

# Person Centred Feedback Form Report 2009-10

## Contents



Brighton & Hove  
Learning Disability Partnership Board  
[www.brightpart.org](http://www.brightpart.org)

### **1) Introduction**

- Context of the report
- The Person Centred Feedback Forms
  - The Narrative Response Matrix
  - Statement Selection from a Delimited List via Tick Boxes & etc
- Collation method for narrative responses
  - Assignment to categories
  - Category schematisation and simplification
- The Data that is presented in this report
  - Respondent Counts
  - Grouped Verbatim responses
  - Mutually exclusive result-sets
  - Non-mutually exclusive result-sets
- Additional Notes

### **2) Front Page: My Message To You Is...**

- Tone of front page messages
- Front page messages verbatim

### **3) Work or unpaid work**

- Employment status of respondents
- Remuneration of respondents in work
- Unemployed seeking work
- Changes sought by employed
- Groups seeking new employment in 2009/10 according to current employment type
- Desired employment type of all groups: 2007/08 – 2008/09 comparison
- Verbatim Responses to what is stopping this change from happening.

### **4) Learning**

- Current enrolment status
- Learning venues
- Respondents seeking additional learning activity
- Respondents desiring learning activities

# **Person Centred Feedback Form Report 2009-10**

- Responses to what is stopping this change from happening

## **5) Leisure and Fun**

- 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?'

## **6) Feeling well and good about self**

- 'What things are like for me now/what has changed since last time'
  - Overall well-being indicated by those who responded
  - Comparison of results for overall well being results from 2008-09 with this year's results.
  - Verbatim responses categorised according overall well-being indicated.
- 'What I really want to change or do is'...'
  - Types of change sought by respondents
- Responses to 'What is stopping this change from happening?'
  - Types of Barrier.
  - Verbatim response grouped according to problem type.

## **7) Friends, family and relationships**

- Current relationship types: percentage comparison with previous years
- Tone of responses: percentage comparison of 2008-09 with 2009-10
- Problems associated with negative responses: percentage comparison of 2008-09 with 2009-10
- Responses to 'What I really want to change or do is...'
  - Types of changes sought: bar-chart
  - Verbatim responses grouped according to type of change sought.
- Responses to 'what is stopping this change from happening?'
  - Types of barrier: bar-chart comparison with previous years
  - Verbatim response grouped according to barrier type

## **8) Where and how I live**

# **Person Centred Feedback Form Report 2009-10**

- Respondents happy with their accommodation/wanting to move: percentage comparison for all years.
- Respondents reporting improvement/decline relating to accommodation: percentage comparison with previous year.
- Responses to 'What I really want to change or do is...'
  - Type of change sought by those who did not want to move
  - Type of change sought by all respondents.
- Accommodation Questions Addendum
  - I want to move because
  - I do/do not want to know what choices I have of where I could live

## **9) General Information**

- Action agreed at review
  - Counts for categories where some kind of response put in box
  - Counts for categories where response stated an action that was agreed at interview
- Demographic information for respondents who indicated
  - Gender
  - Age
  - Ethnic origin
  - Religion
- Abilities of respondents who indicated
  - Mobility
  - Sensory Impairment
  - Communication
- Support needs of respondents who indicated
  - Escort
  - Health Questions
- Support workers organisation
- Choices Controls and Rights
  - Verbatim responses (not categorised or counted)

## Introduction

- Context of the report
- The Person Centred Feedback Forms
  - The Narrative Response Matrix
  - Statement Selection from a Delimited List via Tick Boxes & etc
- Collation method for narrative responses
  - Assignment to categories
  - Category schematisation and simplification
- The Data that is presented in this report
  - Respondent Counts
  - Grouped Verbatim responses
  - Mutually exclusive result-sets
  - Non-mutually exclusive result-sets
- Additional Notes

# **Person Centred Feedback Form Report 2009-10**

## **1.1 Context of report**

2009/10 is the third 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](http://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 94 PCF forms were received and entered into our PCF database. 30% of which had responded in one of the previous years, 70% of which were from respondents who had not replied before (last year 80% of responses were from respondents who had never returned a PCF 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 headings 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

# **Person Centred Feedback Form Report 2009-10**

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**

Most of the categories used to classify responses were not decided 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 diverse responses were 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 as a series of totals: These totals indicating 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 explanative insertion given within square brackets.

# **Person Centred Feedback Form Report 2009-10**

## **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. The categories 'Currently Unemployed', 'Currently Employed' and 'Not Indicating Current Employment Status', for example, comprise a mutually exclusive grouping of categories as only one should 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.

## **1.5 additional notes**

- Results from previous years re-collated and altered slightly to coincide with categorisation changes – hence some figures in this report covering previous years will not tally exactly with the corresponding result presented in previous years' reports.
- A larger proportion of respondents fell into the 50+ category in 2008-09: this may partly explain, amongst other things, the dip in those recorded as seeking learning activities, or wishing to become or remain employed during 2008-09.
- Some considerations and issues relating to the classification of responses into particular categories have been presented in the main report. These are presented next to a star-marked bullet point after the key presentation of data for each subject.
- Some responses were added for the 2007-08 period after the report was produced for that year. In some cases where the results of 2007-08 are presented these new responses have been included in the figure – in other cases the results from the original report for that year were used.

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

# **Front Page: My Message To You Is....**

## **Contents**

- Tone of front page messages
- Front page messages verbatim

# Person Centred Feedback Form Report 2009-10

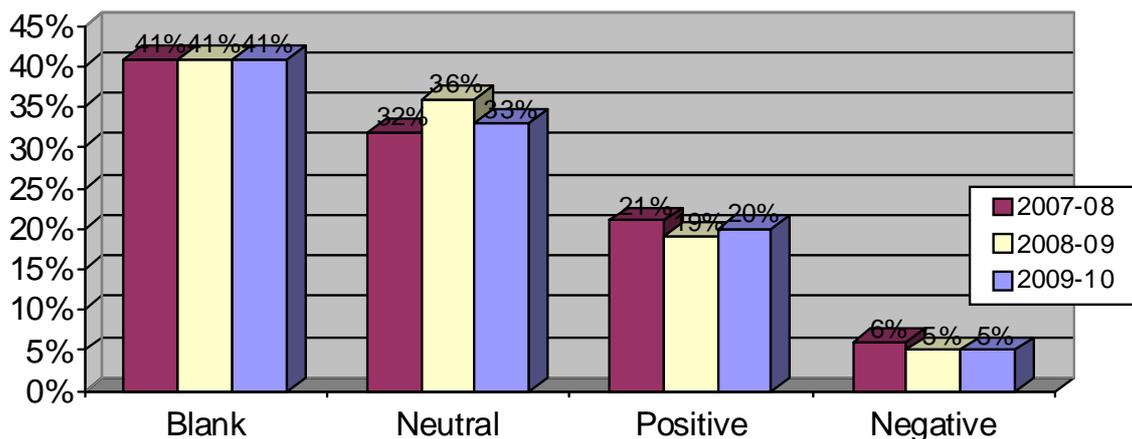
## Front Page question: 'My Message to you is....'

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 2009–10 period:

- 20% of returns contained a positive response
- 5% of returns indicated a negative response
- 33% 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 the previous 2 years 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 would like my day services to be reviewed.
- I have lived here for 20 years and would like to continue this for the rest of my life.
- I want good health care support to keep me out of hospital
- I want to communicate more!
- I want greater choice in college courses open to me.
- Could I have more help so I can move on to more independent living please
- I want to go on holiday again!
- I want to do more exercise!!

# Person Centred Feedback Form Report 2009-10

- I want to make friends
- I want a flat of my own to live in.
- Please read and take note!!!!
- I love where I live and would like to stay.
- 'I would like to do a lot more with my life'
- I would like a job

## **Complaints and problems:**

- I'm not getting enough physiotherapy because the physiotherapists don't have time.
- I want to go out at the weekends more but I can't afford support!!

## **Statements:**

- I had a good meeting
- I live in a big house
- I am generally happy and keeping good health
- I am very happy at ...[provider]
- That I'm so happy living at .... I'm well cared for and enjoy all my different activities here.
- I am happy
- I'm alright
- I like living at ... I am not happy living with Y.
- Up the Load'
- 'I am very happy with my life and home. I'm a very busy man'
- I am happy with where I live
- "I'm happy here! – better than where I used to live! – I like everyone here!"
- I am happy at home
- I won a swimming medal!
- I really love animals
- I am going to ... to weight lift!
- I like going for coffee. I like art and doing art work.
- I like to relax and talk to people
- I am feeling good at the moment.
- I love 10 pin bowling!!
- I like [provider]!
- I like answering phones
- Just want to be with my boyfriend better life my self
- I support Chelsea
- I am happy
- It is difficult for me to find college courses who will accept me because of my profound disabilities
- X had no message
- I am very happy at my home. I will miss ...[college] when it closes and all my friends!!

# **Work or unpaid work**

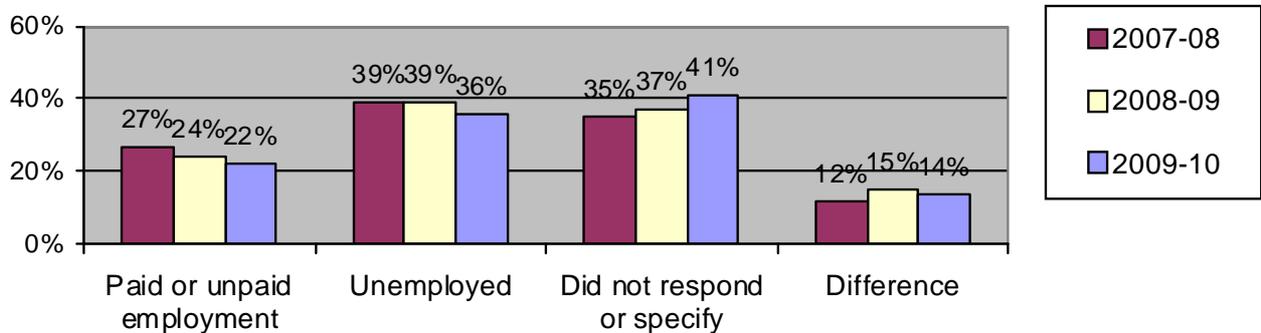
## **Contents**

- Employment status of respondents
- Remuneration of respondents in work
- Unemployed seeking work
- Changes sought by employed
- Groups seeking new employment in 2009/10 according to current employment type
- Desired employment type of all groups: 2007/08 – 2008/09 comparison
- Verbatim Responses to what is stopping this change from happening.

# Person Centred Feedback Form Report 2009-10

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

## Employment status of respondents (Mutex)



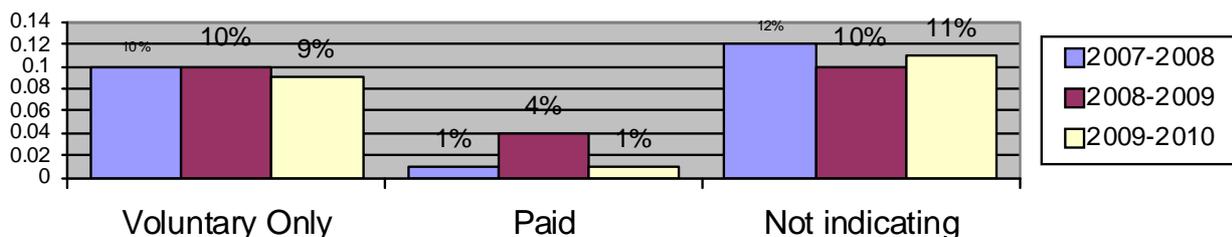
## Employment status of respondents (as shown above)

Of the **94** who returned the feedback form:

- **21** indicated that they were in paid or unpaid employment.
- **34** indicated that they were unemployed.
- **39** did not respond or specify their current employment status

The above graph represents these numbers as a percentage of total responses in 2009-10 along side the corresponding percentages for previous years. The amount by which the percentage of respondents indicating they were unemployed exceeded indicating they were employed is shown under ‘difference’.

## Remuneration of respondents in work (Mutex)



## Respondents in paid and unpaid work (as shown above)

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

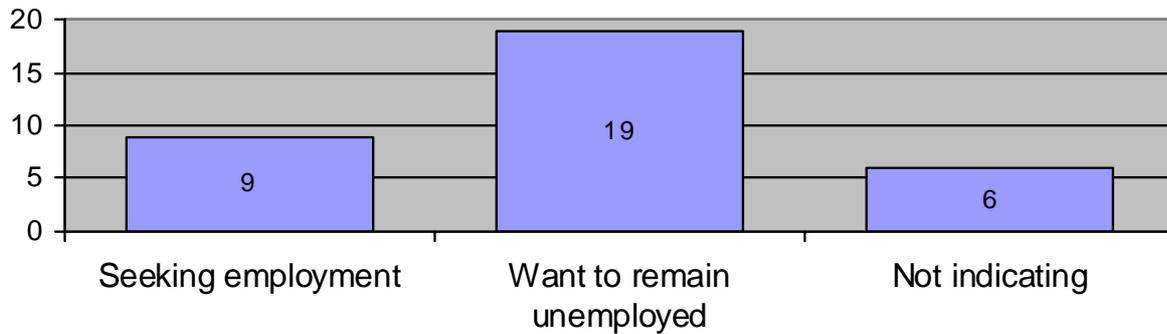
- **9** respondents explicitly stated that their work was unpaid/voluntary *only*
- **1** indicated their work was paid (NB **1** counted of these also had additional voluntary work)
- **11** didn't specify.

These totals are represented above as percentage of total responses alongside the results for previous years.

# Person Centred Feedback Form Report 2009-10

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

## **Unemployed seeking employment (mutex)**

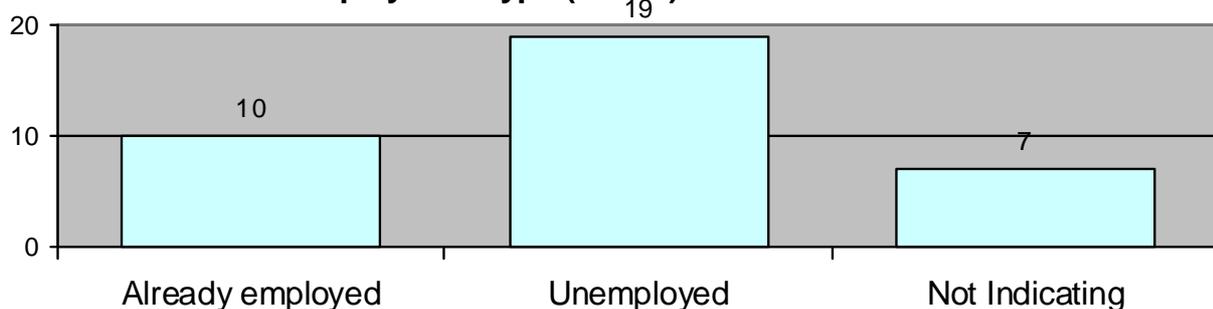


## **Unemployed seeking employment (as shown above)**

Of the **34** indicating that they were unemployed:

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

## **Groups seeking new employment in 2009-10 according to current employment type (mutex)**



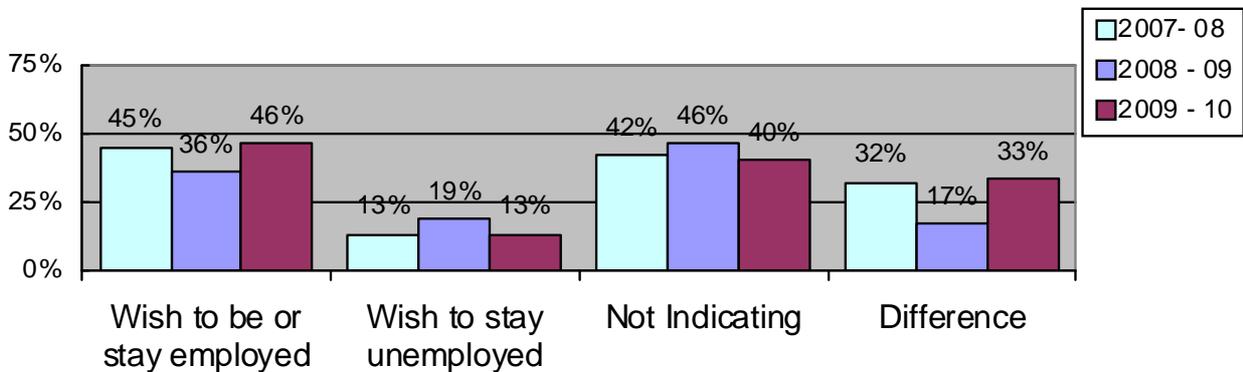
## **Groups seeking new employment in 2009-10 (as shown above)**

In total **36** respondents stated they were seeking *new* employment in 2009-10

- **10** were already employed
- **19** were unemployed
- **7** did not indicate their current employment status

# Person Centred Feedback Form Report 2009-10

**Desired employment status of all groups:  
comparison for all years data collected (mutex)**



## **Desired employment status for all years surveyed comparison**

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.

The amount by which the percentage of respondents indicating they were seeking to be stay employed exceeded those indicating that they did not want to is shown under 'difference'.

# Person Centred Feedback Form Report 2009-10

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

14 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, **5** responses suggested a **lack of appropriate opportunities and vacancies** as being a problem. **2** indicated that a **lack of qualifications and course availability** were a barrier. **6** indicated that the **Service User's lifestyle/capabilities/behaviour** could be viewed as a contributing factor. **2** person cited waiting lists and schedules as a delay.

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

### **Availability (5):**

- 'X's concept of employment is somewhat unrealistic, **and there are very few paid work options** for a person with complex needs'
- **No jobs**
- 'Needs support to look for employment – **lack of Job opportunities.**'
- '**Lack of jobs.**'
- **Availability and suitability of jobs** in shops for X to work in.

### **Lack of qualifications and/or course availability (2):**

- 'X needs to do a course on **food hygiene.**'
- In order for X to be able to work at the café X **needs to attend a work skills group.** However this group runs on a Wednesday. X currently does not come to ... on this day but this is also one of her long term goals...X has been requesting to change day services for the last 2 years (since 2007).

### **Respondent's lifestyle, capabilities, behaviour. (6):**

- X is unable to access employment options due **to her inconsistent engagement.**
- X's **concept of employment** is somewhat **unrealistic**, and there are very few paid work options for a person with complex needs
- **Physical wellbeing has impact** i.e. frequency of seizures and lengthy recovery time. Will limit frequency.
- X was **verbally aggressive** whilst working - so retraining is needed.
- X is on the waiting list for the supported employment team.
- X was offered a job at the ... after enjoying a short placement there. **X turned down the offer.**
- X has applied for a job as a receptionist at ... and is waiting to see if she has an interview.
- **X has a very busy schedule**, staff are trying to find work to fit in with this.

