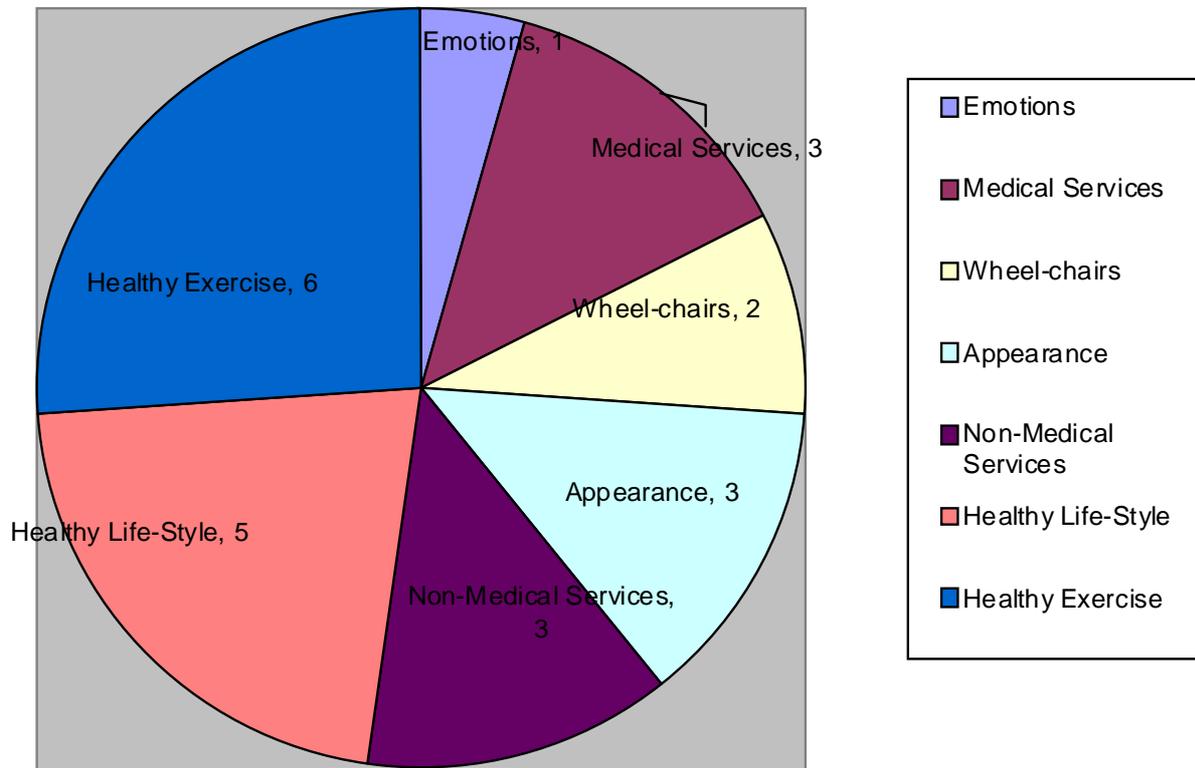
Verbatim Responses

Mostly Feeling Good
I feel well and happy at the moment.
I feel well at the moment.
Feeling happy.
Feel OK (Think)!
I am happy and in control of my feelings.
I feel well
Feels well and happy.
My health has been good.
Very good.
I'm well and healthy; I enjoy helping cook my meals and doing my food shop. I now visit the chiropodist more often (every 6 weeks) I have new hearing aids too which I like.
I am OK
I feel alright.
B is happy most of the time and has said that taking his medication helps with managing things although a side effect is increased weight.
I generally have good health. I have had the flu jab. I am transported to and from college but attend unsupported. This raises my self esteem and encourages my individual participation. My mobility is not very good at times. The higher rate of DLA (mobility) has been applied for and we are awaiting the outcome. My epilepsy is well managed with medication. I have regular eye tests, blood tests, hearing tests, and dental checks. I am supported to clean my teeth daily but find this difficult so I privately attend a hygienist every 6 months.
I have been feeling very well and good about myself. This past year has seen a vast decrease in my use of prn.
D has been enjoying good health in the past year. Therefore D's quality of life is better.
I am feeling well and good at the moment. I do not have any worries.
I sometimes feel shy but I am quite happy. I am quite happy with my medication I can talk freely with the staff.
I feel well in myself.
I walk about a lot. I feel my health is better.
My needs are met.
I am happy.
I feel good about the way things are at the moment.
Feeling well, all fine, enjoying college.
I feel happy and like my life at the moment, except college has been difficult.
F is well, she says she has to be well for the dog. She walks a lot and feels fine.
I feel fine. I have had lots of dental work done.
Generally am in better health than a few months ago.
I feel well.
I had a very successful left knee operation I have been to the dentist regularly and to the G.P for regular checks.. I enjoy my food and have a balanced diet.
I look after myself I feel well and good about my self.
Mum and support workers help me eat healthily and exercise. I feel well and good about my self.

Sometimes I feel sick.
Feel well
I feel alright.
I'm alright.
No problems eating more healthy food.
My health is very good, my medication is now blister packed and I take it regularly.
Feel good.
Feeling bad
I get depressed but I am a lot better. I can do much more things.
Sometimes lonely in the evening.
I have had a recent full medical check (Feb 09) as I was unwell at the start of the year. I have been to hospital twice this year due to big seizures.
I cannot wash and therefore have ulcers on my legs.
Rather depressed and miserable and emotional.

Feeling well and good about self – question 2: ‘What I really want to change or do is...’

Respondents seeking change



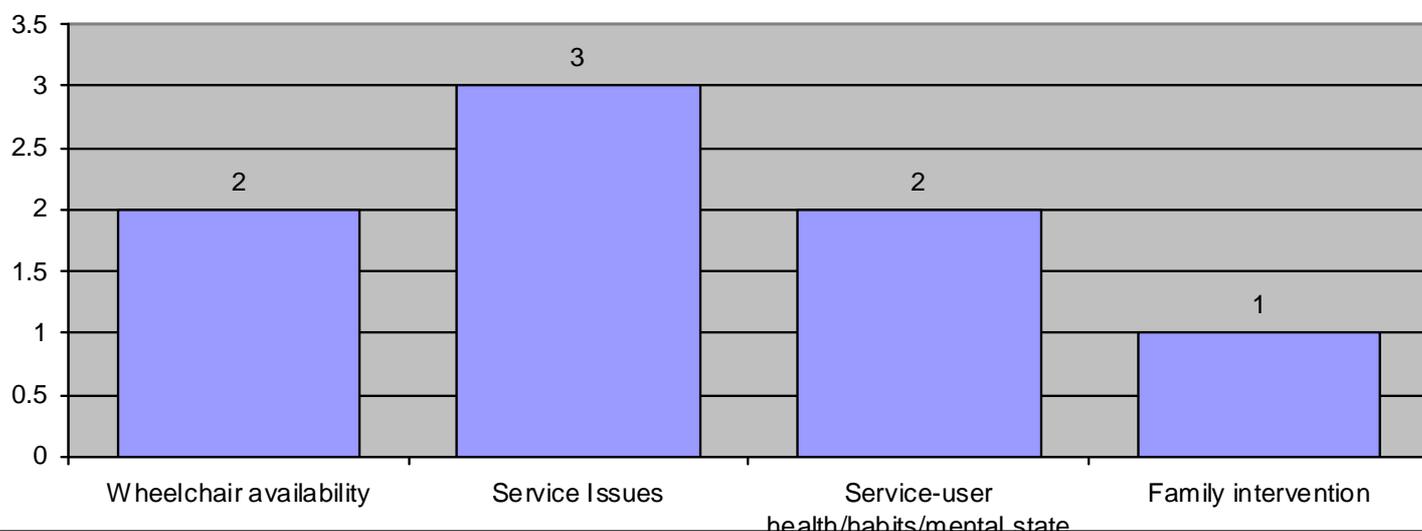
Respondents seeking change

Of the **65** who responded to the first two questions **23** indicated an ambition or desire for change in the 2008-2009 period. The changes sought were grouped into 7 categories.