### **Institutional Schedules (2):**

- X has a very busy **schedule**, staff are trying to find **work to fit in with this.**
- In order for X to be able to work at the café she needs to attend a work skills group. ... this **group runs on a Wednesday... requesting to change** day services for the **last 2 years (since 2007).**

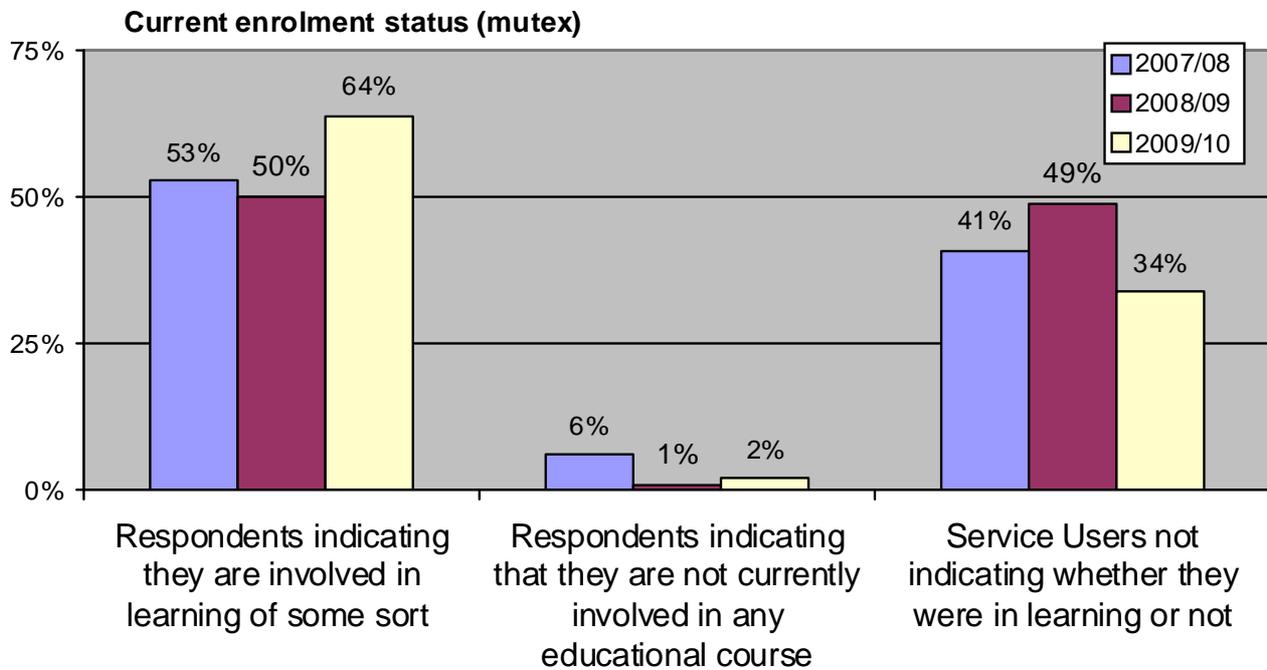
# Learning

## Contents

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

# Person Centred Feedback Form Report 2009-10

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



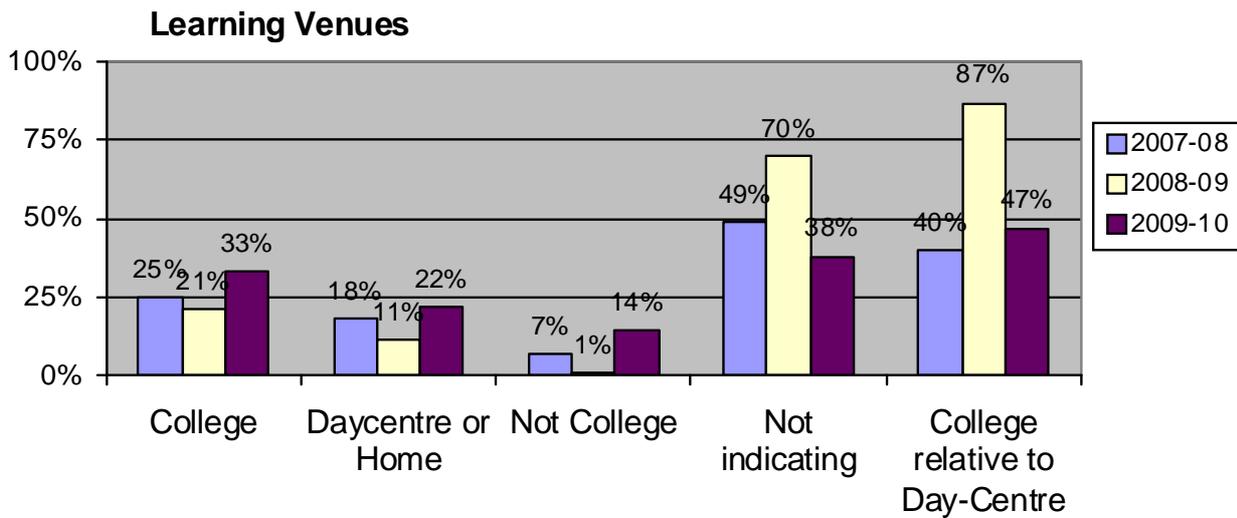
## **Current enrolment status (shown above)**

Of all the people who returned a checklist in the 2009-10 period:

- **64%** indicated that they were involved in learning of some sort.
- **2%** indicated that they were not currently taking any courses.
- **34%** did not indicate strongly either way.

The above percentages are compared with the results from previous years. (**NB** results from previous years have been modified to represent a change to the categorisation protocol)

# Person Centred Feedback Form Report 2009-10



## **Learning venue (as shown above)**

**60** respondents chose to indicate the venue of their learning activities in 2009-10, of these:

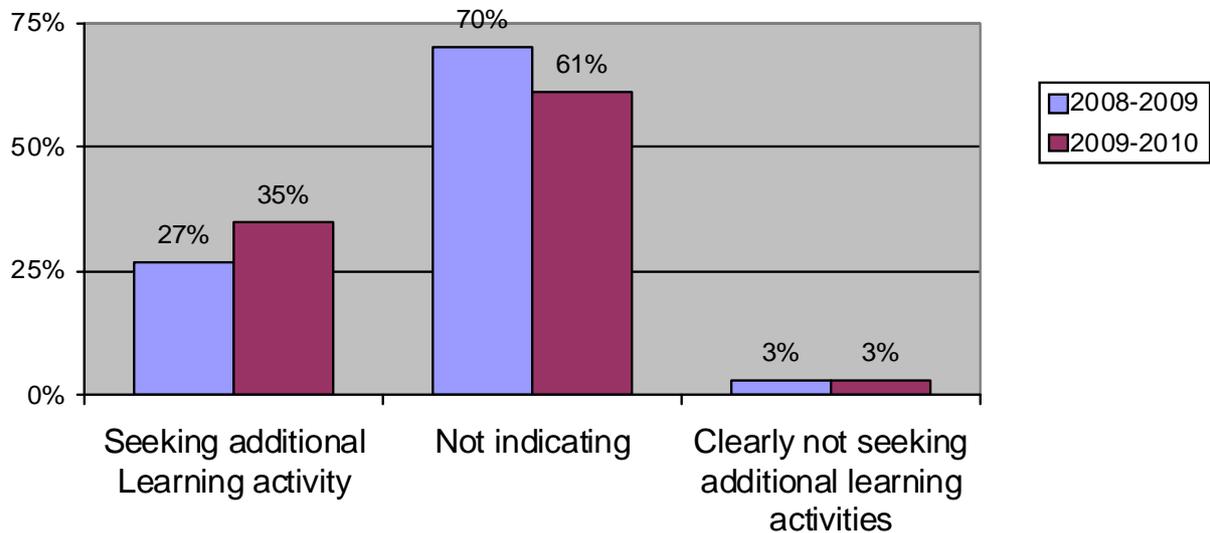
- **31** respondents indicated they were enrolled at college
- **15** respondents indicated that day services or residential homes were supplying venues for their education.
- **13** indicated that that the venue of their education was not college (e.g. responding 'I do not go to college' rather than indicating where they do go)
- **40** did not indicate where they were studying

This is represented above as a percentage of total responses alongside corresponding results from previous years. The amount by which college mentions exceeded day-centre mentions (as a proportion of day-centre mentions) is indicated under 'College relative to Day-Centre' for each year.

# Person Centred Feedback Form Report 2009-10

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)**



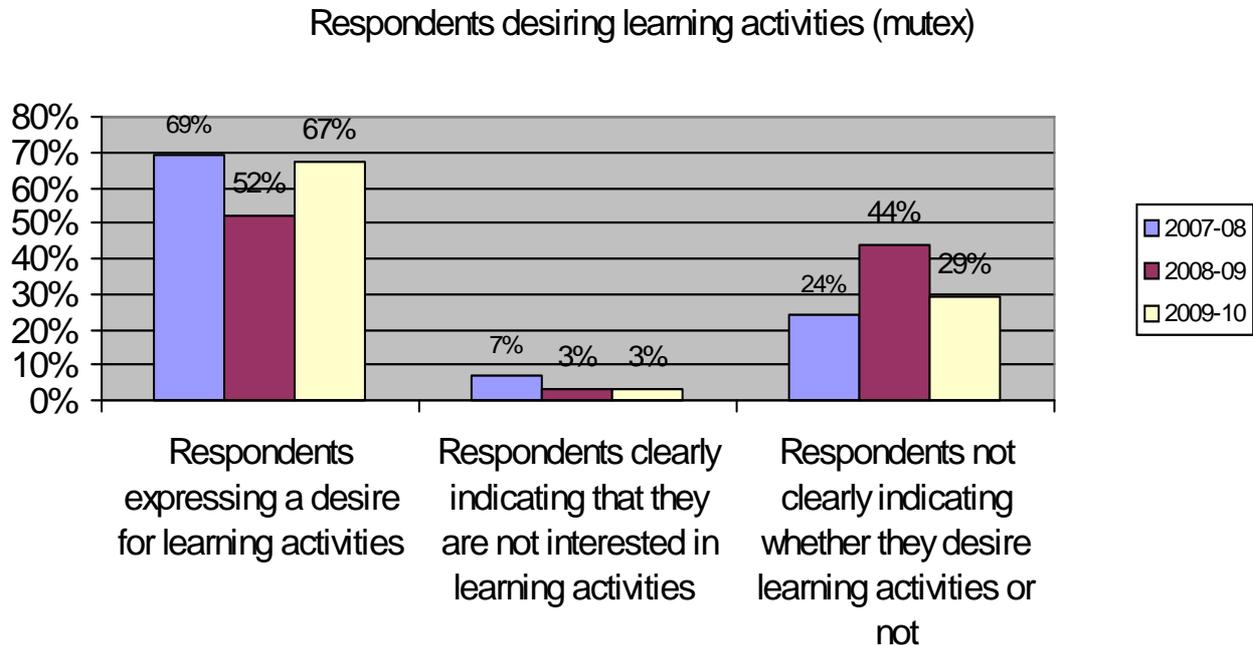
**Respondents seeking additional learning activities (shown above)**

- **33** respondents expressed at least a general interest in additional or new learning activities.
- **58** did not indicate whether they did or did not want to pursue further learning activities.
- **3** clearly did not want to pursue learning activities.

These results are represented as a percentage of total responses alongside the corresponding result for the previous year.

# Person Centred Feedback Form Report 2009-10

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



### Respondents desiring learning activities (as shown above)

Of all the people who returned a checklist in the 2009-10 period:

- **67%** 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.
- **29%** gave no clear specification of what they wanted in this area.

The above percentages are compared with the results from previous years. The most significant change apparent from year on year is the number of respondents not clearly indicating whether they were interested in pursuing learning activities in 2008-09.

For each the number of times by which those expressing a desire for learning activities exceeded those clearly not interested were as follows:

2007-08 - **10**

2008-09 - **17**

2009-10 - **22**

This indicates a year on year increase of those expressing a desire for learning activities relative to those expressing the opposite. However as the views of those ‘not indicating’ are not represented in this result the actual situation could be different if the views of those not indicating did not divide the same way as those who did indicated each year did.

# Person Centred Feedback Form Report 2009-10

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

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

26 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:

- **0 accessibility issues**
- **3 change**
- **6 availability issues**
- **7 Delays and scheduling**
- **1 financial issues**
- **0 respondent’s mental or physical condition or habits represented as obstacle**
- **3 uncategorised**

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

#### Availability issues:

- If I was unsuccessful on getting a course.
- Very limited courses available for X to attend in local area.
- Finding the right course.
- Acceptance on course. Limited number of spaces.
- Important to find suitable course for X to attend
- Availability of places and number of applicants may prevent my application being successful.

#### Delays and scheduling:

- Academic year is not over yet
- It is not the end of the current academic year yet.
- Need to wait for new courses on offer Sept. 2009
- Waiting for interview
- Currently waiting on prospectuses for ALDD courses.
- Waiting for funding annoying!!!
- X has other commitments ...which clashes with the computer sessions.

#### Financial issues:

- Money!

#### Change:

- Adult courses are ceasing at [college] so new venue needs to be found.
- Moving to new place / new staff
- I've just moved to ...[provider].

#### Uncategorised:

- Time
- Time
- On a course.

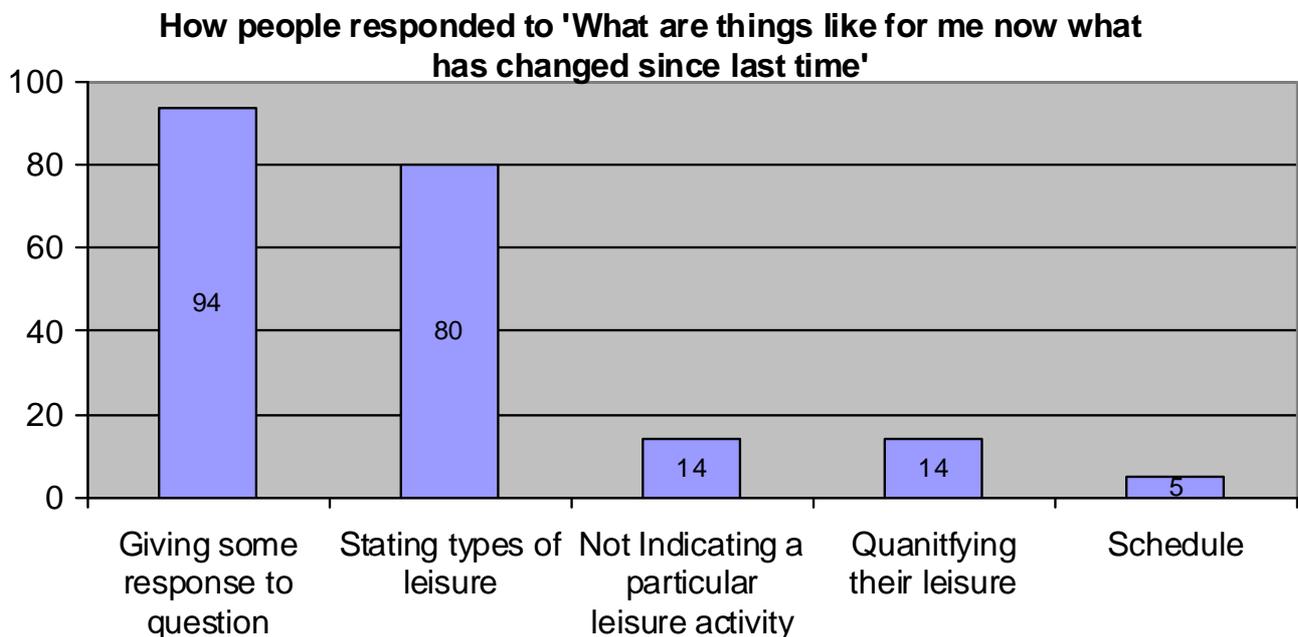
# Leisure and Fun

## 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?'

# Person Centred Feedback Form Report 2009-10

Leisure and Fun 1 – question 1: 'What things are like for me now/what has been achieved 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

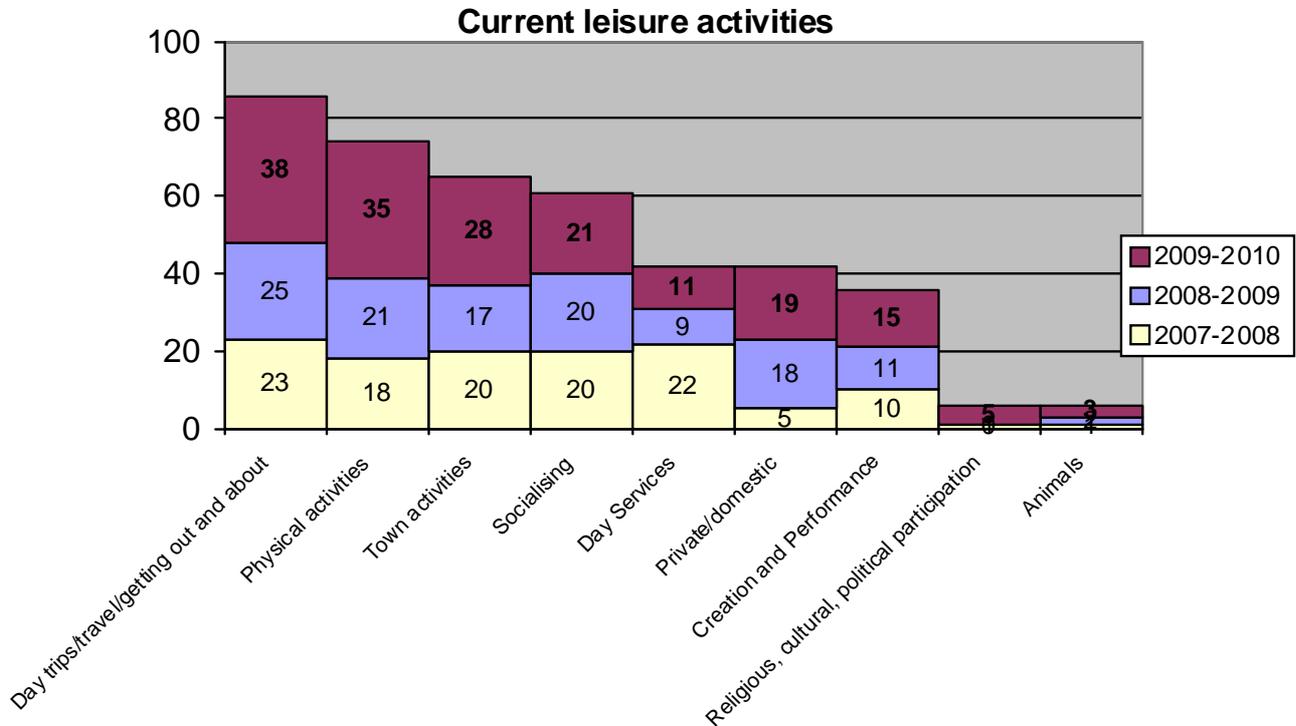
There were

- **94** individuals gave a response to the first question (all people returning form):
- **80** took the opportunity to indicate what types of leisure they were currently engaged with.
- **14** did not indicate a specific leisure outlet.
- **14** gave some kind of quantification or qualification of their leisure activity (e.g. 'plenty', 'not much', 'lots', 'ok', 'good')
- **5** gave an indication of their leisure schedule (which times they did things at e.g. weekends, evenings & etc)

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 the previous years

# Person Centred Feedback Form Report 2009-10

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



## Current leisure activities

80 respondents took the opportunity to indicate some of the leisure activities they engaged in for the 2009-10 period. Above is a representation of the percentage of Service User's indicating their participation in different kinds of leisure activity over the three years the survey has been conducted. The percentage for each year is stacked on top of a percentage of the previous years.