- **1** respondent was seeking some kind of improvement in their **emotional well being**, e.g. to feel happier or more confident.
- **1** was seeking some general improvement in an underlying **health condition**.
- **3** were seeking **medical services** of some sort or improvement in an underlying **health condition**.
- **2** were seeking a new wheelchair of some variety
- **3** were seeking some sort of control or change in their **personal appearance** – e.g. haircut, fashionable apparel.
- **3** were seeking some sort of '**non-medical service**' such as chiropody, dentistry or opticianary.
- **5** were seeking a healthier **life-style** e.g. a better diet, less alcohol, better hygiene
- **6** were seeking a healthier life-style through **exercises** such as yoga, swimming and weight-lifting.

Feeling well and good about self - question 4: 'What is stopping this change from happening?'

Responses to 'What is stopping this change from happening?'



Responses to 'What is stopping this change from happening?'

There were **8** applicable responses to this question -

- **2** of which indicated that there was a lack of **wheel-chair availability**
- **3** indicated problems relating to health and care **service**
- **2** indicated that the respondent characteristics posed an obstacle
- **1** suggested that a **family member's intervention** posed an obstacle

Verbatim Responses

Wheel-chair availability

Request was put in 2 years ago...but didn't get followed up...so we need to keep hassling.

Only Manual wheel-chair (V. Heavy) for flat surfaces sharing motability vehicle (G.Cs) with other 4 service-users.

Service related problems

Staff wrote a request for community nurse input some months ago, but this was returned to us. We are currently trying again. [regarding discussion of personal hygiene]

I haven't heard anything - nothing has been done. [regarding request for walk-in shower]

Respondent represented as barrier

I can get easily side-tracked and don't always listen to good advice.

I have profound complex physical and learning disabilities.

Funding issues between councils.

Family intervention

[Brother] thinks A's eyes are fine..doesn't think A would be able to have a test. [regarding request for eye-test]

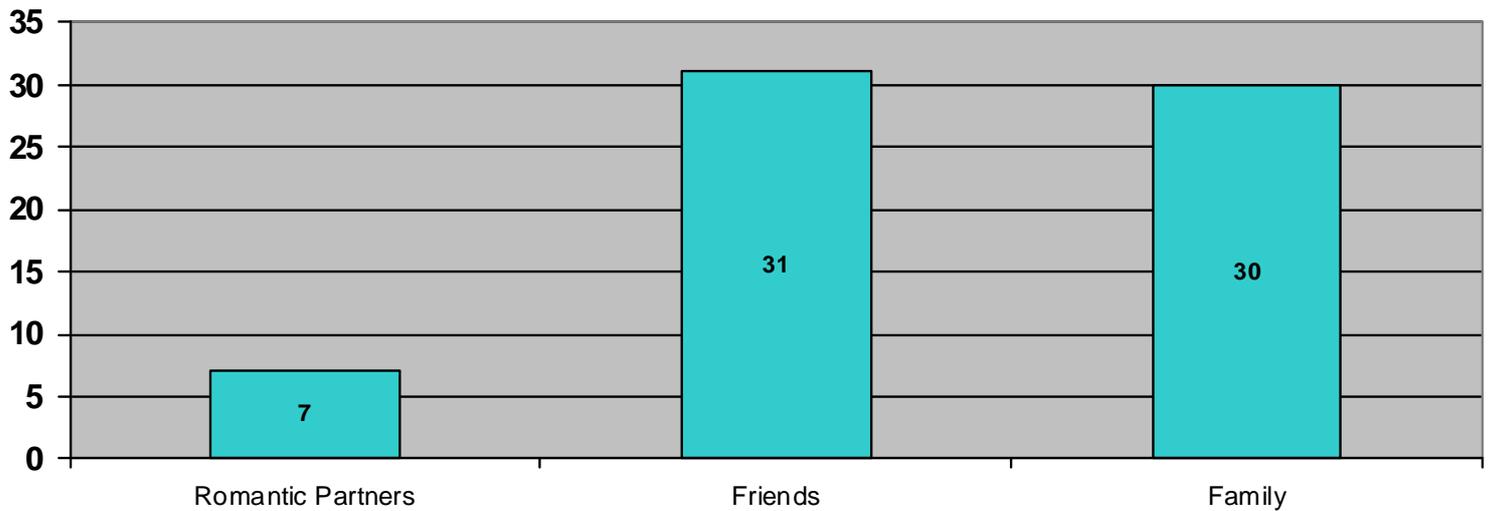
Friends Family & Relationships

Contents

- Current relationship types
- Tone of responses
- Problems associated with negative responses
- Responses to 'What I really want to change or do is...'
- Responses to 'what is stopping this change from happening?'

Friends, Family and Relationships – question 1: ‘What things are like for me now/what has changed since last time’

Current relationship types

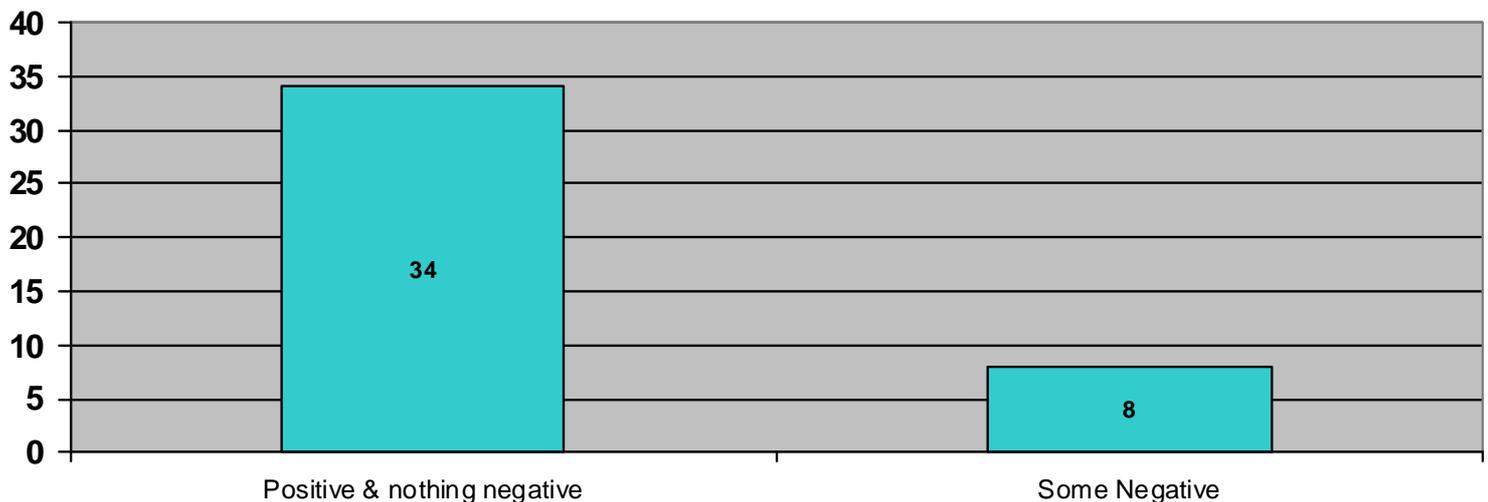


Current relationship types

46 of the 67 responding to this question indicated they were involved in relationships of a particular type:

- 7 indicated they were in a romantic relationship
- 31 indicated they had contact with friends
- 30 indicated they had contact with family

Tone of Responses [mutex]