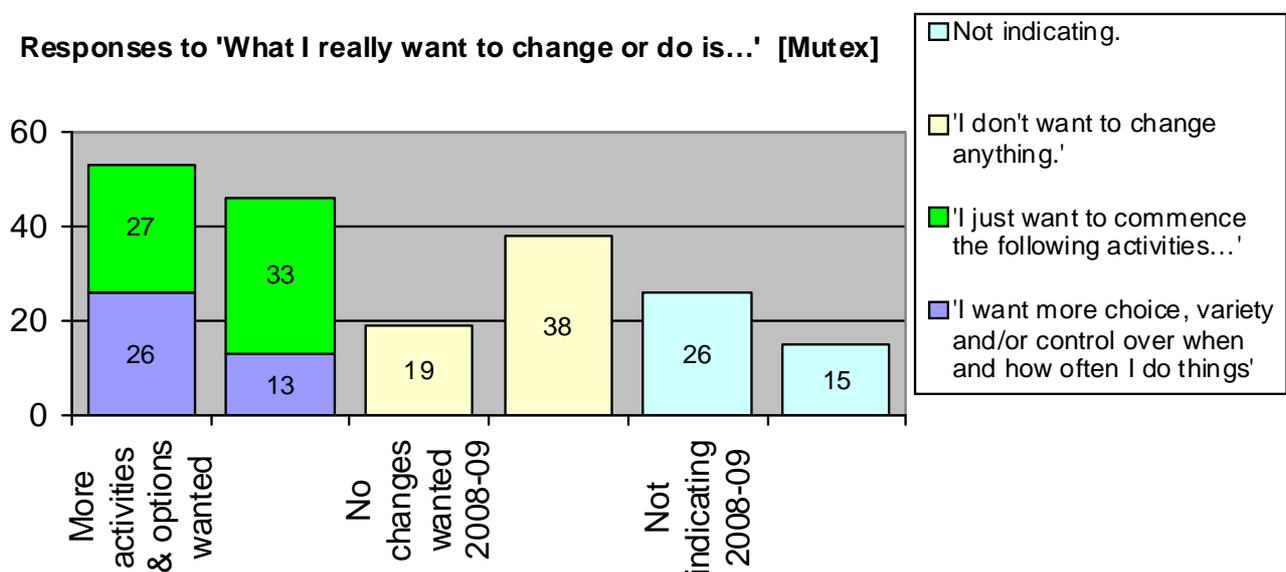
The kinds of activities comprising these groups for 2009-10, along with the numbers giving such responses, are shown below (**NB** unlike the numbers in the graph the numbers below are not in percentage form below).

# Person Centred Feedback Form Report 2009-10

<b><u>27 Town Activities</u></b>			<b><u>20 Socialising</u></b>
<b><u>21 Consumption</u></b> 6 shopping 17 eating / drinking out	<b><u>8 Live Performance</u></b> theatre / music / show / spectator sports	<b><u>3 Other</u></b> cinema / garden- centre-visits	social clubs\visiting friends\relatives\romance\parties\dis cos
<b><u>36 Getting Out and About</u></b>			<b><u>18 Domestic Activities</u></b>
11 holidays / Walks / Car-Trips / Bus-Rides & etc			3 computers & games consoles, 1 cooking, 2 knitting, 3 listening to music, 1 radio, 1 reading, 1 resting, 8 TV & video, 1 word-searches.
<b><u>33 Physical Activities</u></b>			<b><u>11 Day Services</u></b>
3 bowling, 1 climbing, 1 cricket, 1 cycling, 2 exercise, 1 fishing, 2 football, 1 gym, 2 horse- riding, 4 hydrotherapy, 1 ice-skating, 1 karate, 2 massage (receiving), 1 reflexology, 1 sailing, 13 swimming, 1 running, 1 general sports, 1 trike [mis-read?]			social life / activities
<b><u>3 Animals</u></b>			<b><u>15 creating &amp; performing (exc. dance)</u></b>
1 pets, 1 visiting horses, 1 cat cuddling			3 art & craft, 2 gardening, 6 musical, 2 singing, 1 photography, 1 story telling.
			<b><u>5 Religious, cultural and political participation</u></b>
			3 religious, 1 Chinese new year, 1 political club

# Person Centred Feedback Form Report 2009-10

## 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...’

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:

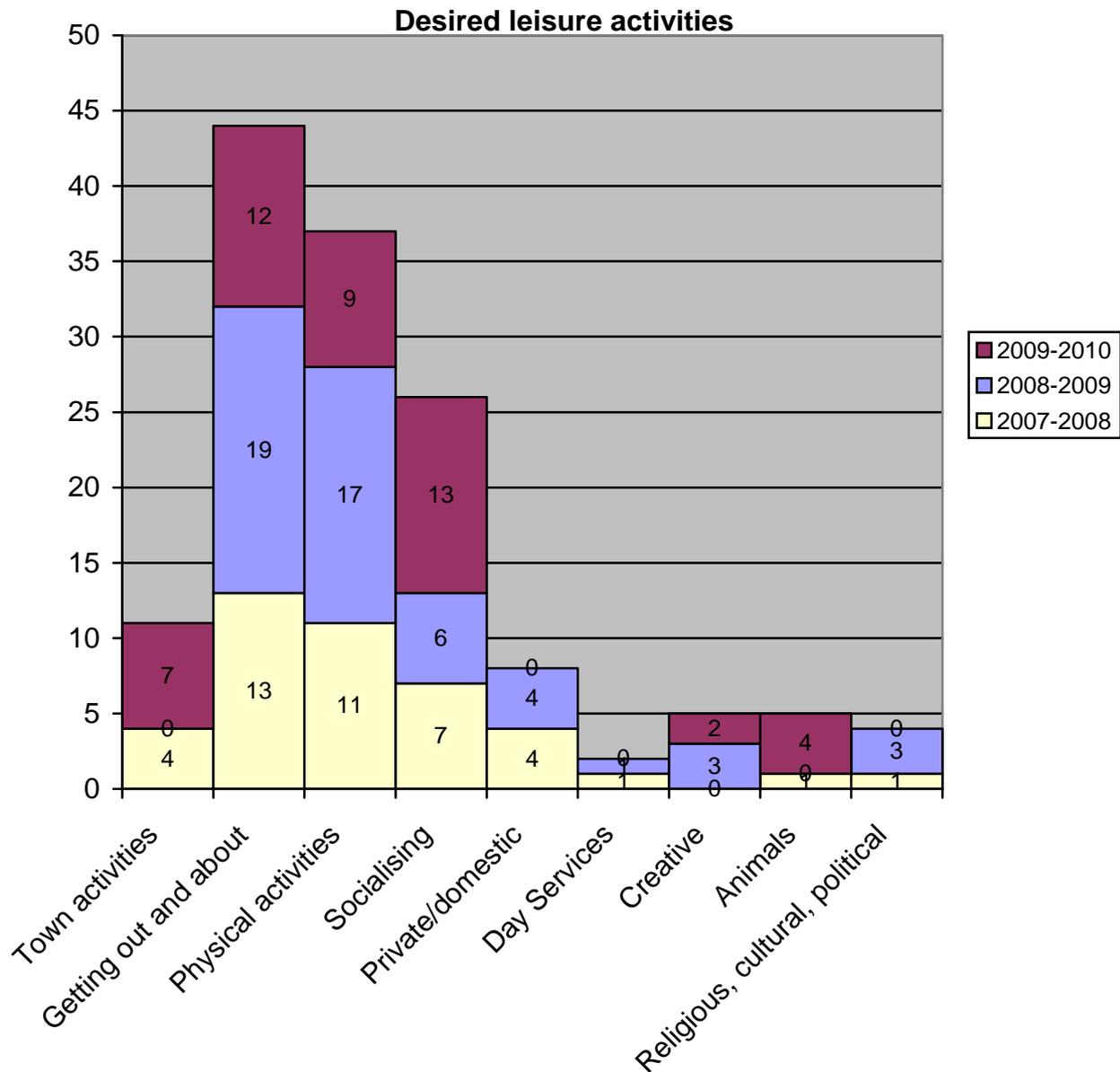
- 1) ‘I want more choice, variety and/or control over when and how often I do things’
- 2) ‘I just want to commence the following activities...’
- 3) ‘I don’t want to change anything’

- **45** respondents indicated that they wanted to expand their range of activities and options
  - **31** simply identified new activities they wanted to participate in.
  - **12** indicated they were seeking more choice and control over their activities.
    - **6** 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)
    - **2** wanted to increase their choice of activities and/or introduce more variety in general
    - **4** wanted to do both these things (a greater choice and more control over the scheduling of their leisure activities)
- **36** explicitly indicated they did not want any kind of change to their current routine
- **14** did not indicate whether they wanted a change or not

The reader should be careful not to interpret the **31** 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.

# Person Centred Feedback Form Report 2009-10

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



### Desired leisure activities

**37** respondents specified a particular activity that they either wanted to commence a new or do more of. The graph above shows the numbers showing an interest in a particular activity over the past 3 years.

The numbers (not in percentage form) for respondents indicating an interest in particular categories in 2009-2010 are outlined below:

# Person Centred Feedback Form Report 2009-10

## Category constituents

<p><b><u>7 Town Activities</u></b>          1 cinema, 1 Chelsea football match, 1 Spa treatment, 1 rock-concert, 3 shopping (for clothes, cds), 1 coffee with key-worker</p>	<p><b><u>12 Social</u></b>          1 more disco dancing (at disco), 1 see band with friend, 1 go for dinner at friends house, 1 pubs and cafes with someone other than parents, 5 more friends, 1 more time with partner, 1 having friends over</p>
<p><b><u>11 Getting Out and About</u></b>          8 holidays (inc. 1 camping), 1 unsupported outings, 1 walking, 1 train journey</p>	<p><b><u>0 Domestic Activities</u></b></p>
<p><b><u>8 Physical Activities</u></b>          1 boxing, 2 cycling, 1 fishing, 2 horse riding, 1 massage, 1 pole-dancing, 1 sailing, 2 swimming.</p>	<p><b><u>2 others</u></b>          Buying apples, map-reading</p>
<p><b><u>1 Religious, cultural, political participation</u></b>          Set up LGBT group</p>	<p><b><u>4 animals</u></b>          2 dog-walking, 1 visiting horses, 1 tropical fish-keeping</p>
<p><b><u>0 day-services</u></b>  <b>NB</b> also requested under learning &amp; other categories and other activities mentioned are probably expected to be facilitated by day-service/home.</p>	<p><b><u>2 Creative</u></b>          1 music therapy, 1 photography</p>

# Person Centred Feedback Form Report 2009-10

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

### Verbatim Responses

#### More choice/variety:

- To try several **other activities** that I may enjoy.
- Find **new activities** that I might enjoy. More dancing/disco. X signed "yes" and danced.
- People supporting X should always remember that X has a great **sense of adventure** and fun and is very adaptable to trying **new things** and going to **new places**.

#### Choice of Schedule or More often:

- Would like to do **more** at **weekends** and some **evenings**.
- I would like to do all the things I already like **more** regularly to have **more** fun in my life.
- **More** fishing trips and a holiday to ... in the spring and ... in the summer/autumn.
- I would like to go out at **evenings on weekends**.
- **More** swimming; **different days** and activities in day centre; go on train; cycling; horse riding.
- Meet **more** friends out of the home.
- See friends **more** often.
- I enjoy having friends to visit my home and this is something I would like to **increase** over the coming months...
- ...I would like to do **more** photography I find it difficult to steady the camera when taking pictures.

#### Others:

- Not go to ... day centre anymore
- Because of my autistic tendencies I would like to have more time to get used to people taking me out and to have more inductions with them.

#### Just looking to pursue a particular activity:

- Spend time with boyfriend (not with my Mum)
- Go to see Chelsea play - Go to cinema
- I want more holidays.
- Carry on trying a variety of leisure activities. I would also like to purchase a Tropical fish tank.
- Visit ... horse riding centre where Y used to go riding.
- Sailing this year.
- I would like to go on holiday earlier in the year next time.
- X would really like to go clothes shopping with her carer. X would really like to have a day trip to ... with her carer. X would like to have a holiday either to ... with her carer or the [provider].
- Inside the house, I like people to be quiet, calm and gentle with me, reading to me in my room with the door shut or just talking and singing with me. When I am out, I really enjoy meeting new people and lots going on. I don't jump so much at loud noises outside anymore. I love to be in warm places: sitting in the sun in the garden, relaxing in a sensory bath, enjoying my massage. I would love to be pampered in a spa and have a makeover.
- I would really like to see a band with Y again soon if we can find time. I want to continue to see Z and maybe make this more often I would like to invite her here for a meal or to go and watch a band together.
- X would like to continue going to the cinema and bowling. X would like to go dog walking staff to organise. X would like to go to tenant clubs and more parties staff to arrange. X

# Person Centred Feedback Form Report 2009-10

would like to buy some classical cds. Keyworker to go with X to purchase these. X would like to go cycling in the summer with staff.

- I would like to communicate more with people. Go out with ... people.
- X would like to go out for a coffee with Y (keyworker)
- To carry on going to the day centre. To try boxing and pole dancing.
- To go to the pub and café with someone other than her parents.
- I want to see my friend for dinner at her house.
- I want to walk more! And walk dogs... To join healthwalks group. To find work experience.
- I would like to meet new people - and spend time with them.
- Weekend/overnight trips.
- Continue playing cricket. I want to set up my own veg plot in my garden. Be able to take my own pictures using digital camera and develop photos on the computer.
- We decide to fabulous cool JMH band
- Drama
- Socialise more
- No
- I want to go to ... again this year and ... and go camping again. I will go to ... 2011 and I want to go on my own there not with Y.
- X to join swimming group.
- Music therapy; singing choir; horse riding? Massage?
- To set up group and plan way forward.
- X found a new pottery painting café ... which is wheelchair accessible and has a large range of different items to paint. I think I might start off with a new tea pot! I am hoping to book a holiday to ... in July.

## **No change wanted:**

- **Nothing** although sometimes X does opt out of this session for 2-3 weeks choosing to go for a walk or cook instead.
- **Continue** with these activities
- X would like to **continue** with the majority of community based activities and still continue to be flexible with those based in the centre.
- I want to **carry on**.
- N/A I enjoy my life **as it is**.
- **Carry on** trying a variety of leisure activities
- **Continue** to do this.
- **Nothing** I am happy with what I am doing.
- **Continue** to do these things.
- I want to **continue** to do these things.
- I want staff to **keep** suggesting new things I might like to do
- To be able to **continue** with hyrdo and public transport. X prefers to observe rather than participate. He enjoys people watching.
- I would like to **continue** enjoying my music and DVDs, walks and drives out.
- **Keep** having my quality of life
- To **carry on** being active.
- **Continue**
- I would like people to **carry on** supporting me.
- Do it **again!!**
- **Keep** doing this.
- **Nothing**
- **Nothing**

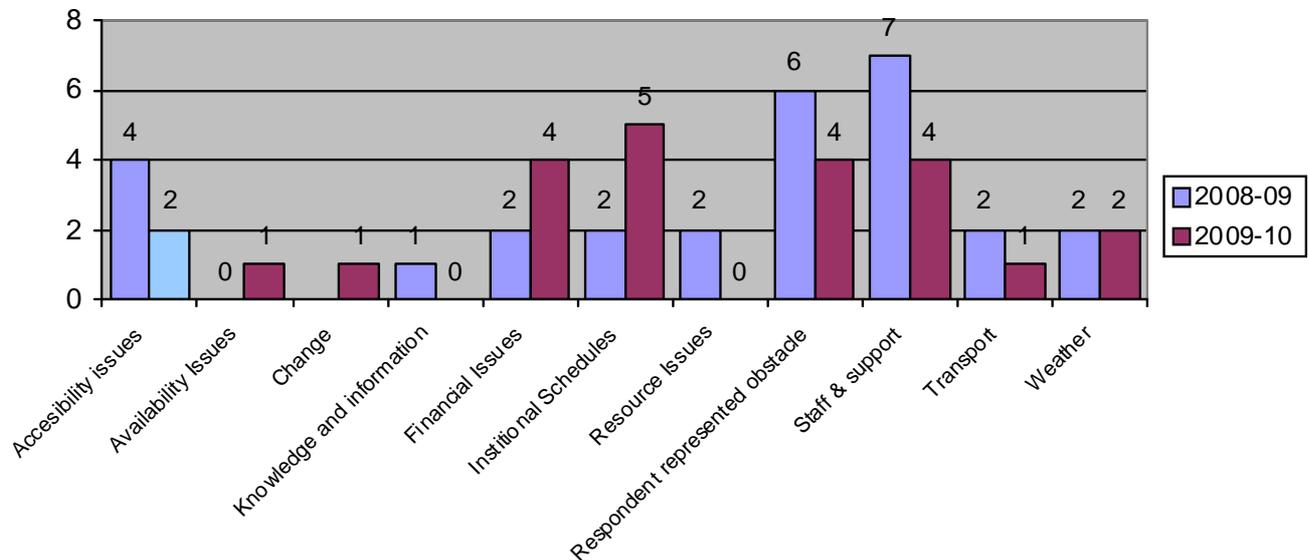
## Person Centred Feedback Form Report 2009-10

- **Nothing**
- Stay **same**
- **Carry on** going to the groups
- **Nothing** I am happy.
- **Same**
- I'm happy with everything. I **don't want to change anything.**
- **Continue** my activities. Possible holiday with my family
- To **continue** to carry out these activities and leisure.
- **Keep** going on trains and buses
- **Continue** to access the community as much as possible.
- **Carry on** trying a variety of leisure activities
- I want things to stay the **same.**

# Person Centred Feedback Form Report 2009-10

## 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 21\* responses to 'What is stopping this change from happening?' fell in the 2009-2010 period compared with the results from the previous year. 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 (unrelated to accessibility) 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 user.

\* there was a 7% fall (30% to 23%) in the number of respondents providing an applicable response to this question from the previous year (roughly 30% for both 2007-08 and 2008-09).

# Person Centred Feedback Form Report 2009-10

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

### Accessibility issues:

- X'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.
- Accommodation may be difficult to book due to requirements of X's **wheel chair...**

### Attributed to Service User:

- Sometimes I don't want to go.
- I find it hard to change my ideas around what a person does with me. IE an "in or out" person. This can take a very long time if at all. It also has to be planned and arranged with great sensitivity and forward thought.
- X's epilepsy. At the moment she is also above the weight limit.
- ....X is often very tired at weekends

### Staff and Support::

- Staffing.
- Weather. Mainly **not enough people** interested. [for playing cricket]
- Staffing.
- **Not always enough staff** around at home to go swimming. Availability of transport to go to ...

### Transport Issues:

- Not always enough staff around at home to go swimming. **Availability of transport to go to ...**

### Institutional Schedules / Delays:

- Often some community **timetabled** activities cannot be changed due to the location or the type of activity it is.
- ...**Until we complete the assessment** on X's mobility about getting a wheelchair we need to consider what opportunities we offer him....
- GP hasn't responded. Will consult with physiotherapist.
- Time [not sure which category this belongs to]
- X is currently **on a waiting list** to join the swimming group....

### Weather:

- **Weather**. Mainly not enough people interested. [for playing cricket]
- Unfavourable winter **weather** may limit occasions for walks.

### Finance:

- Respite refusal for more **money** for staff to help X.
- **Money** - cost of watching games. - Money - not enough.
- When I have more **money**, I can afford more holidays.
- Maybe **finances**.

### Others:

- Friends family reluctant but they have now moved so should go ahead.
- Lack of placement!! [relating to dog-walking work experience]
- Probably moving out home

## Feeling well and good about self

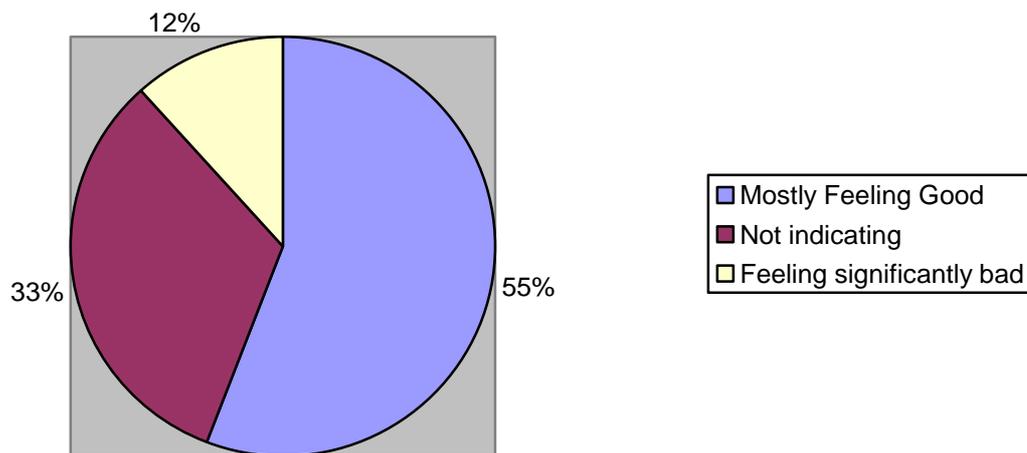
### Contents

- 'What things are like for me now/what has changed since last time'
  - Overall well-being indicated by those who responded
  - Comparison of results for overall well being results from 2008-09 with this year's results.
  - Verbatim responses categorised according overall well being indicated.
- 'What I really want to change or do is'...'
  - Types of change sought by respondents
- Responses to 'What is stopping this change from happening?'
  - Types of Barrier.
  - Verbatim response grouped according to problem type.

# Person Centred Feedback Form Report 2009-10

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

## How people responded to 'Feeling well and good about self: what things are like for me now'



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**'.\* **55%** of respondents were judged as having given a response that fell in this category.

People who gave responses in which problems dominated - or where 'feeling well' was suggested to be untypical for the Service-User - were categorised as '**Feeling Significantly Bad**'. **12%** of respondents were classified as having given such a response.

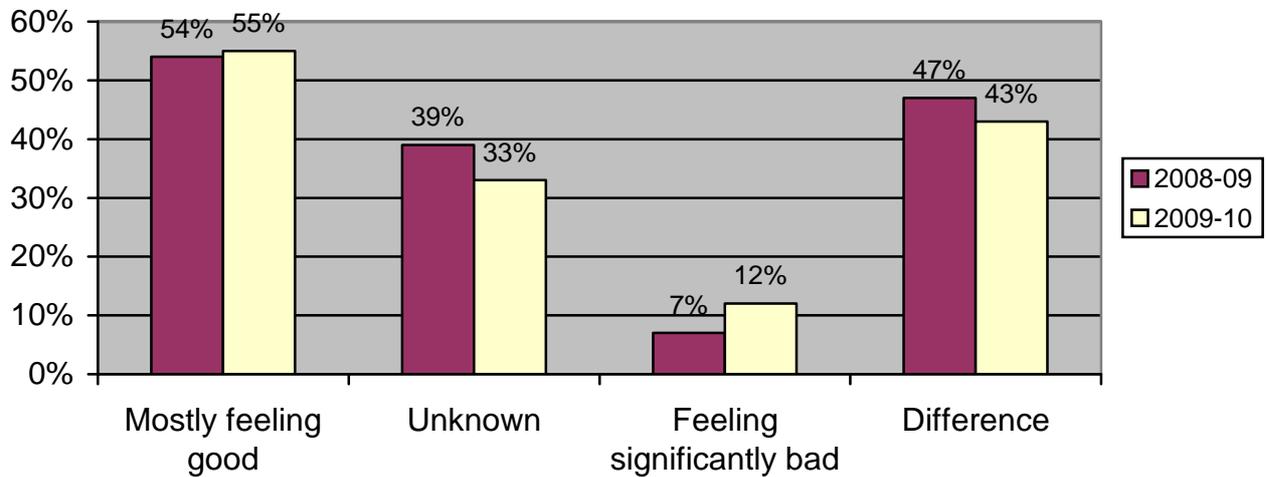
Respondents who could not be confidently judged as belonging in either of these groups are represented by the category '**others**' above\*\*. **33%** of responses fell into this category

\* Generally responses are categorised as such if the respondent used a superlative term to describe their general well being suggesting that this was the typical state of affairs. They will also be categorised as such if they have indicated an improvement in their well being (and did not meet any of the 'feeling significantly bad criteria'). Responses such as 'I have a regular health check-up' – although they may be fairly interpreted as positive - are not classified as 'mostly feeling good' if they do not contain a corresponding appraisal of the Service User's physical or emotional well-being: they would instead be put into the 'not indicating' category.

\*\*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.

# Person Centred Feedback Form Report 2009-10

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



The graph above compares the 2009-10 results shown on the previous pages with the corresponding results for last year. The amount by which the percentage of respondents indicating they were mostly feeling good exceeded those feeling significantly bad is shown under ‘difference’.

# Person Centred Feedback Form Report 2009-10

**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:**

- **X appears happy.** X is provided support. Newly decorated room, new clothes, hair-cuts, new shoes, support with choosing clothes, manicures.
- **X has been enjoying good health** in the past year. Therefore X's quality of life is better. X is communicating much more and seems to enjoy this.
- **My health has been very good over the past year.** I have bought some new ankle boots and had some new ankle straps fitted to my wheelchair. I had a course of antibiotics recently as a precaution
- **I feel well.**
- **yes I am feeling good.**
- **I feel well** at the moment.
- **I am well.**
- **My health has been very good over the past year.** I have regular check ups at the dentist and the opticians. I like to look nice and enjoy people complementing me on how I look.
- **Very happy**
- X's GP now has responsibility for her Health assessment. **X is currently in good health** and seems well in herself.
- **My health has been very good over the past year.** I have had a new wheelchair. I have regular check ups at the dentist and the opticians.
- **I feel good** about myself and I am happy.
- **I feel good** in my body and am happy.
- **I am generally in good health** I have lost a bit of weight recently and as a result have had a number of tests done at the doctors and an X-ray at the hospital all of which have come back clear which is great news. I have always been of slender build my GP is not concerned that I need referral to anyone else he has been my doctor for many years and ran the tests purely as precautionary. I have a good and healthy diet and eat well. I do sometimes need encouragement to eat. However generally I have a good appetite. I am being weighed weekly to ensure my weight doesn't drop below 8 stone. In the evening I enjoy having cakes from my tin with my coffee. My involvement with ... and the many new experiences I have had as a result has really helped my assertiveness and overall self confidence. ... I have regular routine appointments such as dentist, optician, audiology, for my hearing aid and chiropodist appointments.
- **I generally have good health.** I have had a 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 the hygienist every 6 months.
- I have lost some weight. I have a hospital appointment to investigate this. Other **wise I enjoy good health.**
- I'm very good care for and I am happy in myself.
- I feel very well at the moment.
- In good health; happy most of the time; Health Action Plan in place; all check ups up to date.

## Person Centred Feedback Form Report 2009-10

- X said she felt well.
- I feel healthy.
- I feel well at the moment.
- I feel well at the moment and happy!
- I feel well. I am trying to eat healthier food.
- X said she felt well
- I feel good and confident about myself.
- I like what I eat and I am active.
- I feel great because I have just returned from ...
- I am happy. Content with my life.
- Good
- Happy
- OK
- I feel good.
- Great
- Very well
- Good
- Good
- Really Good.
- I am OK
- I'm **alright. I'm always happy.** I'm always happy at [provider].
- Having a **good** healthy diet and **lots** of activities and support from staff.
- I feel **happy** about myself **most of the time.** I am good at telling staff when I do not feel happy. I have had a blood test and been to the chiropodist this year
- My health is **good.** I enjoy my programme and am doing most of the things I like to do
- I am **happy** and **enjoy** ....
- X is more relaxed in the centre quite often choosing to remain in group situations.
- I feel a lot calmer and am smiling more.

### **Borderline mostly feeling good: (responses whose inclusion in this category were in some doubt for various reasons)**

- **I am usually very happy** and express this emotion by telling others. However my carer has said that I sometimes find it difficult when my carer has to share her time with me and other service users and I may become cross.
- **I am happy and feel good in my body.** I cough some times as I smoke cigarettes.
- X said that **she feels well and healthy.** She visited the chiropodist last week and her carer supports her to attend medial appointments. X has however suffered two bereavements in the last two years. This understandably was very shocking news for X. She also was not told about the funeral.
- X **continues to maintain good health and wellbeing.** Three monthly visits to the hospital to check ... Reduction in ability to stand with ease to weight bear for changes in position however equipment in place to support any permanent loss of skills or ability i.e. hoisting equipment, profile bed, shower trolley.
- Having had a period of ill health having had a few trips to hospital where the ambulance was called this now seems to have stabilised at present. I have had a few problems with ... my knee and am now on ... tablets which seem to have helped. My ... medication has also been increased as a result of a medication review with my G.P. I have had a flu and Swine Flu vaccine this year. **Other than the odd cold I have been in reasonable health,** purchasing my own chair and this is something we are looking into. I continue to have routine dental, optician appointments and regular blood tests to check my

# Person Centred Feedback Form Report 2009-10

cholesterol levels ... I have my toenails cut regularly by Y who comes to the service to do this she has been trained to do this.

- I have recently changed GP surgeries to achieve better support with my health care needs. **I really enjoy choosing my clothes** and looking smart and neat. I chose a new pullover and tie to wear out today. I am now having an aromatherapy massage **every week as this is one of my favourite things.**

## **Feeling bad:**

- **I've been poorly on and off for a year** and my GP have been reluctant to refer me for further investigation. Staff and manager really fight for my health and well being.
- Several admittance to hospital since the new year regarding **ongoing ... issues.** Change in medication to reduce .... Follow-up meetings with GP and request sent to consultant ... for outpatients meeting to discuss ongoing issues regarding .... It was noticeable that the overnight stay **clearly unsettled.** X is able to express that she is not feeling well through quietness, stopping eating or reduced drinking and responding to examinations querying discomfort. Learning disability liaison nurses now based at Royal Sussex County Hospital whom we have regular contact with.
- I would like to lose weight and feel better about my health.
- I feel **unwell quite often** due to my epilepsy. I am basically happy though.
- X **often** has headaches due to ... epilepsy.
- **My health has been difficult this last year** and I have continued to attend many health appointments .... Increased stiffness means getting out of bed has been difficult. I continue to refuse dental oral care or examinations and this is an ongoing problem. Eating and drinking guidelines work well with appropriate personalised cutlery, plates and cups. My ... medication was adjusted by my ... consultant ... I have a health review booked for February 2010 with my GP. I have a new wheelchair that is much more comfortable and I am awaiting a new comfy chair to relax in during evenings. At night I continue to have broken night's sleep on a regular basis becoming distressed early in the morning.
- I have been quite unwell recently and feeling quite down.
- **I often say I feel ill,** this is often when I am bored.
- I have arthritis
- My skin has improved on my back and bottom. Less coldsores. [hard to categorise]
- X said that she sometimes feels good about herself. However she also said that she feels she is going round in circles with regards to not having past and present goals met e.g. moving day services and accessing the community independently.

## **Unclassified responses:**

- X is growing increasing self aware, with regard to his ... Syndrome. X requires a lot of support around being well and looking after himself
- X is much more aware of how he is feeling and will ask for his prn medication when he is feeling anxious. X is now needing less prn and is managing his anxieties himself.
- Started learning how to make own appointments.
- Long term goal achieved with reduction of medication. Early stages.
- I sometimes feel ok and other times I feel down emotionally.
- I feel OK but my epilepsy gets me down.
- X has an annual health check. She regularly attends appts for a ... These appts vary in there success rate.
- I have made myself a new health sheet to follow
- I like Makaton, bingo
- Regular physiotherapy yoga and aromatherapy.

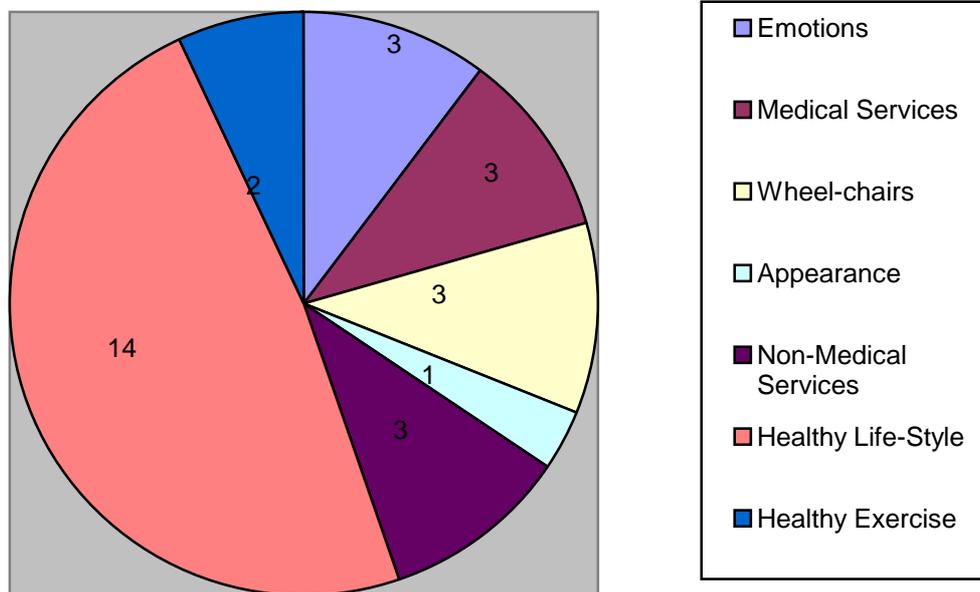
## Person Centred Feedback Form Report 2009-10

- Regular haircut and colour new clothes manicure.
- Having attention like one to one or two if needed help me to feel better.
- Updated health action plan- minimal behaviours/incidents due to excellent staff support.
- I have been supported to have regular health check ups over the last year from the dentist, doctor, continence nurse, psychiatrist, chiropractor and podiatrist. I have had a minor operation ...at... hospital. This was a great success but took a huge amount of organising between all parties involved. (Best interest forms completed)
- I am trying to take care of my teeth more.
- I see a lady who helps me with bad feelings.
- I see my Sisters regularly My art work being exhibited
- Do will with slimming word
- Looking forward to staff
- Seeing staff and family
- See Doctor when I need to.
- I was tested and treated for ...
- X agreed to clean her teeth twice a day at her review in June 2009.
- Clothes, exercise, toileting;
- I have had to reduce my alcohol consumption to 1 pint per week due to ....
- I have gained weight

# Person Centred Feedback Form Report 2009-10

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

Types of changes sought by respondents



## Respondents seeking change

31 indicated a desire for change vis a vis health and well-being in the 2009-2010 period. The changes sought were grouped into 7 categories.

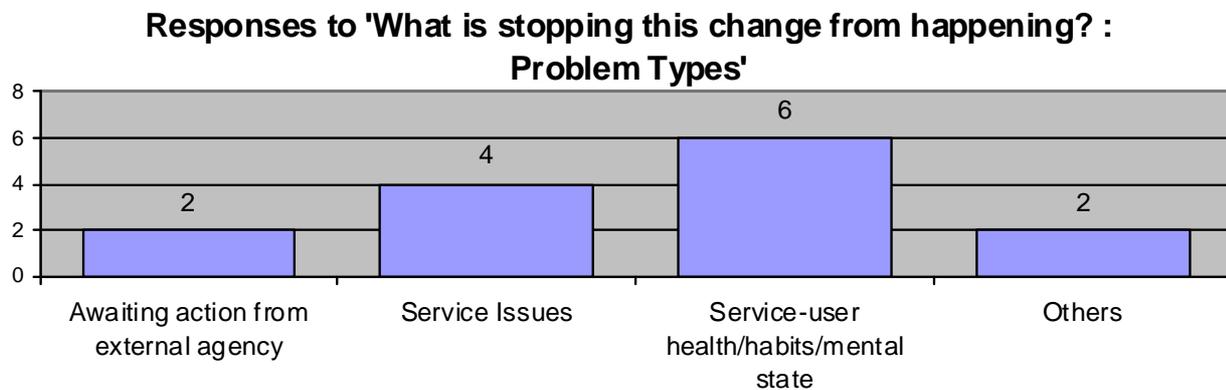
- 3 respondents were seeking some kind of improvement in their **emotional well being**, e.g. to feel happier or more confident.
- 3 were seeking **medical services** of some sort or improvement in an underlying **health condition**.
- 3 were seeking/considering a new **wheelchair** or repairs to an existing wheel-chair
- 1 was 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, optician or physiotherapy.
- 14 were seeking a healthier **life-style** e.g. a better diet, less alcohol, better hygiene
- 2 were seeking a healthier life-style through **exercises** such as yoga, swimming and weight-lifting.

Of the 14 classified as seeking a healthier life-style 8 were seeking a better diet and/or to gain/lose weight. The remainder divided as follows

- 2 improved hygiene
- 2 to sleep better
- 1 to quit smoking
- 1 to get out more

# Person Centred Feedback Form Report 2009-10

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



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

There were 13 applicable responses to this question -

- 6 indicated that the **Service User's health/characteristics** posed an obstacle
- 4 indicated problems relating to health, care and **support services**
- 2 indicated that **awaiting** responses from, or meetings with, an external agency presented a delay
- 1 indicated that there was a lack of **funding**
- 1 indicated that there was a lack of **transport**

## Verbatim Responses to 'What is stopping this change from happening grouped according to problem type'

### Service-User's health / characteristics:

- Due to ... X is often unable to tell staff if he is feeling unwell, or does not acknowledge that he is unwell. X takes little time off the day centre to recuperate. This has an adverse effect on his behaviour.
- I am limited by an on-going ...infection.
- Doctor's advice. Daycentre timetable.
- My own self and trying to maintain a happy life.
- My level of understanding. Inconsistencies and not knowing until last moment what I want to do daily.
- X requires more support with cleaning her teeth. There may be a fundamental reason why this is causing a problem for X. Started teeth cleaning chart with X, this was unsuccessful and did not encourage X to clean her teeth. It lasted approx one week. This needs further attention [action planned]

# Person Centred Feedback Form Report 2009-10

## **Issues with health/care/support services:**

- As explained. [at my six week review it was agreed that I will see my mother once a week but this is proving problematic due to transport and **having someone to go with me**. This issue is being taken to the CLDT panel...]
- Staffing.
- The physiotherapists don't have enough time.
- Staff not knowing me. Inconsistency. Staff different views.