Tone of responses

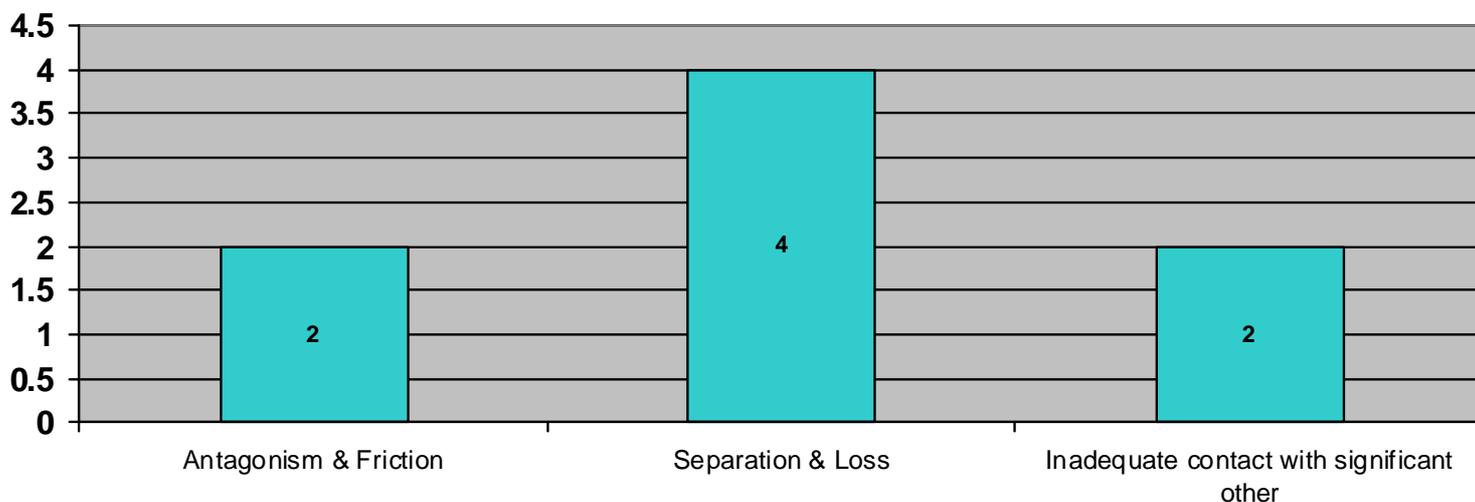
34 responses were categorised as being ‘positive’. Responses were judged to be ‘positive’ if they simultaneously:

- Contained some kind of superlative appraisal or indication of abundance – e.g. ‘I have a great family’, ‘OK.’, ‘I see my family regularly’.
- Did not indicate any point on which the respondent was dissatisfied.

8 responses were broadly categorised as ‘negative’ – responses were classified as such if there were any points on which the respondent indicated dissatisfaction.

Friends, Family and Relationships – question 1: ‘What things are like for me now/what has changed since last time’

Problems associated with negative responses

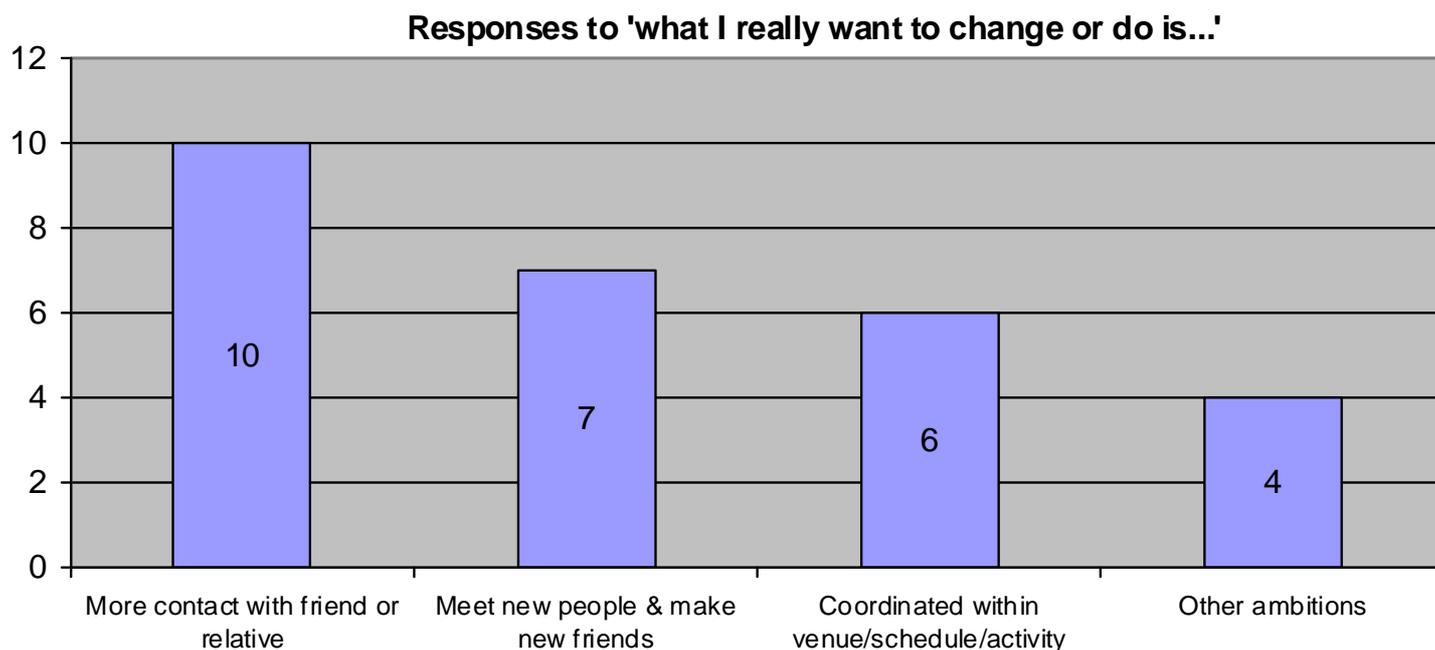


Problems associated with negative responses

Expositions of the negative responses – were organised into 3 groups. ‘Antagonism & Friction’, ‘Separation & Loss’, and ‘Inadequate Contact’.

- 2 responses fell into the ‘Antagonism & Friction’ category – this covered responses revealing antagonistic relationships with others (in these cases other service-users).
- 4 responses expressed bereavement or sadness over somebody’s departure
- 2 responses indicated inadequate contact with a significant other

Friends, Family and Relationships – question 2: ‘What I really want to change or do is’



Responses to ‘what I really want to change or do is...’

26 respondents indicated they were seeking some specific change in their relationships (as opposed to simply maintaining current routines) .

- **10** were seeking more contact with friends or relatives
- **7** were wanting to meet and make new friends
- **5** wanted to co-ordinate their relationships within a given schedule, venue, or activity.
- **4** had other ambitions.