## **Awaiting action from external agency:**

- To be discussed with X's carer, keyworker and ... worker who will support her with this.
- Still awaiting decision from Brighton and Hove CLDT regarding goal of attending ... day service. X requires ongoing support from her family, Shared lives worker, psychiatry, carer.

## **Others:**

- As explained. [ ... this is proving problematic due to **transport** and ... ]
- Sometimes finances

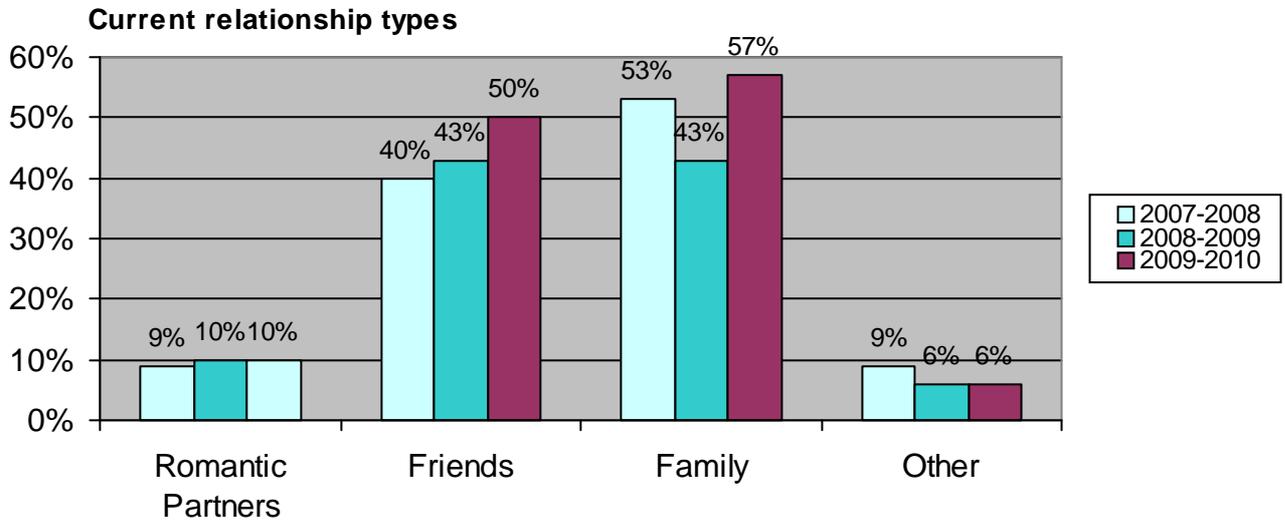
# **Friends Family & Relationships**

## **Contents**

- Current relationship types: percentage comparison with previous years
- Tone of responses: percentage comparison of 2008-09 with 2009-10
- Problems associated with negative responses: percentage comparison of 2008-09 with 2009-10
- Responses to 'What I really want to change or do is...'
  - Types of changes sought: bar-chart
  - Verbatim responses grouped according to type of change sought.
- Responses to 'what is stopping this change from happening?'
  - Types of barrier: bar-chart comparison with previous years
  - Verbatim response grouped according to barrier type

# Person Centred Feedback Form Report 2009-10

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



## **Current relationship types**

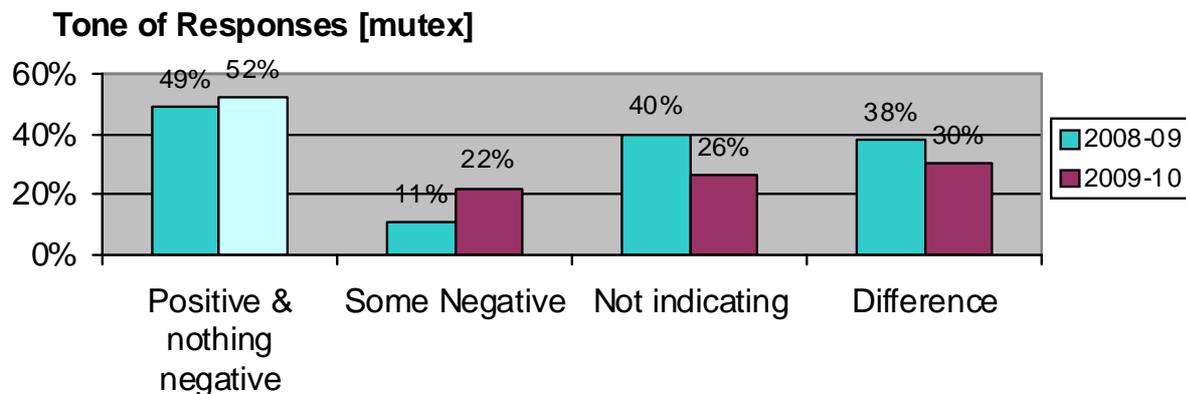
**78** of the **90** responding to this question indicated they were involved in relationships of a particular type:

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

The results are given above as a percentage of total responses above alongside the corresponding results from previous years.

# Person Centred Feedback Form Report 2009-10

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



### Tone of responses

**49** responses were categorised as being ‘positive and nothing negative’. Responses were judged to be ‘positive’ if they simultaneously:

- Either
  - a. used a superlative term to appraise the situation e.g. ‘I have a great family’
  - b. indicated a good feeling in regard some aspect of their situation ‘I enjoy going out with my friends’
  - c. used a quantifying term indicating relative abundance e.g. ‘I see my family regularly’. \*
- And did not indicate any point on which the respondent thought there was a problem, was unhappy about or felt something was lacking.

**20** responses were broadly categorised as ‘some negative’ – responses were classified as such if there were any points on which the respondent thought there was a problem, was unhappy or felt something was lacking.

These results are represented as a percentage of total responses above alongside the corresponding percentages from previous years. The amount by which the percentage of providing a positive response exceeded those providing a negative response in each year is shown under ‘difference’.

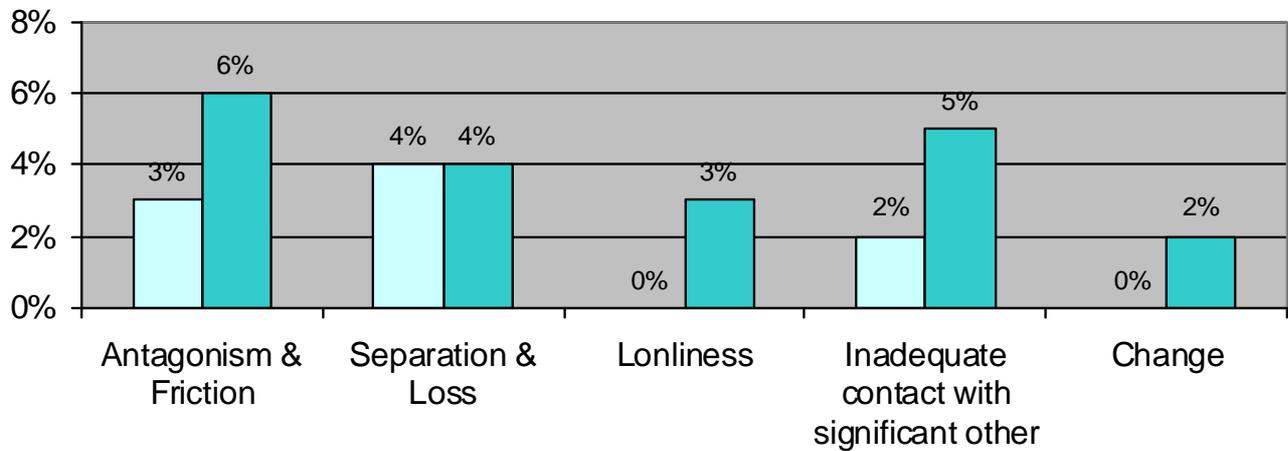
\* a factual response like such as ‘I have 220 friends, see my family 5 days a week, and have 4 romantic partners’ would not have been counted as a positive response – although it may be ‘reasonably interpreted’ as such – as it contains no indication of whether the respondent thinks this is a good thing, is happy with the situation, or considers it to be a plentiful amount.

\* There may be some substantial inconsistency relating to the classification of responses as ‘some negative’ as, unlike the ‘positive and nothing negative category’ interpretation of the facts has been allowed to govern classification to a greater extent. e.g. ‘I have no friends, no family & etc’ may be classified as negative even if the respondent hasn’t explicitly indicated that they consider such a bad thing. The line between ‘desire’ – seeking some change – and dissatisfaction with the current situation can also be a little blurry.

# Person Centred Feedback Form Report 2009-10

**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**

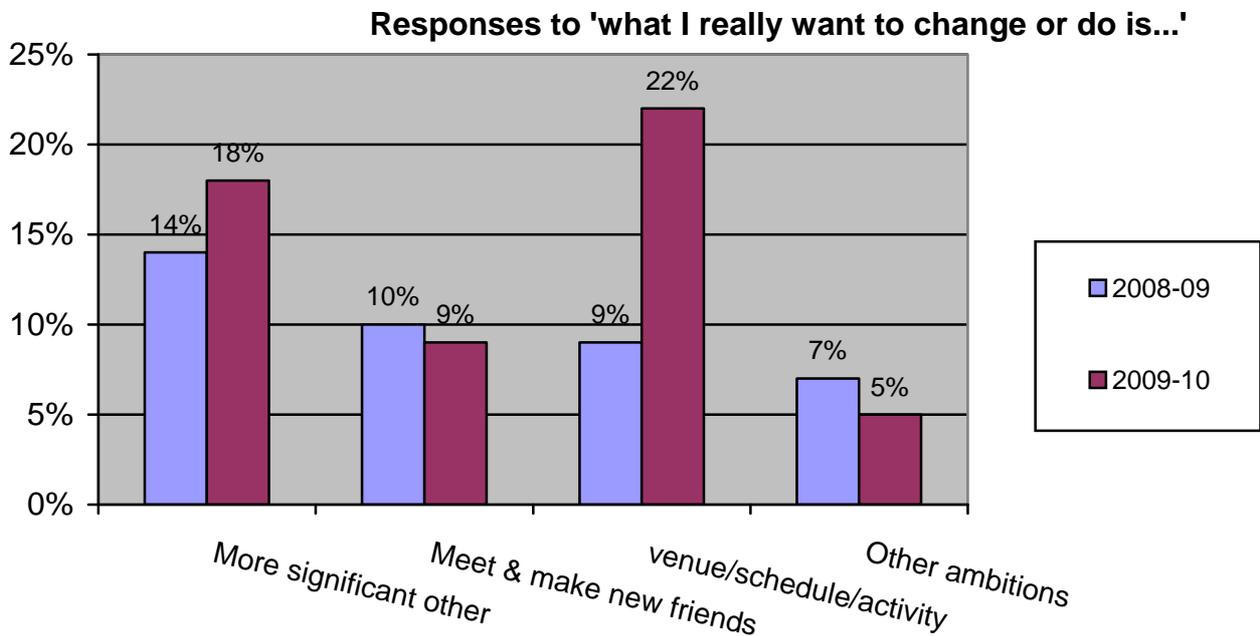
Expositions of the negative responses – were organised into 3 groups. ‘Antagonism & Friction’, ‘Separation & Loss’, and ‘Inadequate Contact’.

- **6** responses fell into the ‘Antagonism & Friction’ category – this covered responses revealing antagonistic relationships with others
- **4** responses expressed bereavement or sadness over somebody’s departure
- **3** responses indicated loneliness or lack of good relationships as an issue
- **5** responses indicated inadequate contact with a significant other
- **2** responses indicated that changing circumstances had presented a problem.

These results are represented as a percentage of total responses above alongside the corresponding percentages from previous years.

# Person Centred Feedback Form Report 2009-10

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...'

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

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

These figures are given as percentages of total response above alongside the corresponding result from previous years.

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

# Person Centred Feedback Form Report 2009-10

## **Seeking more contact with friends, family, partners:**

- To see my mum **more**.
- I would like to see **more** of my family but understand they have busy lives.
- To make arrangements with her carer for her friends Y and ZP to visit her at home. **X would like to spend more time with her family.** X would like to spend long weekends with her sister and brothers. She would like to stay on the Friday through to Sunday if this is acceptable with her family. She would like to speak to her brother and sister on the phone **more often**.
- To continue family contact by phone and hopefully meet up with his sister in the summer if her health improves. [X hasn't seen his Sister for some time due to ill health]
- I would like to see my sister. She said that she would try and visit me this year.
- To see my sister **more** and when I move to my new house. I would like for my friends to visit me more. I am planning to visit my friends at their houses.
- but would like to spend **more** time with her peers. Spend time with people her own age at day centre.
- X would benefit from **more** trips out with his family and seeing his friends more regularly such as Y who lives next door.
- I would like to write a letter to Y (ex-manager at day centre)
- I want to see my sister **more**. Do things together.
- See my girlfriend
- Go and see my boyfriend **twice a week**.
- I want to continue to see my parents for cups of tea. I want to continue to meet up with Y **I want to meet up with my old friend regularly.**
- X said that she would like friends from the day centre and evening groups to come to her house... X asked her friend Y to come to her home but Y declined. **X is visiting her sister at Christmas time. She is looking forward to this.**
- I hope to visit my other sister Y in ... when I go on holiday. I am going to see a show ... with Z today, **perhaps we could do this more often.** I could see Z on Mondays or Tuesdays.
- I would like to be able to see my friends at ... **more often.**
- Meeting with my **mum more** for tea or lunch.

## **Meet new people and make new friends or romantic ties:**

- "I find it difficult to make friends" "Staff to support me to socialise and meet new people."  
[Note: responses and categorisation inferred from 'what things are like for me now' and 'action agreed' boxes]
- I would like a girlfriend.
- I would like help to make friends.
- Meet new friends.
- Make new friends!
- Find someone to be with
- Continue to meet new people at new activities and **make new friends.**
- Increase circle of friends.

## **Relationships co-ordinated around a given time, venue, or activity:**

- Need family photos - **go to Y's for dinner**
- I wanted to have **dinner** with my boyfriend.
- Spend time **swimming** with friend "Y"
- **Have coffee** with Y [boyfriend] at .... Not out.

# Person Centred Feedback Form Report 2009-10

- To make arrangements with her carer for her friends Y and Z **to visit her at home**. X would like to spend more time with her family. X would like to spend **long weekends** with her sister and brothers. She would like to stay on **the Friday through to Sunday** if this is acceptable with her family. She would like to speak to her brother and sister on the phone more often.
- I am happy with the level of contact I have with my brother Y I have been invited to go and visit him however I have chosen not to at this time 'maybe one day' To see Z again **regularly** and **invite her to my house for dinner**.
- X would like Y to come to ... for **coffee or possible dinner**.
- For Y to **come round for dinner**.
- X would benefit from **more trips out** with his family and seeing his friends more regularly such as Y who lives next door.
- Meeting with my mum more for **tea or lunch**.
- To go out **shopping** with mum.
- I would like to see Y **outside of day centre** and come to **tea**. feel better about her not being here [re: 'I get upset about my mum']
- I want to see my friends **out of the centre**.
- I want to see them in ... again.
- I want to see my sister more. **Do things together**.
- Keep in touch with my Sisters by **email**
- **Date** with Y
- Continue to meet new people at **new activities** and make new friends.
- X said that she would like friends from the day centre and evening groups to **come to her house** ... X asked her friend Y to come to her home but Y declined. X is visiting her sister at **Christmas time**. She is looking forward to this.
- X said 24th October that she would really like to have **lunch out** with her friend Y in Preston Park. This was something X really enjoyed doing in the past. X would also like to see more of Y **outside day services**. She would like to go to the **cinema** with Y. X would like to visit Y **at his home**. X would like to see her friend Z **outside day services**. She would like to have **lunch** with Z somewhere nice.
- I hope to **visit** my other sister Y **in** ... when I go on **holiday**. I am going to **see a show** ... with Z today, perhaps we could do this more often. I could see Z on **Mondays or Tuesdays**.

## Others

### Smother Relationships:

- I generally like spending time with my housemates, but if they make a lot of noise I become upset and distressed.
- "I don't like it when staff remind me to give Y space and get cross."
- Not to get stressed with family
- Show them respect. [new friends]

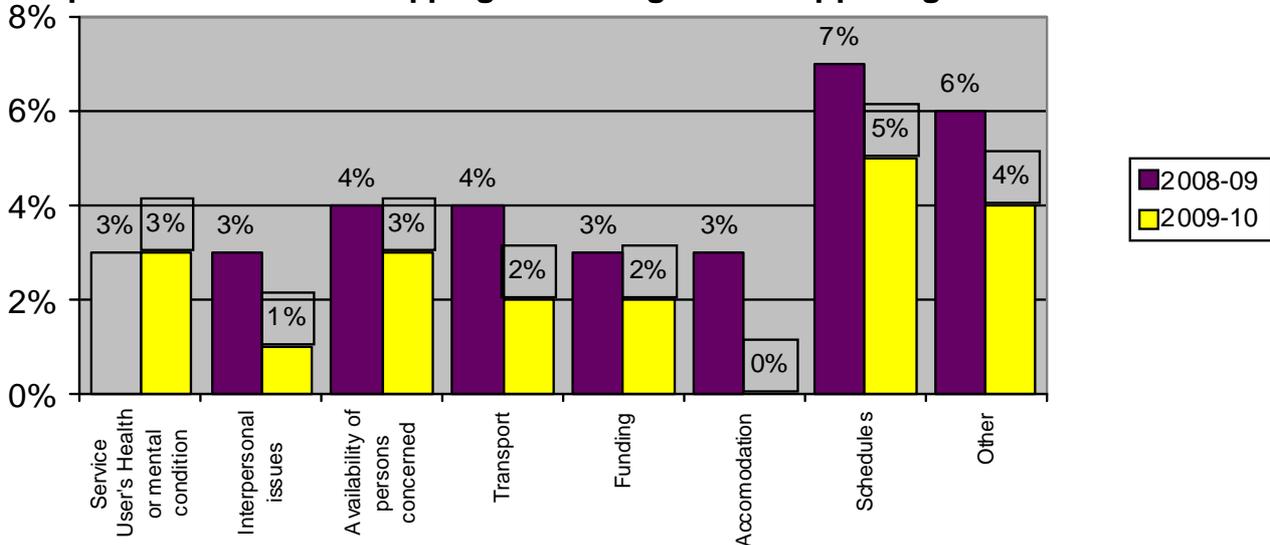
### Misc

- Laminated pictures of family.

# Person Centred Feedback Form Report 2009-10

## 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?’

19 responses pinpointed an obstacle inhibiting progress. Of these

- 3 indicated that the respondents health or mental condition inhibited progress
- 1 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.
- 2 mentioned that the need for, or lack of, appropriate transportation was an issue
- 2 indicated lack of money/funding as inhibitive
- 0 cited issues relating to the acquisition of new accommodation.
- 5 indicated that the expedient scheduling of meetings (between respondent and staff, staff and staff, or respondent & another service user) was a problem.
- 4 indicated that there were other issues.

The numbers are represented above as percentages alongside corresponding results from previous years.

The responses belonging to each category are given verbatim overleaf.