The responses are grouped under each of these categories and given verbatim below

Seeking more contact with friends or relatives

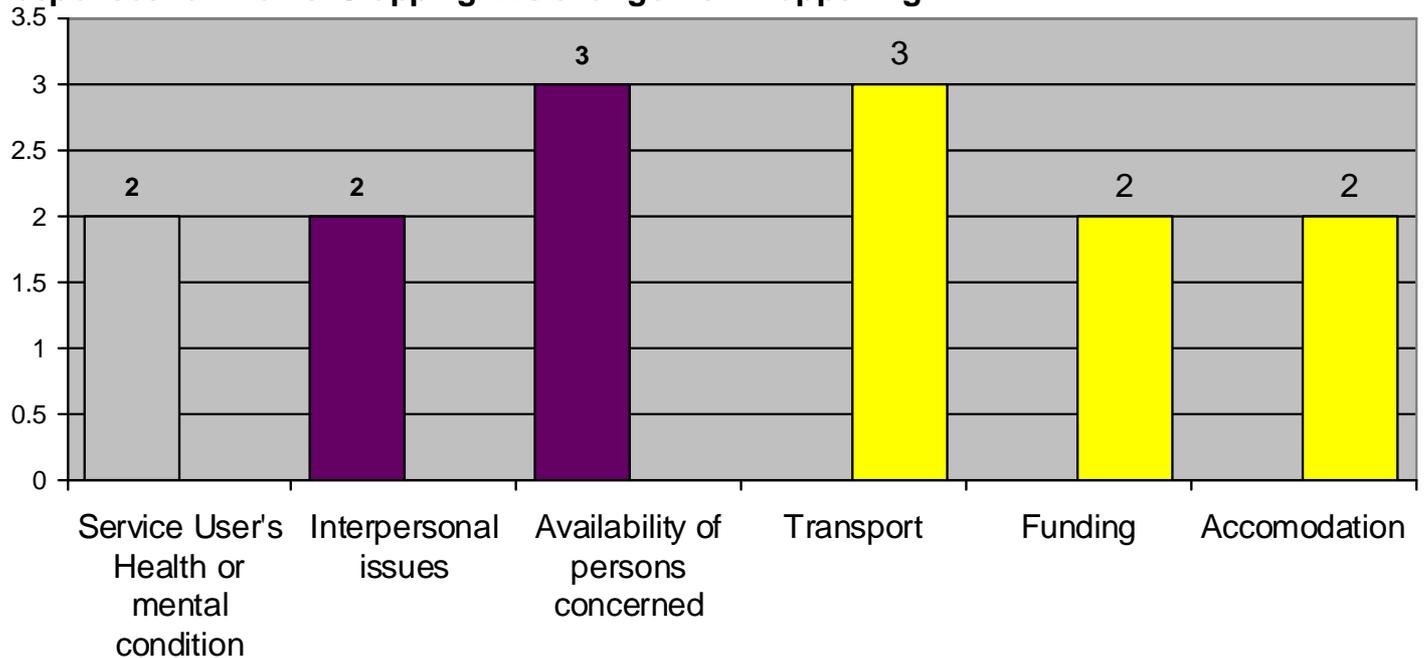
Go out more with both [friends and family]
I would like more contact with my other family members.
More family contact, I really enjoy seeing my family.
Keep seeing his mother and friends. Going on more holidays with 'girlfriend' G and see friends he hasn't seen for a while.
I really like to get in touch with cousin G.
I would like to meet up with my friend M more regularly. <i>Continue</i> picking up my sister for day trips.
I would like to visit my friends again like I did before my stroke.
Move to my parent’s area in [the Midlands].
I'd like to visit my family in Wales.
Staff tried to contact my brother again before Xmas but he never phoned.

Seeking new friends

Like to meet more of the Jewish community.
Meet new people.
Meet more friends. I may need to help mum and dad with my own life a bit more.
I would like to make new friends.
Meet more people
Meet more people
Relationships co-ordinated around a given time, venue, or activity.
Keep seeing his mother and friends. Going on more holidays with 'girlfriend' G and see friends he hasn't seen for a while.
more visits to other houses for coffee.
Do more disco work. More socialising IE Day-Centre.
Go on holiday with my Mum.
I'd like to visit my family in Wales .
More social outings
Others
Go out with friends on my own. [independence]
"I don't like it when staff remind me to give B space and get cross" [less staff intervention]
Get married [getting married/seeking romantic partner]
Get more familiar. [with unfamiliar new resident]

Friends, Family and Relationships – question 3: ‘What is stopping this change from happening?’

Responses to what is 'Stopping this change from Happening'



Responses to ‘What is stopping this change from happening?’

12 responses pin-pointed an obstacle inhibiting progress. Of these

- 2 indicated that the respondents health or mental condition inhibited progress
- 2 indicated that interpersonal issues – friction with others for example – posed a problem.
- 3 cited, in connection with the respondents’ ambition for more contact with a particular person, the unavailability of that person.
- 3 mentioned that the need for, or lack of, appropriate transportation was an issue
- 2 indicated lack of money/funding as inhibitive
- 2 cited issues relating to the acquisition of new accommodation.

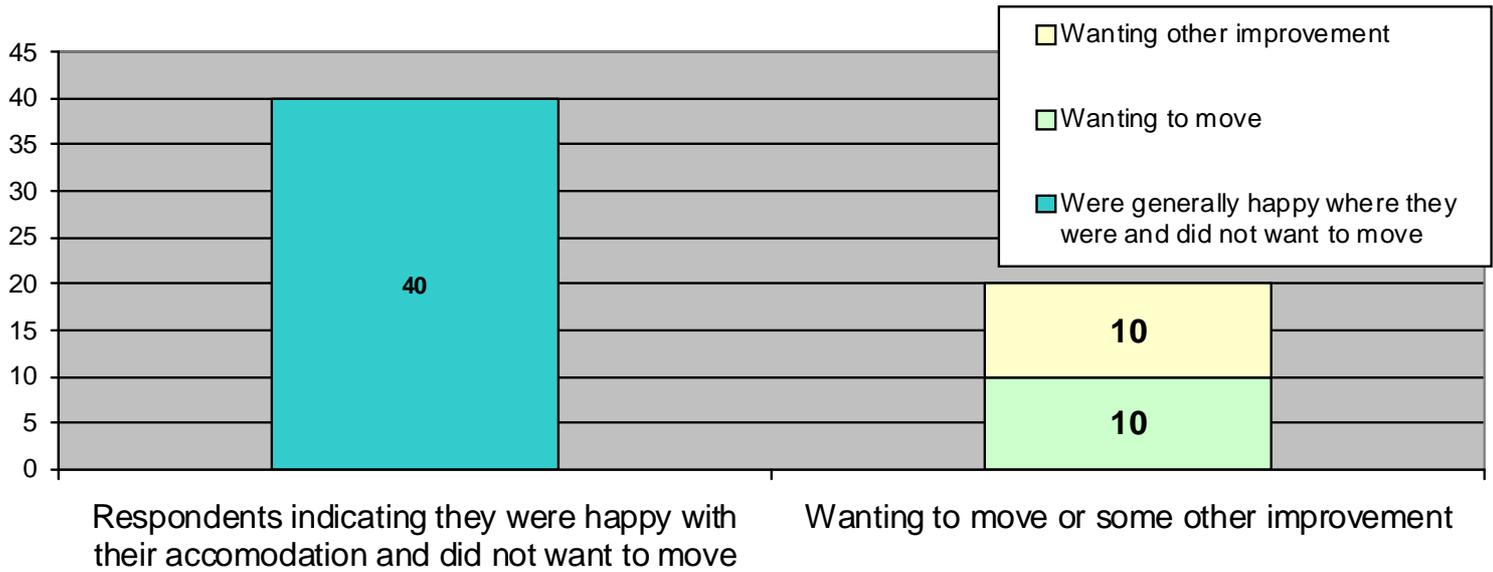
Where and how I live

Contents

- Respondents happy with their accommodation/wanting to move
- Respondents reporting improvement/decline relating to accommodation
- Responses to 'What I really want to change or do is...'
- I want to move because
- I do/do not want to know what choices I have of where I could live

'Where and How I Live' - question 1 'What things are like for me now what has changed since last time'

Respondents happy with their accomodation/ wanting improvement



How people responded to the first two questions:

There were **65** respondents to this question - of these,

- **36** indicated that they were happy with their current accommodation and did not want to move
- **20** were seeking to move or some other kind of improvement
 - **10** of whom indicated they wanted to move
 - **10** of whom indicated they wanted an improvement but not that they wanted to move