# Person Centred Feedback Form Report 2009-10

## **Respondent's disposition:**

- **I changed my mind** about going out for a meal. I still want y to come to my house but my home carer does not.
- **I need to make a decision** with my carer if I want to reduce the times I visit my father and he can then support me to make this happen.
- **My inner fear.**

## **Schedules:**

- Y **not on shift** at ... when X here.
- **To be discussed** with Carer, ... worker. ...
- Due to X having a **very busy schedule** (college and leisure) it has proved **difficult to find times** that she is free when boyfriend is.
- Y and X **to arrange social meetings** together. ... Worker to liaise with Carer to ensure that this happens. Christmas visit to X family arranged by X sister and Carer. X to be supported to see her boyfriend. X boyfriend was **discussed** at the October review and Z was to identify who this individual is as there was concern that nobody knew who W was. X **to be supported by her carer to develop links with her boyfriend.**
- **To discuss** with key-worker, carer, [worker] and key-worker for X and Y. This needs to be organised still. ... worker will chase this up with X's key-worker. ... worker **will speak with** Y and key-worker **and liaise** with the ... Worker / Carer.

## **Transport / travel distance:**

- Restrictions as my family live **so far away.**
- Staffing and **transport** issues are the main reasons why this does not happen.

## **Availability of other people:**

- If y said no.
- He didn't show up.
- Family commitments prevent me seeing my family more.

## **Interpersonal Skills:**

- Limited communication skills!!

## **Others:**

- I changed my mind about going out for a meal. I still want Y to come to my house **but my home carer does not.**
- **Staffing** and transport issues are the main reasons why this does not happen.
- Access to resources regarding sexuality and other male issues, related to people with learning disabilities.
- Will lose this. I'll have to start again at 80!!! [ref **closure of accommodation** and relationships with carers and fellow residents]
- [Communication passport] is kept in the bag and **people forget** it is there. [ref: wishes to improve communication with carers by means of communication passport]

## **Funding:**

- **Funding**
- Cost of laying paving stones and potential sources of **funding.**

# Where and how I live

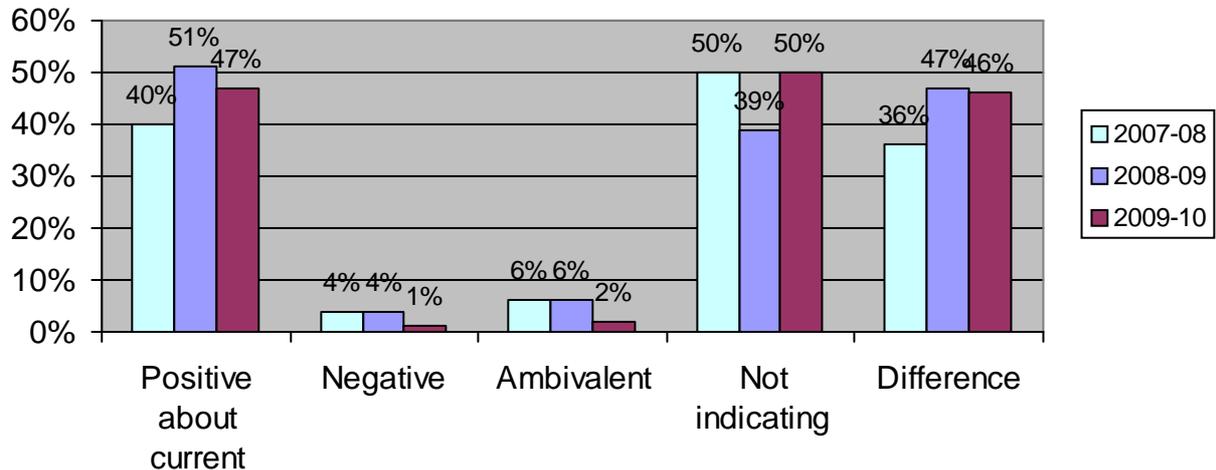
## Contents

- Respondents happy with their accommodation/wanting to move: percentage comparison for all years.
- Respondents reporting improvement/decline relating to accommodation: percentage comparison with previous year.
- Responses to 'What I really want to change or do is...'
  - Type of change sought by those who did not want to move
  - Type of change sought by all respondents.
- Accommodation Questions Addendum
  - I want to move because
  - I do/do not want to know what choices I have of where I could live

# Person Centred Feedback Form Report 2009-10

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

## Feelings about current accomodation



## How people responded to the first question:

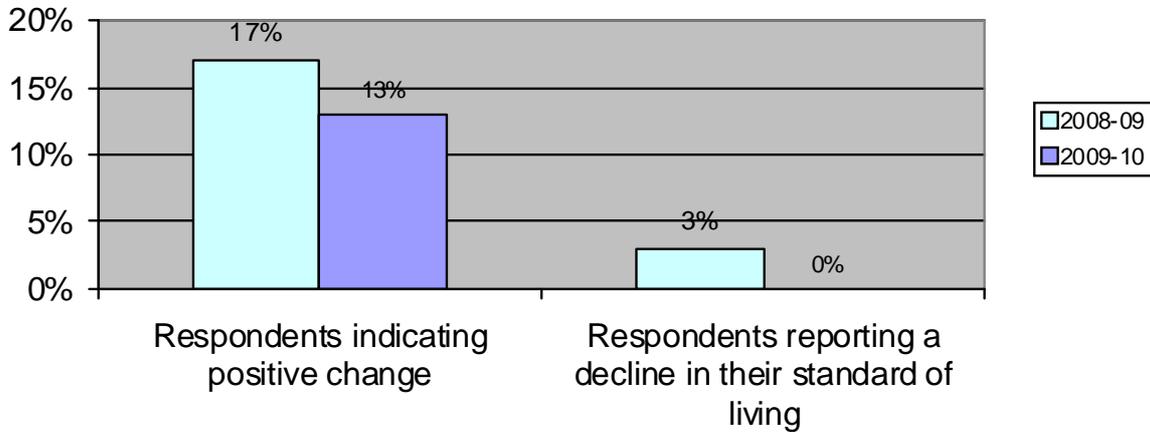
In 2009-10

- **47** responses expressed feelings about, or a general evaluation of, the Service-User's current accommodation.
- **44** indicated that the service-user enjoyed/liked/was happy with at least some aspect of their accommodation and did not indicate anything negative
- **1** respondent indicated problems with their accommodation and did not indicated anything positive
- **2** indicated some good feelings and some negative things about their current accommodation.

The amount by which the percentage of respondents indicating they were positive about their current accommodation exceeded those who were negative is shown under 'difference' above.

# Person Centred Feedback Form Report 2009-10

## Respondents reporting improvement or decline relating to accommodation



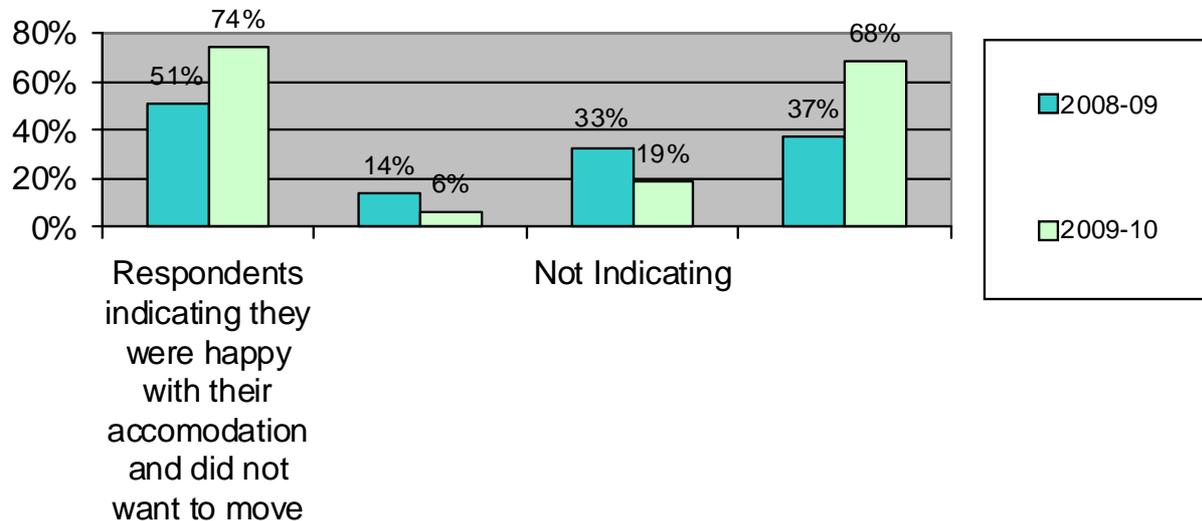
## Respondents reporting improvement/decline in standard of accommodation

- **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.
- **0** respondents indicated some form of newly arising dissatisfaction with their current accommodation however some did indicate displeasure with a mooted change to their current circumstances (i.e. having to move).

# Person Centred Feedback Form Report 2009-10

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

### Respondents wanting to move / not move



In **2009-10** 76 respondents indicated whether they did or did not want to move. Of these:

- **70** indicated that they were happy with their current accommodation and did not want to move\*
- **6** indicated they want to move
- **18** did not indicate either way

These numbers are represented as percentage of total responses alongside the corresponding percentage from previous years. The amount by which the percentage of respondents indicating they were happy with their accommodation exceeded those wanting to move is shown under 'difference'.

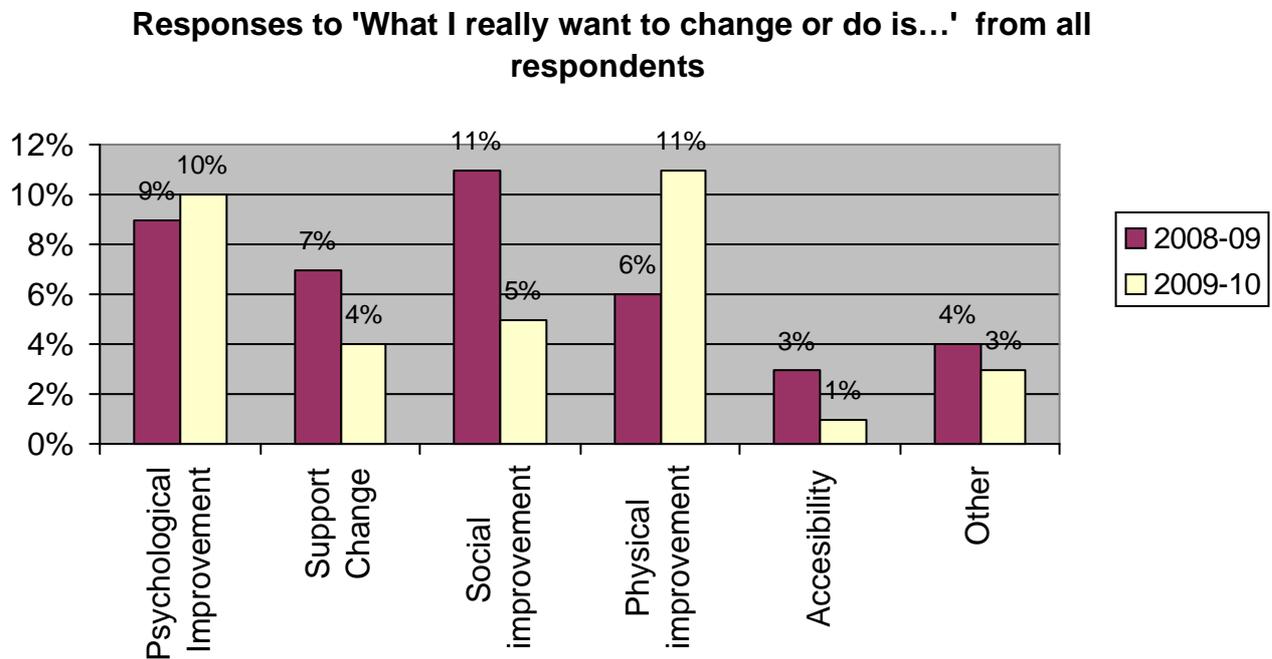
**17** respondents who did not want to move (18% of all respondents, 24% of those not wanting to move) were seeking an improvement of some sort.

\* Most respondents indicated they were happy and did not want to move by circling the 'I am happy where I live and do not want to move' statement provided with the accommodation questions addendum at the end of the PCF. Results obtained from this section were not included in the 'feelings about current accommodation' results on the previous page (although the use of the word 'happy' in the statement would seem to indicate a 'positive' response).

\* Unlike this year - not all respondents received the PCF accommodation questions addendum last year: it would be expected that this would produce a fall in the numbers of those 'not indicating' but there is no obvious reason why it should be manifest in a fall in the numbers indicating they wanted to move or the difference between those indicating they did not want to move compared with those indicating they wanted to move.

# Person Centred Feedback Form Report 2009-10

'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.

- **10** respondents were seeking an improvement classed as psychological this category included where the respondent was seeking more independence [**perhaps should be separated**] or confidence around the home.
- **4** respondents were seeking some, often small, change in their support arrangements.
- **5** respondents were seeking a 'social improvement'. The category 'Social Improvement' refers to such things as 'moving in with friend/partner' or 'get on with housemates better'.
- **11** respondents were seeking a 'physical improvement'. The 'Physical Improvement category' covers such things as 're-decorating', 'more space' and 'new TV'.
- **1** respondent were seeking an improvement in the accessibility of their accommodation.
- **3** respondents were classified as other.

The graph above represents these results as percentages of total response alongside the results from the previous year.

# Person Centred Feedback Form Report 2009-10

## Accommodation questions addendum

For all 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:

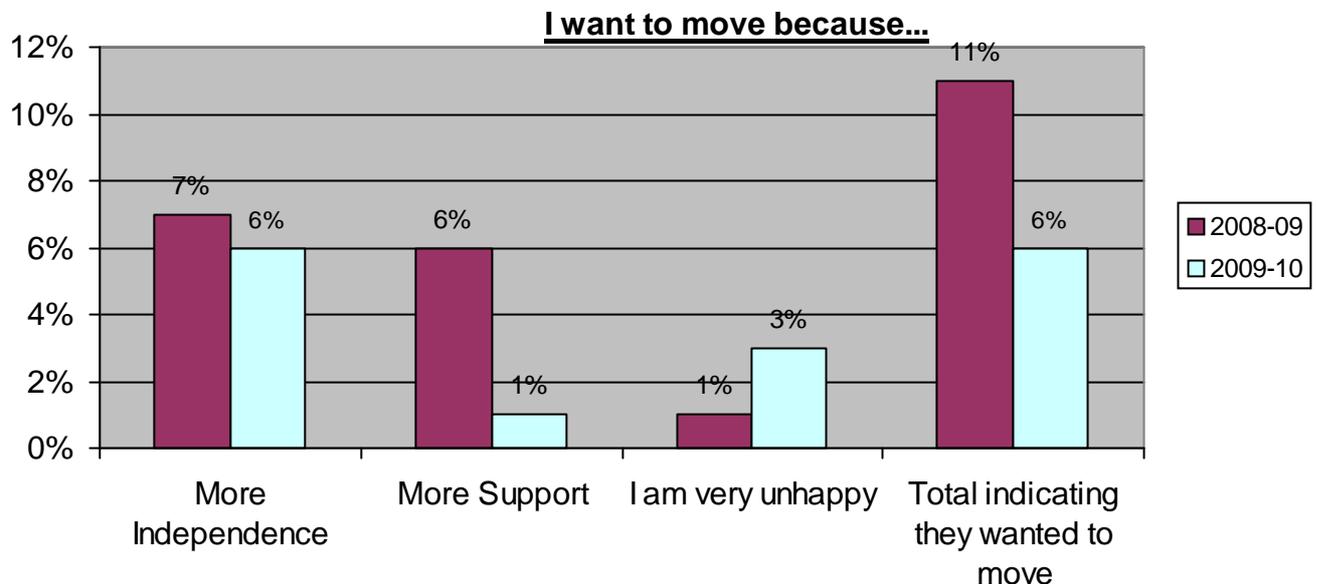
- 1) I am happy where I am and don't want to move on at the moment.
- 2) I would like to know what choices I have of where I could live.
- 3) I want to move because I want to be more independent.
- 4) I want to move because I need more support.
- 5) I want to move because I am very unhappy where I live.

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...

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

- 6 indicated that they were seeking more independence
- 1 indicated they were seeking more support
- 3 were very unhappy where they lived



# Person Centred Feedback Form Report 2009-10

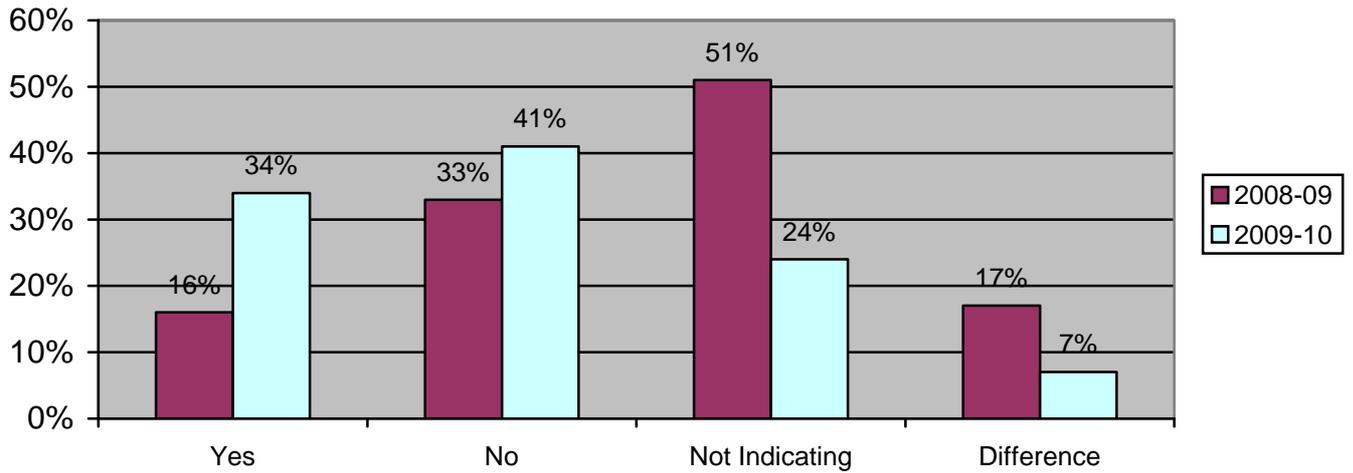
## I do/not want to know what choices I have of where I could live

71 people responded to this question.

- **32** of whom indicated they would like to know
- **39** indicated that they would not like to know what choices were available

The amount by which the percentage of respondents indicating they did not want to know what choices were available exceeded those who did is shown under 'difference'.