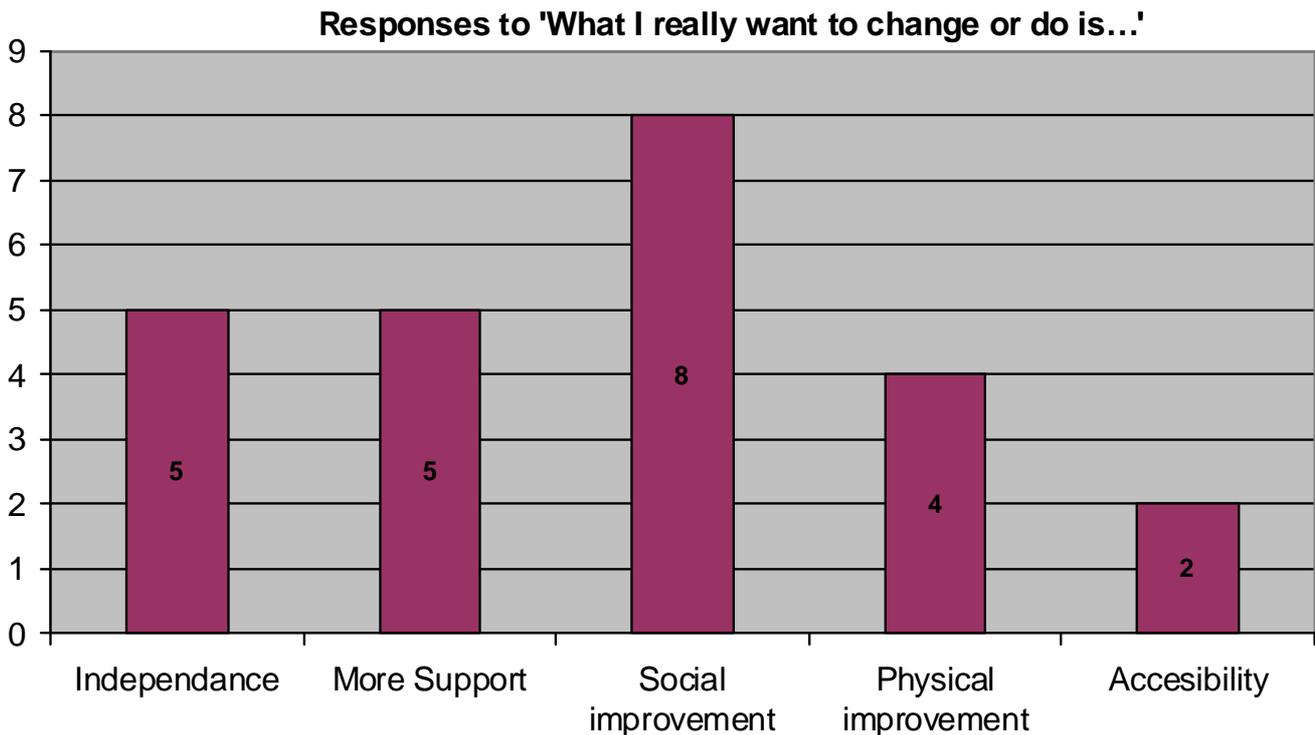
Respondents reporting improvement/decline relating to accomodation



Respondents reporting improvement/decline in standard of accomodation

- **12** respondents indicated being pleased with some kind of change occurring in the last period. A number of respondents were pleased with some recent redecorating for example.
- **2** respondents indicated some form of newly arising dissatisfaction with their accommodation in the last period. One respondent, for example, indicated displeasure with his new neighbours.

'Where and How I Live' - question 2 'What I really want to change or do is...'



Responses to what I really want to change or do is...'

The above shows the numbers of respondents seeking improvement in particular categories.

- **5** respondents indicated a desire for more independence
- **5** respondents were seeking more support from others in their endeavours
- **8** respondents were seeking a 'social improvement'. The category 'Social Improvement' refers to such things as 'moving in with friend/partner' or 'more company'. Half (**4**) of those responding in this category indicated problematic relationships with neighbours and fellow residents.
- **4** respondents were seeking a 'physical improvement'. The 'Physical Improvement category' covers such things as 're-decorating', 'more space' and 'nice garden'.
- **2** respondents were seeking an improvement in the accessibility of their accommodation.

Accommodation questions addendum

For a number of forms an addendum was sent out on the subject of accommodation. Here respondents were presented with a set of statements and invited to circle 'yes' or 'no' depending on whether they agreed that the statement represented their own attitude. These statements were worded as follows:

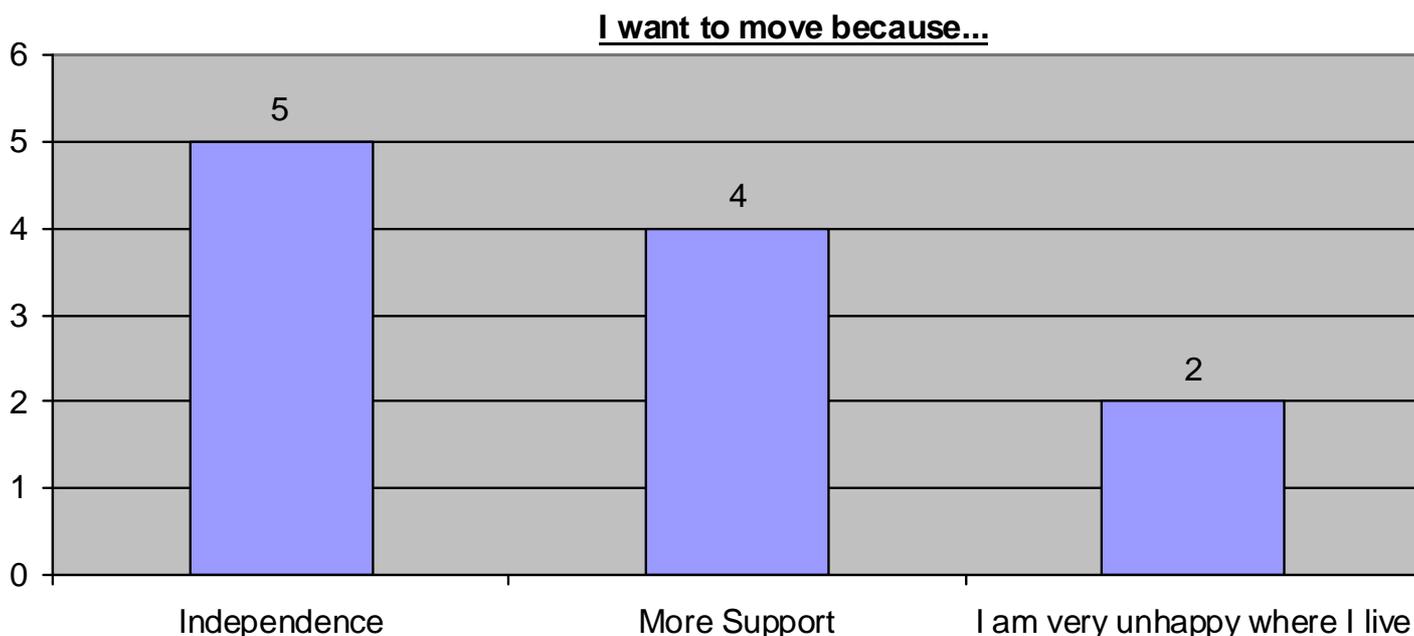
- 1) I am happy where I am and don't want to move on at the moment.
- 2) I would like to know what choices I have of where I could live.
- 3) I want to move because I want to be more independent.
- 4) I want to move because I need more support.
- 5) I want to move because I am very unhappy where I live.

Responses to the first question have been dealt with previously and merged with the results of the narrative responses indicating whether or not the respondent was seeking a move.

I want to move because...

8 respondents circled yes for at least one of the statements beginning 'I want to move because...'. Of these

- 5 indicated that they were seeking more independence
- 4 indicated they were seeking more support
- 2 were very unhappy where they lived

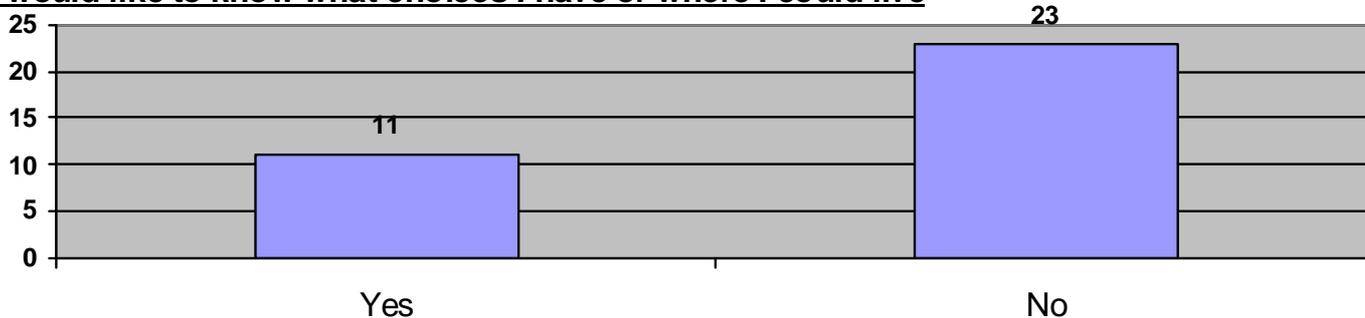


I do/not want to know what choices I have of where I could live

34 people responded to this question.

- 11 of whom indicated they would like to know
- 23 indicated that they would not like to know what choices were available

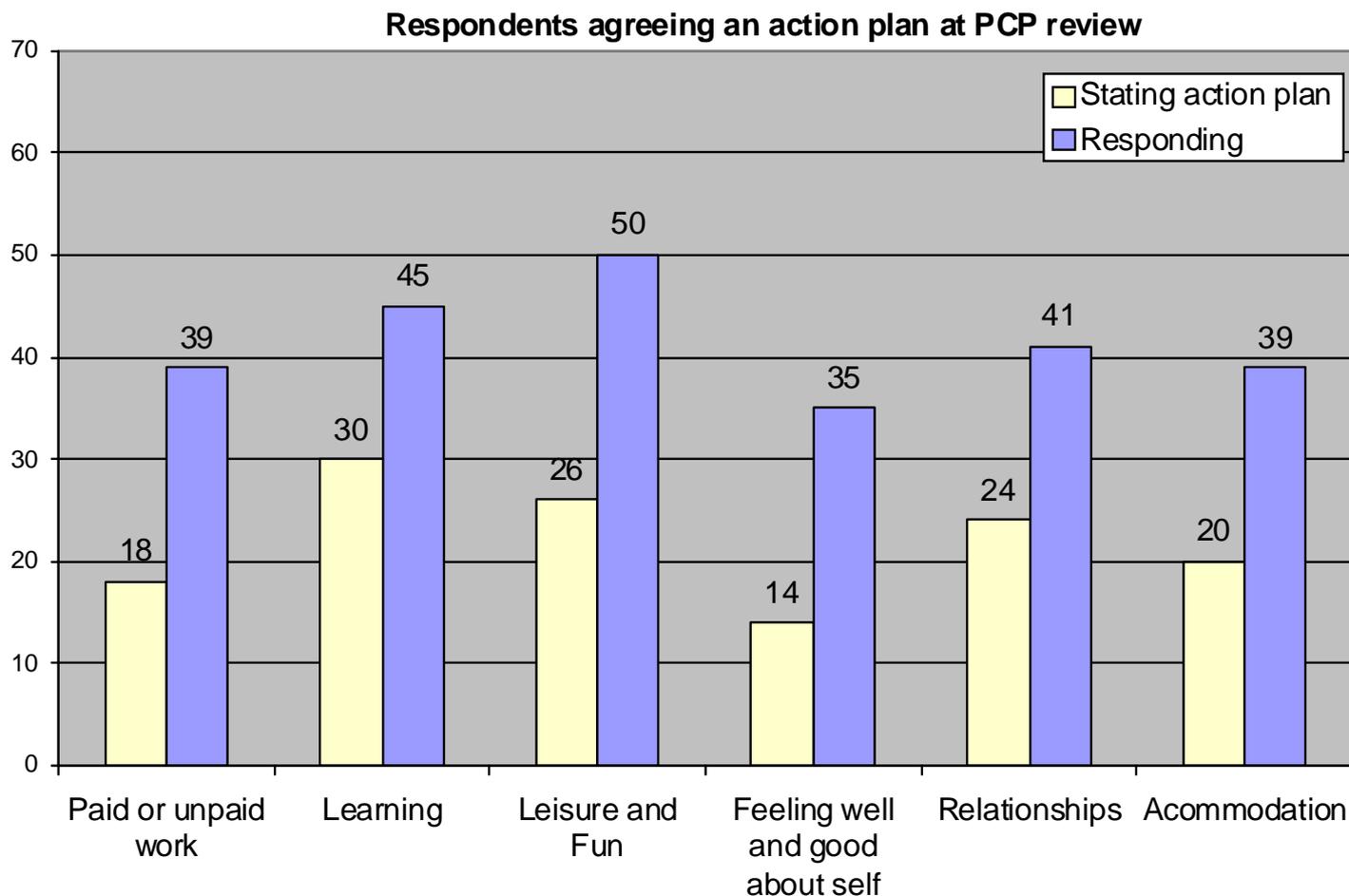
I would like to know what choices I have of where I could live



General information

about respondents

Action Plans for all categories

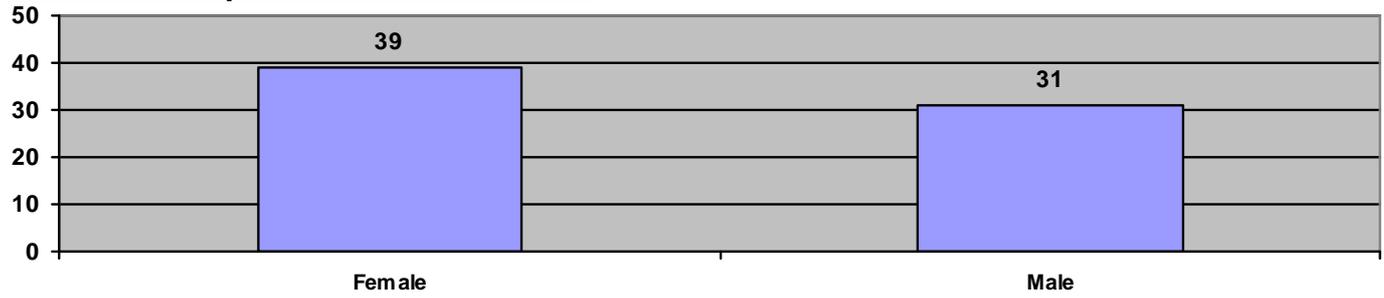


Respondents agreeing an action plan at PCP review

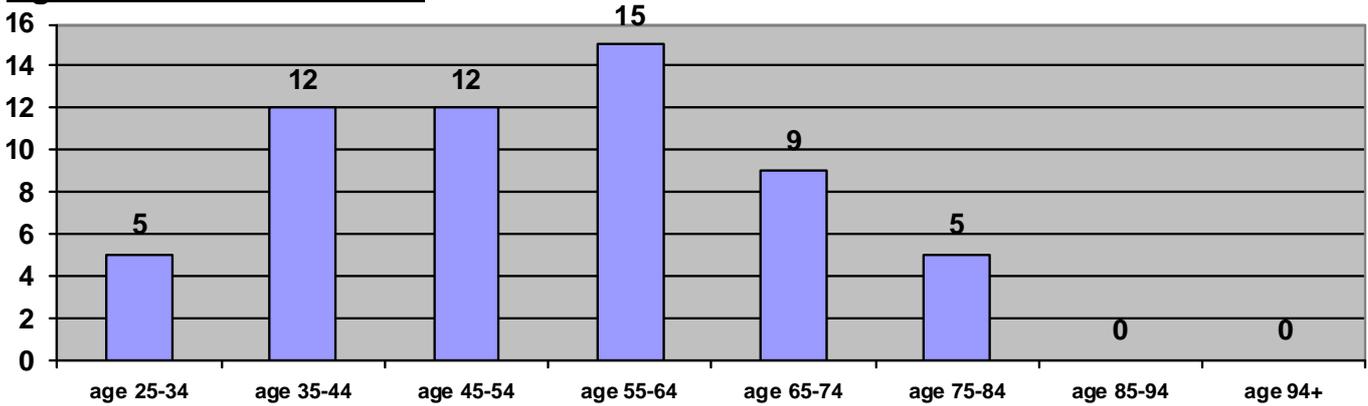
The above graph represents numbers agreeing on some sort of action plan at review.