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



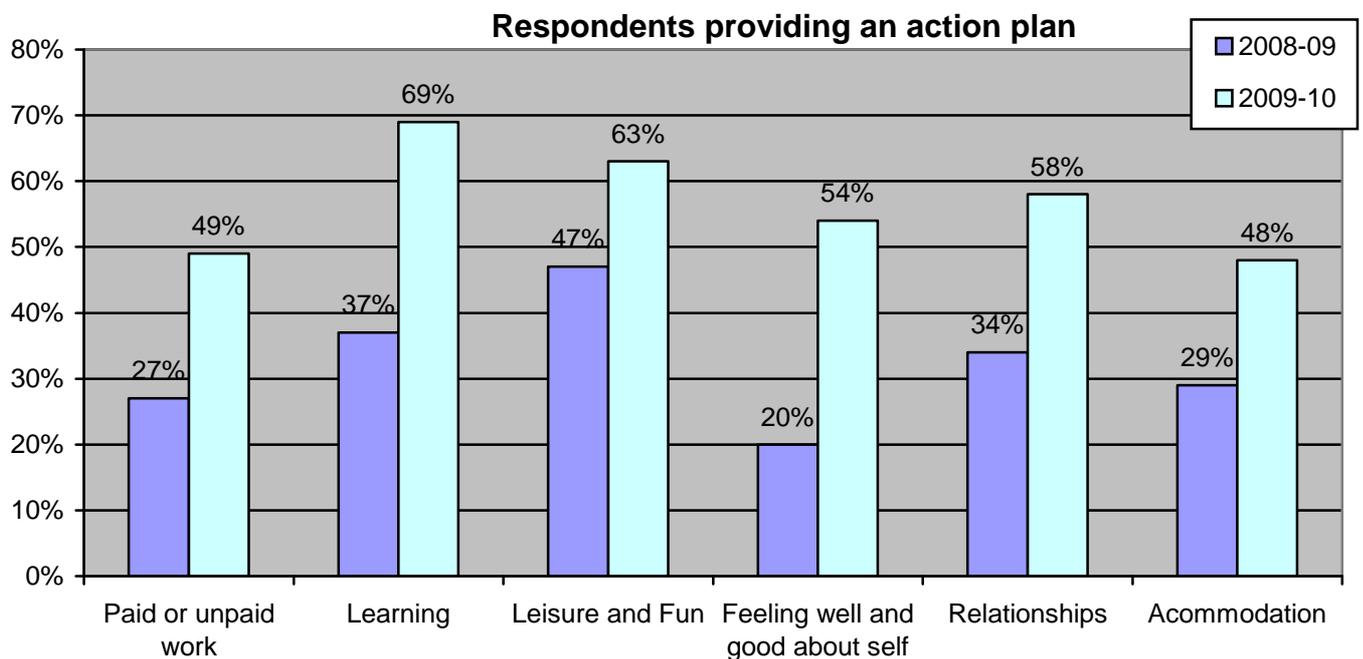
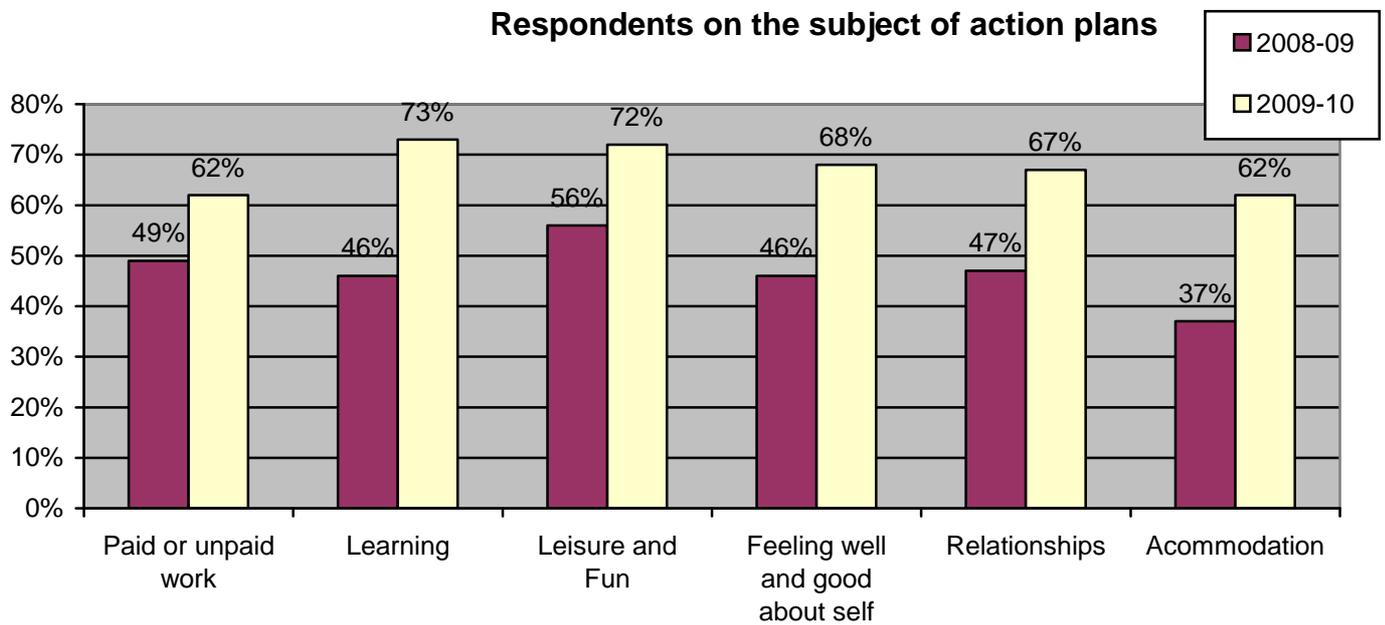
# **General information about respondents**

## **Contents**

- Action agreed at interview
  - Counts for categories where some kind of response put in box
  - Counts for categories where response stated an action that was agreed at interview
- Demographic information for respondents who indicated
  - Gender
  - Age
  - Ethnic origin
  - Religion
- Abilities of respondents who indicated
  - Mobility
  - Sensory Impairment
  - Communication
- Support needs of respondents who indicated
  - Escort
  - Health Questions
- Support workers organisation
- Choices Controls and Rights
  - Verbatim responses (not categorised or counted)

# Person Centred Feedback Form Report 2009-10

## Action Plans for all categories



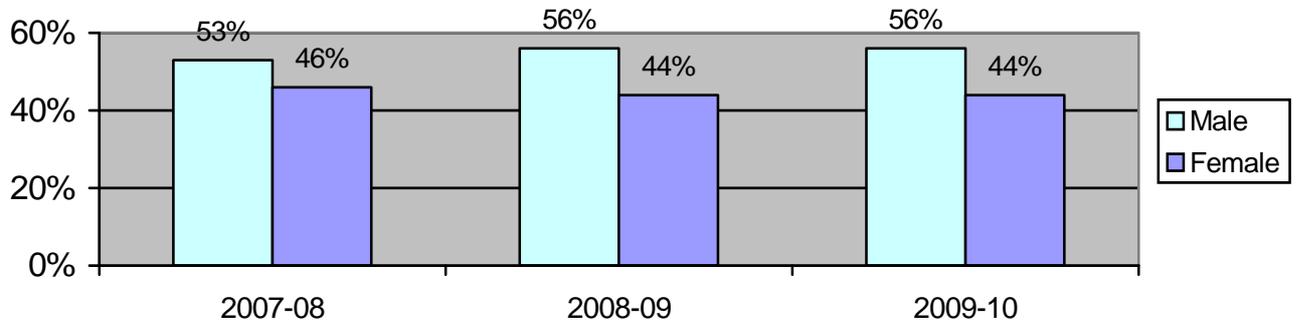
## Respondents agreeing an action plan at PCP review

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

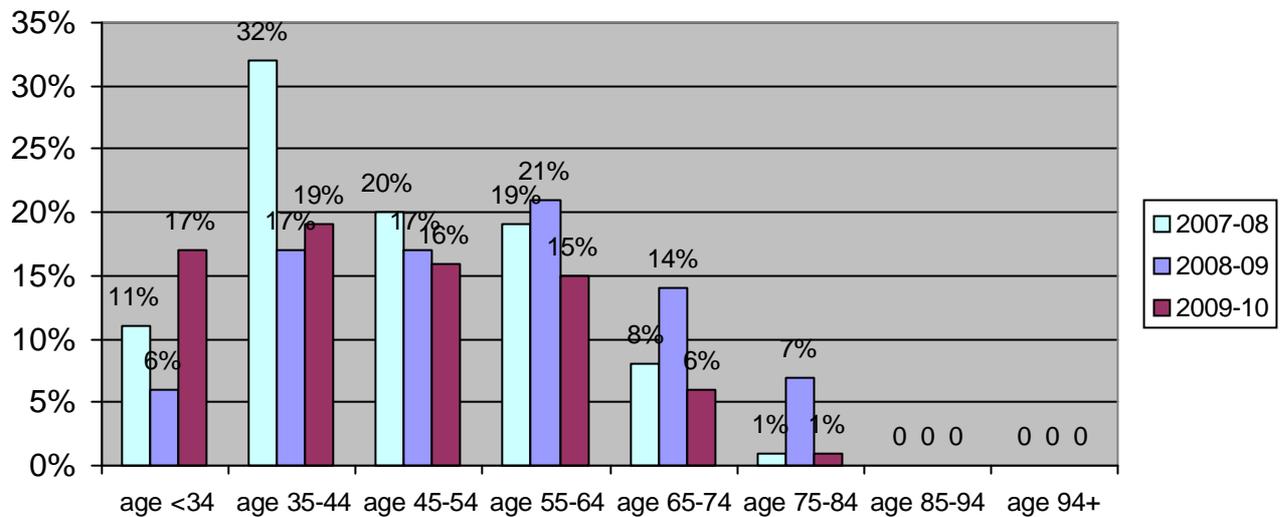
# Person Centred Feedback Form Report 2009-10

## Demographic information for respondents who indicated

**Gender of respondents who indicated (NB 2008-09 report showed incorrect information on this)**

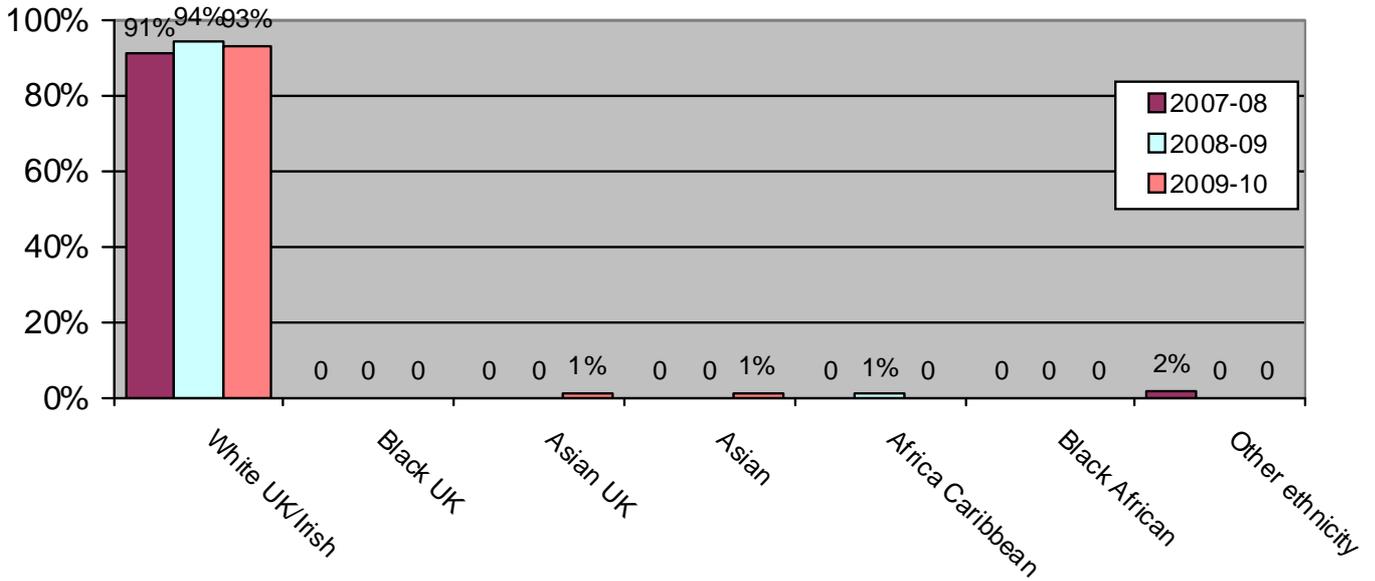


**Age of those who indicated (Note larger proportion of 50+ responding in 2008-09)**

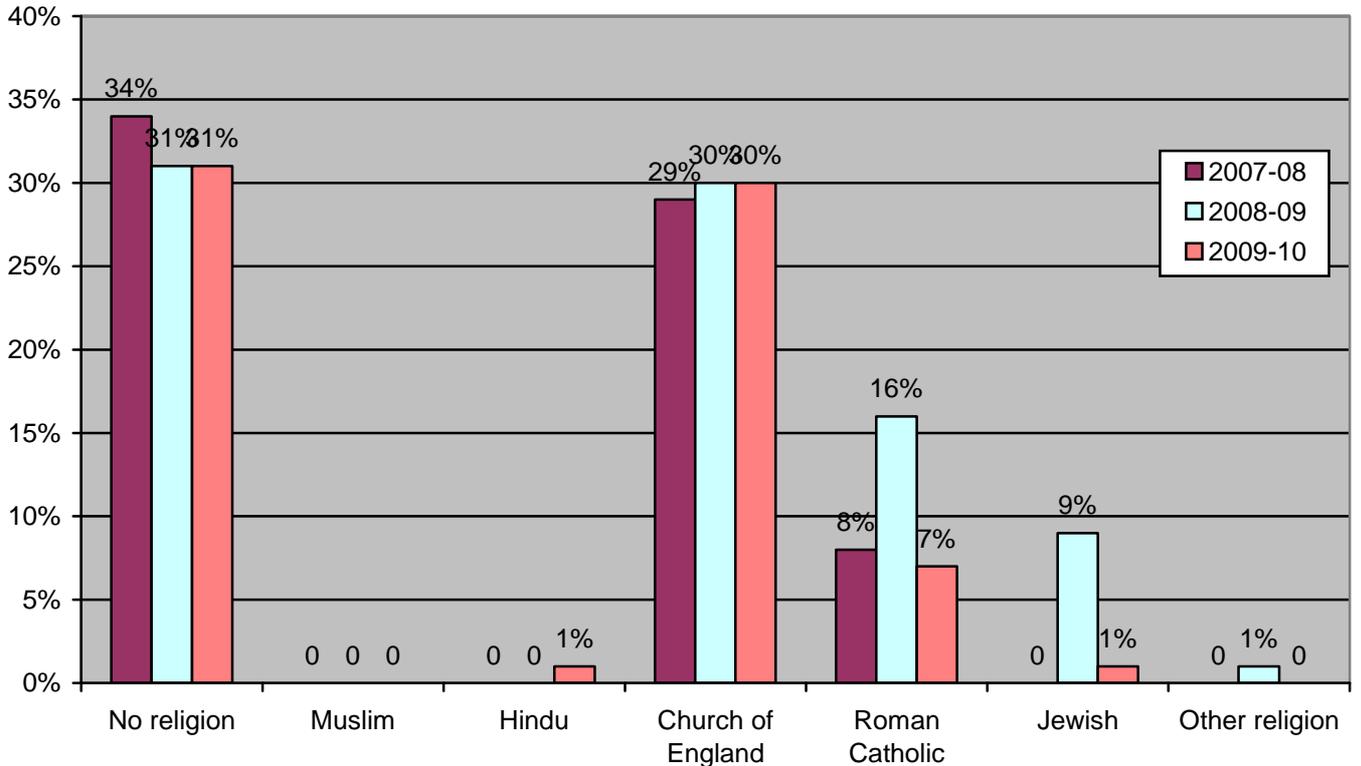


# Person Centred Feedback Form Report 2009-10

## Ethnic origin of respondents who indicated



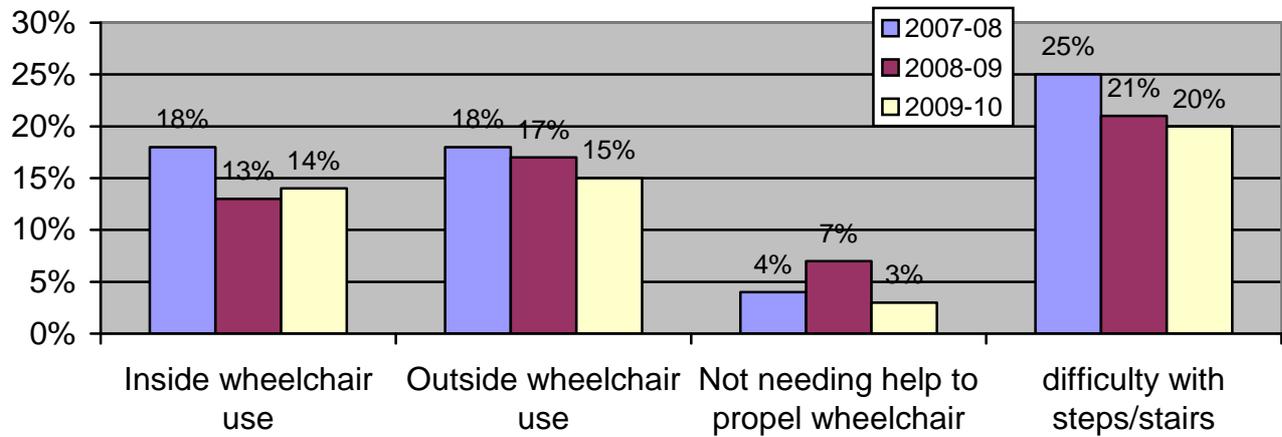
## Religion of respondents who indicated



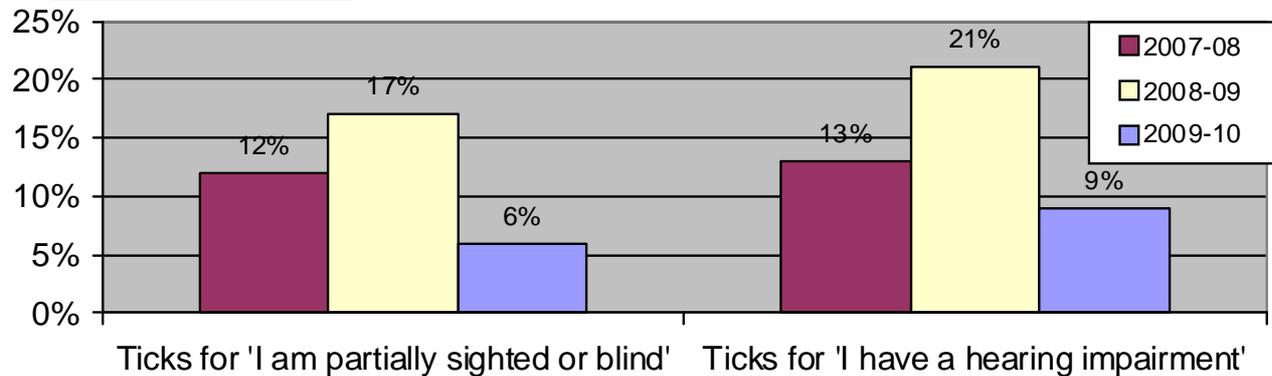
# Person Centred Feedback Form Report 2009-10