Demographic information for respondents who indicated

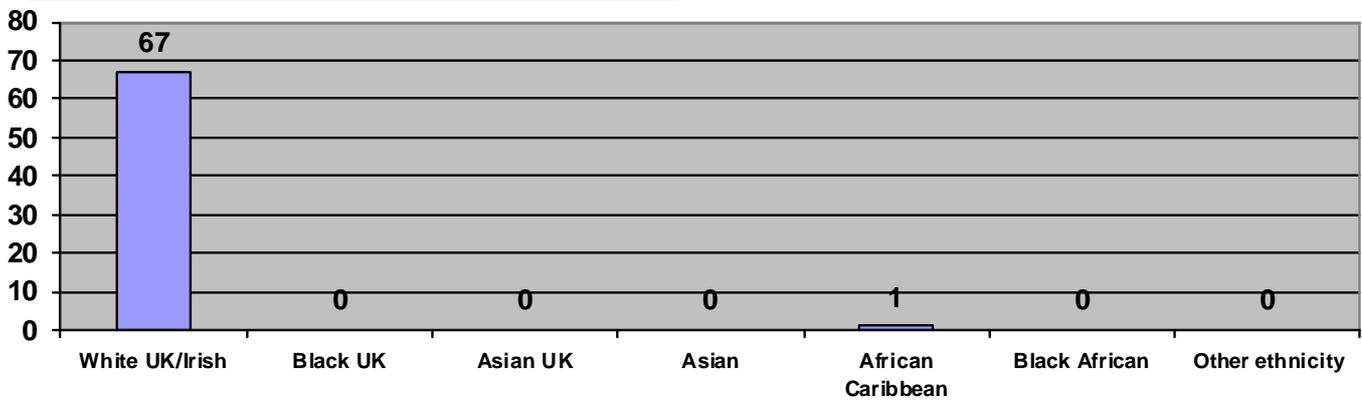
Gender of respondents who indicated



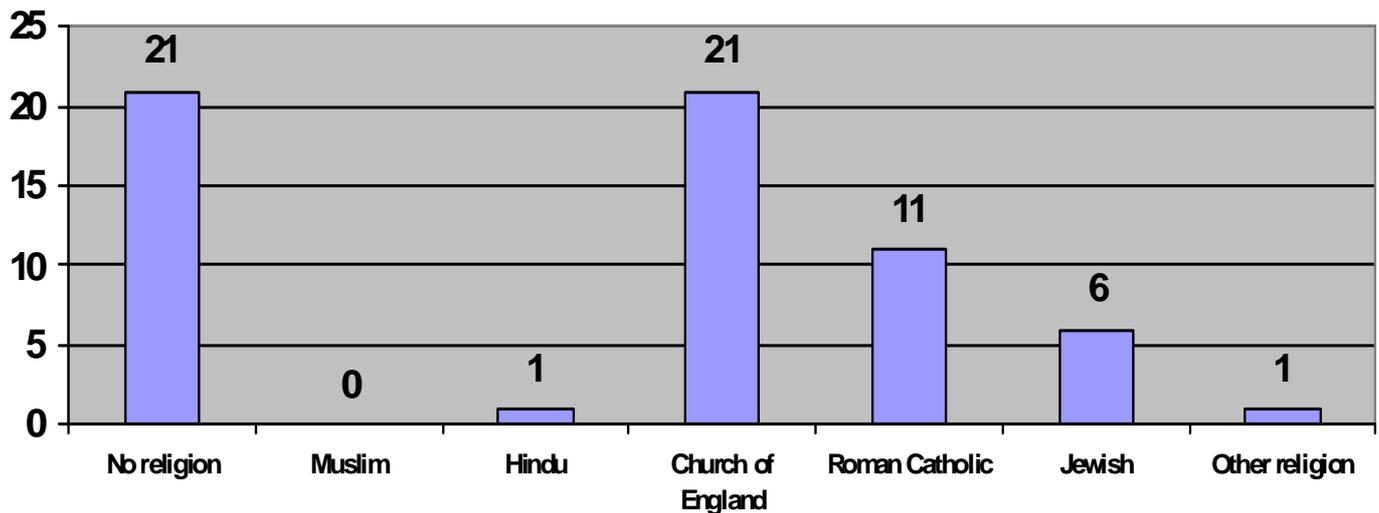
Age of those who indicated



Ethnic origin of respondents who indicated

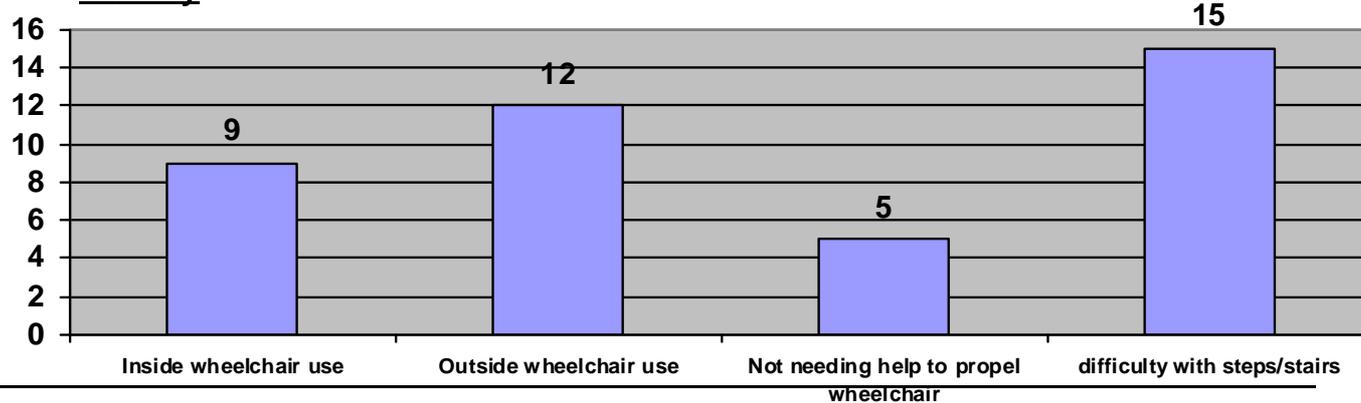


Religion of respondents who indicated

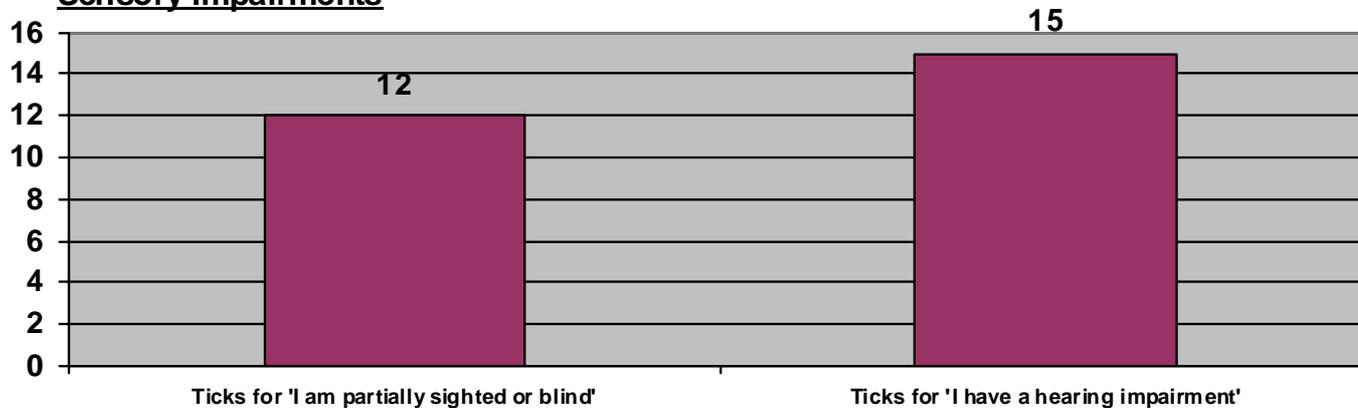


Abilities of respondents who indicated

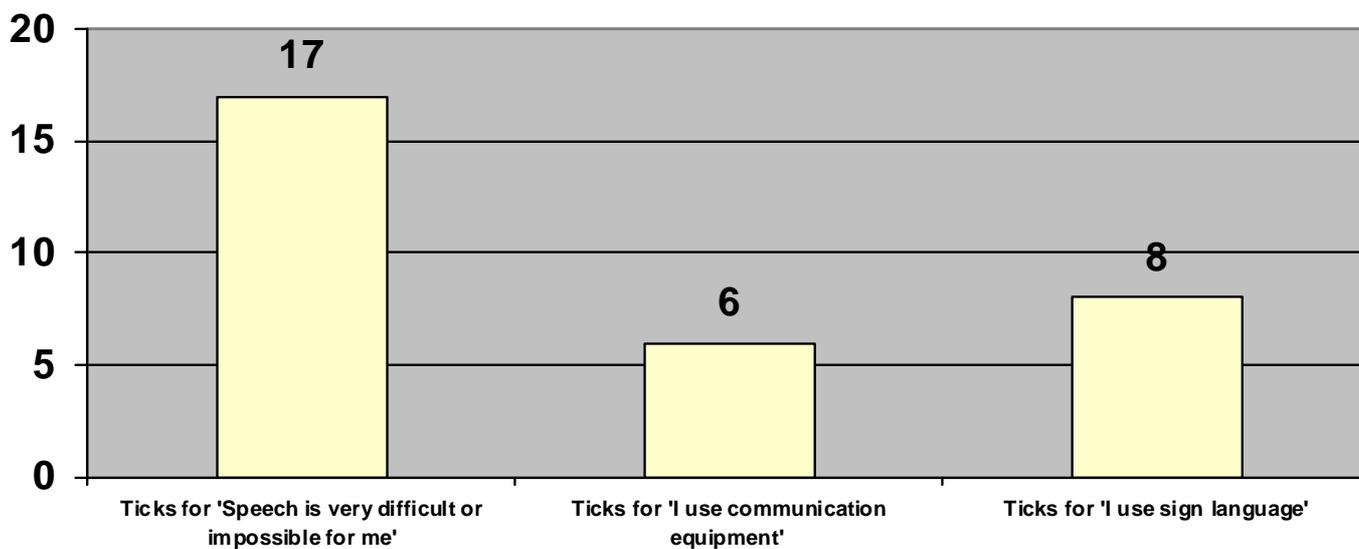
Mobility



Sensory impairments

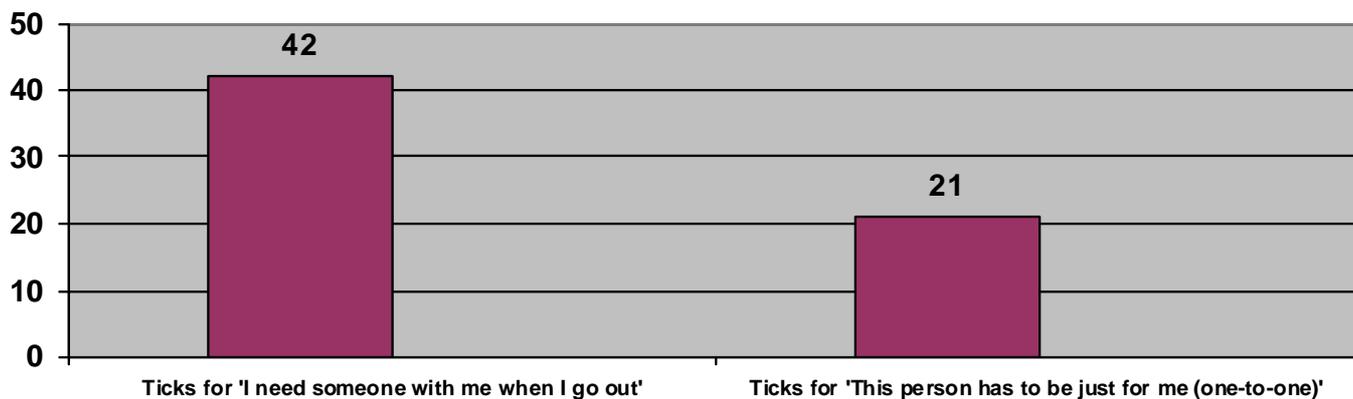


Communication

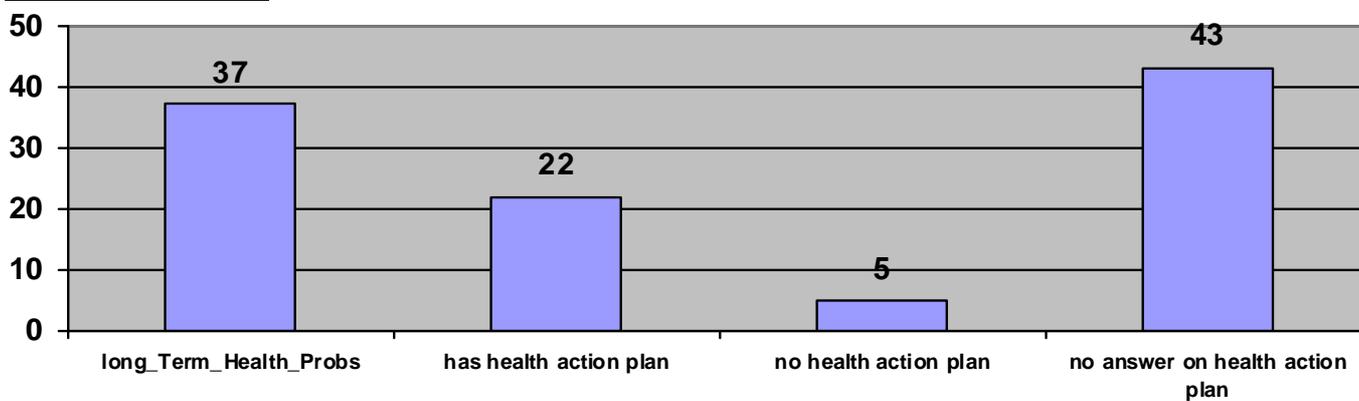


Support needs of respondents who indicated

Escort



Health Questions



Organisations Responding

Organisations Responding	
Organisation Name / address	Number of responses
103 Steyne Road	2
113 Auckland Drive	1
113 Queen's Road.	1
15 Preston Drove	3
226 Queens Park Road	1
3a Grosvenor Road	2
4 Glebe Close	1
83 Beaconsfield Villas	1
Belgrave	8
Care co-ops	2
Connaught Day Centre	3
Emmaus Manor Office	2
Emmaus Maur	1
FTF	6
Grace Eyre	1
Mencap	11
Southdown Housing	3
Steyne Road	1
Sussex Tikvah	6