## Abilities of respondents who indicated

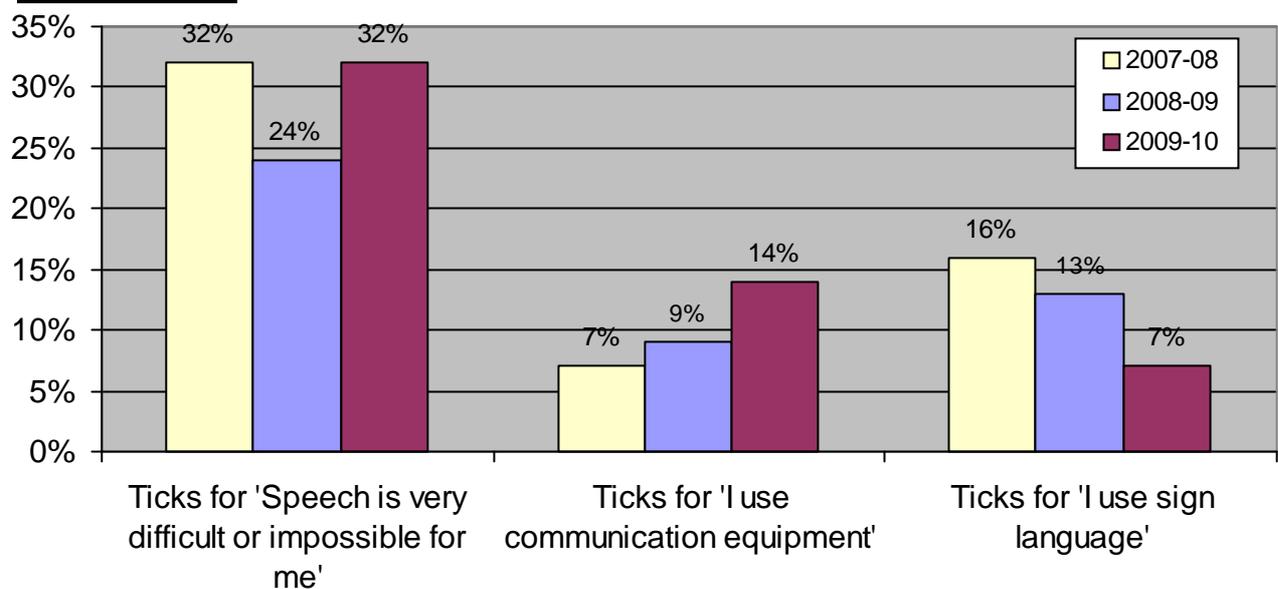
### Mobility



### Sensory impairments



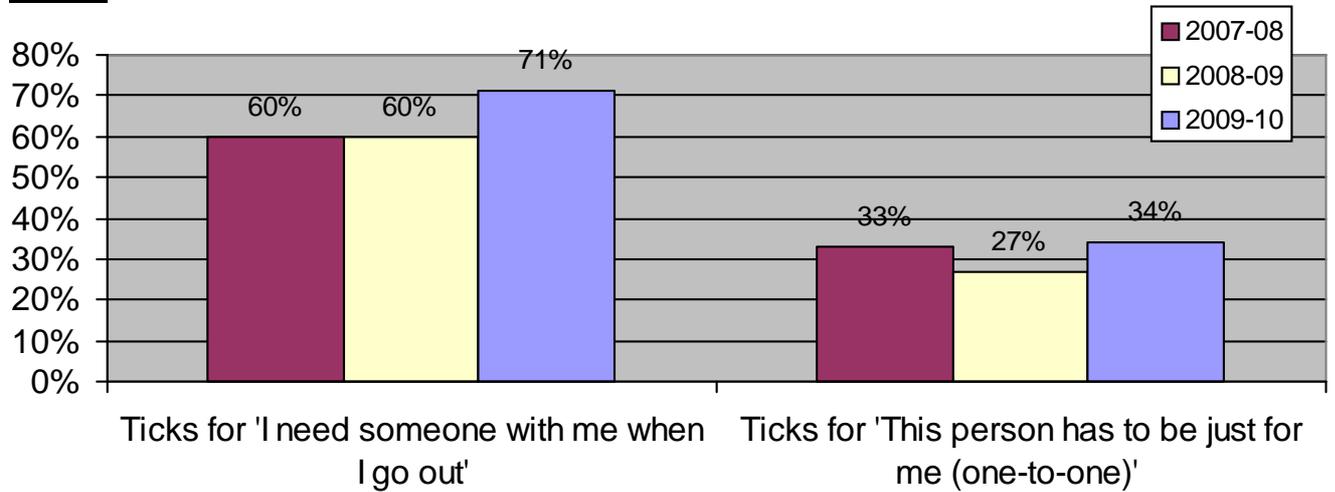
### Communication



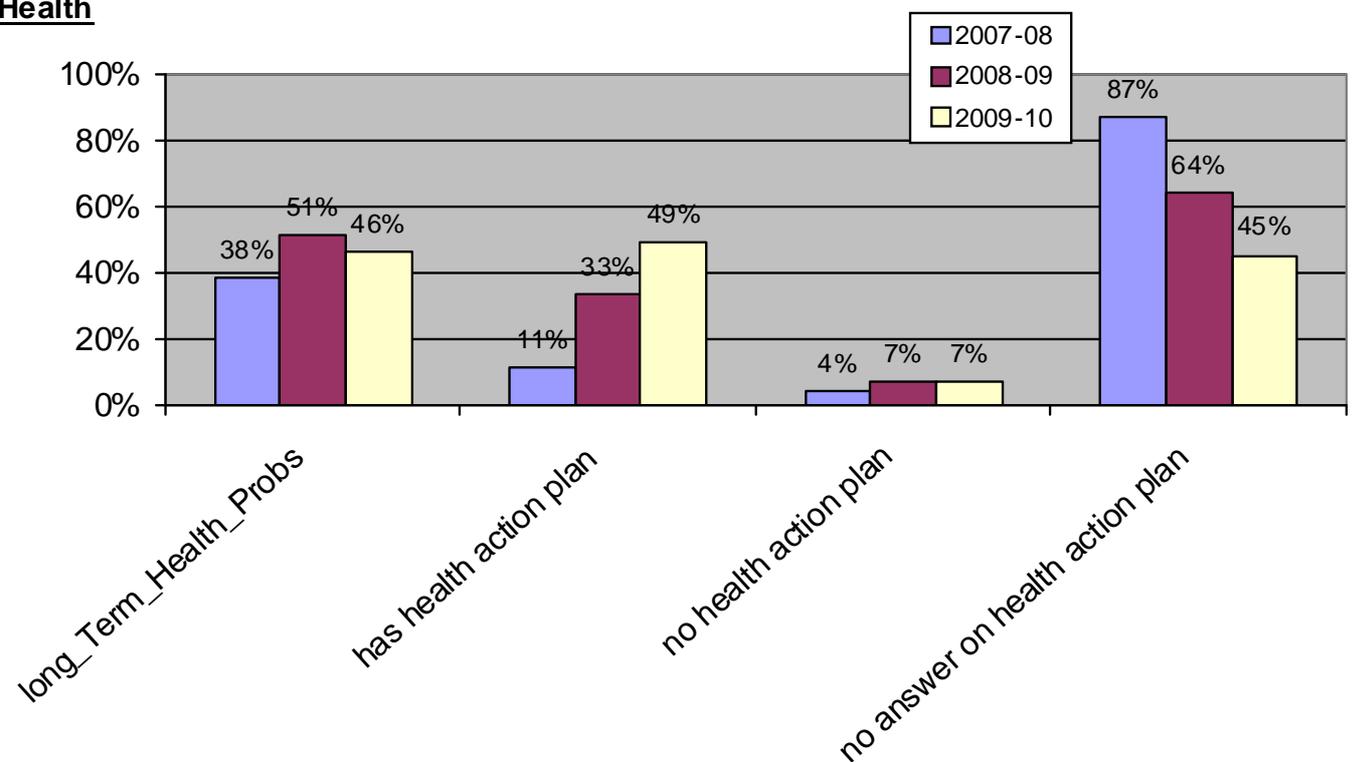
# Person Centred Feedback Form Report 2009-10

## Support needs of respondents who indicated

### Escort



### Health



# Person Centred Feedback Form Report 2009-10

## Number of respondents supported by each organisation

support_workers_organisation	Responded 2007-08	Responded 2008-09	Responded 2009-10	Total
10 Harison Road, Seaford, East Sussex			1	1
103 Steyne Road		2	2	4
113 Auckland Drive		1		1
113 Queen's Road.		1		1
12 Shenfield Way			1	1
15 Preston Drove		3	3	6
15 Wilbury Avenue			3	3
18 Talbot Crescent	2			2
2 Westbourne Villas			2	2
226 Queens Park Road		1		1
267 Old Shoreham Road			1	1
31 Avondale Road, Hove			1	1
39 Whitehawk Way			2	2
3a Grosvenor Road		2		2
4 Glebe Close		1		1
41 Whitehawk Way			1	1
52 MILL LANE, PORTSLADE BN41 2DE			3	3
57 Clarendon Villas			1	1
58 Beaconsfield Villas, BN1 6HD	1			1
63 Hova Villas			2	2
7 Princes Crescent	1		1	2
74 Redhill Drive			1	1
83 Beaconsfield Villas		1	2	3
86 Denmark Villas	1			1
92 Cromwell Road	3			3
Albany View Day Centre			4	4
Avondale Day Centre	2			2
Belgrave	13	8	12	33
BHCC 93 BV			1	1
Care-Co-ops	6	2		8
Community Support Team	6			6
Connaught Day Centre	8	3		11
Connaught Road	1			1
Cromwell Road	2		1	3
Denmark Villas	1			1
Ells	1			1
Emmaus Manor Office		3		3
Flat 6 Popes Court		1		1
FTF		6		6
Grace Eyre	7	1	19	27
Jean Marshall House			3	3
JMH			1	1

# Person Centred Feedback Form Report 2009-10

support_workers_organisation	Responded 2007-08	Responded 2008-09	Responded 2009-10	Total
keyworker		1	3	4
Leicester Villas			3	3
Mencap		11		11
Mother		1		1
Outlook House			8	8
Room 8, 21 Seafeld Road		1		1
Scope - Hamilton House	5			5
Shared Lives Worker			1	1
Southdown Housing	14	3	3	20
Steyne Road		1		1
Sussex Tikvah		6		6
Wellington House	1			1

# Person Centred Feedback Form Report 2009-10

## Choices control and Rights verbatim responses

What things are like for me now	What has changed since last time	What is stopping this from happening....	Action agreed at interview
X chooses to have a cookery session once a week. To be paid by cash.	X cooks his own lunch on a Monday. X is paid weekly in cash.	Already happening.	X's wages to be sent monthly to [provider] and given weekly to X.
X is supported through various means of communication. To ensure she understands her day and can choose whether she would like to participate. X is also given a lot of one-to-one time in which she decides what she would like to do.	Continue to be supported with communication to access everything that X would find meaningful and enjoy.		Continue to be supported by [provider].
X finds decision making very difficult and will often stick to familiar activities or situations rather than having to make a choice. However X is endeavouring to change this behaviour by talking to staff more about his thoughts and feelings.	X has highlighted that he would like to move house due to a bereavement he suffered whilst living there. This is fantastic progress for X.	X own apprehension regarding change.	Staff continue to support X to voice his concerns or thoughts about his future.
I choose most things myself.	More time away from Mum. Do things more myself.		[social worker] will look into more funding for me.
	Like to start a new P.C.P		
I would like to do some cooking.	Make my own sandwiches at home - Cooking at home	If X doesn't want to or short-staffed.	Y will make sure he is offered the option to do both.
"yes I have choices"	I would like more time for people to listen to my answers.		
I am very clear about choices and good at saying 'no'.	Perhaps I need to be offered more choices.		
I am able to make limited choices. I do try different things and depending on my reaction staff supporting me can tell if I am enjoying myself.	I would like to continue to be offered a variety of activities and continue to make choices.		Staff to continue to support me to find different activities and events.
	In need of a named social worker for emergencies.	Nothing	To contact LDS social work team
Staff always give me plenty of choices but I don't have the right to live where I want.	I would like the place where I live to look at my best interests, not at the council's best interests.	Money...	At the moment I have a lot of people looking at what's best for me.
I put my mug into my bag ready to go to a café/pub			use objects of reference and hold bag in correct place so I can put mug in.
Choices are at basic level - gets coat if she wants to go out. Goes to fridge if hungry.	X is very much in control a lot of time!	N/A	No action needed
Picture communication board - I point to foods I want in the kitchen.			

## Person Centred Feedback Form Report 2009-10

What things are like for me now	What has changed since last time	What is stopping this from happening....	Action agreed at interview
X's communication relies on advocacy from the people who support her. X is a determined person who will make her wishes known using vocalisations, body language and opting out of things she is not interested in doing. Staff at ... respect X's choices and try to be lead by her as much as possible depending on her mood.	People supporting X must be constantly aware of X's right to make choices and should respect these. As X has 1:1 support, she can choose to do different activities to those on her timetable if she wishes.		
X uses Makaton, objects of reference, communication book/board and limited speech, X is supported by staff to make independant choices.			
I choose what clothes I want to wear for the day with support from my carer and I also make choices about what certain foods I would like for example when given choices of two breakfast cereals.	I have a limited comprehension of what choices are but I will express myself if I am unhappy or pleased with the choice I am being given.	n/a	Choices, control and rights are vital points to ensure that people work in a person centred way. Reviews and discussions with my Carer and ... Worker are ways in which this can be monitored to ensure my needs are met and I am being treated fairly.
I decide if I want to do an activity. I do try different things and depending on my reaction staff supporting me can tell if I like the activity or not. I am now trying lots of different activities.	I would always like to do a bit more.		Staff to continue to support me to find new events and activities for me to attend, such as visiting the local pub.
I know I can make my own choices.			
I have lots of choices at the day centre and at home.	I am happy that I am supported well to make choices and to understand my rights.	n/a	n/a
I can make my own choices and staff have supported my rights and helped me make a complaint.	I want to follow through my complaint.	None	Staff to support X with this.
X lived in a placement some years ago where she was unable to carry out household tasks. She was unable to use the kitchen, wash up, iron, do her washing ect.	The ... where X currently lives gives her the freedom and independence to go in the kitchen, wash up, make her lunch, iron, use the washing machine and potter about the house.	Continue to support and enable X's independence within the home.	This was not part of X's review but she said that she feels part of the household being able to use the household facilities freely.
Staff are very excited by X's desire and choice to initiate and control conversation through	I like to sing with a person that recognise the songs I sing and then go shopping		Fortnightly massage session to help reduce anxiety and improve

## Person Centred Feedback Form Report 2009-10

What things are like for me now	What has changed since last time	What is stopping this from happening....	Action agreed at interview
<p>music and will continue to respond and encourage her. Aromatherapy massage continues to be the most effective way to help X regain significant and lasting calm and control when agitated. Staff will continue to investigate new ways to offer X more and greater choices in her daily life.</p>	<p>for a cd of the tune I have been singing so I can listen to it when I'm not singing. I like staff that understand my language and respond quickly when I ask them to make me feel better. I like people to remember that although I don't use speech, I do understand it and like to be part of any conversation that I can.</p>		<p>physical comfort. - Purchase new CD/DVD music collection. - Add to day activity planner session for communication aids to be updated and new exercise/games activity.</p>
<p>X continues to express her choices clearly i.e. preference of meals/drinks and activities not wanting to participate in. Very clear choices are made around music X would like to listen to.</p>	<p>X expresses a choice and staff checks to confirm it is a real preference. Habit or repetitive phrases such as 'no' or 'not yet' can mean the opposite. Gently challenging some of X's statements provide greater opportunities to experience a fuller quality of life if carefully managed and reassurance offered.</p>		<p>Review traffic light assessment to be used in hospital when X is admitted. Discuss with consultant consent issues, and best interests decision regarding ability for X to make decision around health. Complete capacity risk assessment regarding operations etc.</p>
<p>I do get offered lots of choices and lots of new opportunities. I have so many opportunities with the band and I really enjoy these. Every September we start an annual plan of individualised weekly activities and my wishes are very much met in this plan. I am able to say what I want to do and the staff ensure. I have my interests met within these. We have a weekly residents meeting and I am actively involved in this. We have a large board where we are encouraged to put up our ideas this is where things are discussed and we choose day to day things like our menus T.V choices, as well as other more spontaneous things. I am supported to manage my money and what I want to spend. I choose my own clothes daily. I am supported to monitor my medication by signing on a chart when my creams are administered and my medicated shampoo used. I am hoping to get more involved in the organising and admin aspects of ... and Y is looking at how this will work</p>	<p>I want to be involved in the admin side of ... more. We will look into this with Y in the New year to see the best way of making this happen</p>		<p>My Keyworkers , Managers and Y will find a slot in my timetable to make sure I can be involved with other aspects ..., such as the admin</p>

## Person Centred Feedback Form Report 2009-10

What things are like for me now	What has changed since last time	What is stopping this from happening....	Action agreed at interview
I understand that I have rights and I am free to make choices relating to my life.	I am fairly independent and therefore do not want to change.	n/a	n/a
I am able to choose when I want a drink, when I am hungry when I would like to go out.	I would like to do all this things at the right time and don't have to wait all the time.	Staffing.	
I have plenty of control and choice over my lifestyle.	N/A	N/A	Continue to encourage independence as much as possible and offer plenty of choice in day today activities.
I don't want to go on the bus now.	I don't want to go on the buses.		No action required at present.
I need staff to be very aware of my need to control my space.			
I drink cartons - found a fave drink.	Continue to drink cartons.	People not listening!!! To my keyworkers advice!!!! [ref: new staff responding to X's drink preferences]	My keyworker to explain to new staff my history about drinking.
I like to try and have the opportunity to make choices in my day to day routine. i.e meal times and outing	To have on going choices in my day to day routines ie mealtimes, dressing, outings.		To continue to have choices in my day to day routine.
Good choices do what I like	Nothing		Keep providing X with activities he likes and new ones.
I continue to be assertive in making choices.	For staff to know what I like or want to eat and to try new things.	None.	Monitoring form available to record X's likes and dislikes.
Staff always listen to me. Sometimes I need support to accept that in a group situation I need to share and take turns. The weekly residents meeting gives all residents the opportunity to make decisions about all aspects of their lives. (activities, menu, staff support, etc). .. my opinion is sought on wider [provider] issues e.g. looking at Policies	"I don't like it when other residents have their turn of chairing the residents meeting. "Sometimes I like to go in the shower first"		Leading up to the weekly meeting we use photos and props to demonstrate whose turn it is to chair the meeting. Staff will support X to understand that it is a role that needs to be taken in turns. According to our morning routine guidelines, X is generally helped to have a shower last.. On occasion when he needs to get out early he will of course be offered the opportunity to shower first.
X tells staff his choices, and things he likes and does not like, X has a "things I noticed" form in front of his diary.	Continue to inform staff of his choices.		Continue to support X in his choices.

## Person Centred Feedback Form Report 2009-10

What things are like for me now	What has changed since last time	What is stopping this from happening....	Action agreed at interview
X is able to choose if he wants to go out but has little understanding.	X to continue to make choices and to be given every opportunity to choose as many ways as he is able.		To continue supporting X with his choices and rights without confusing him.
I make choices every day and have control of what I do. I know my rights and am able to express myself.	I want to continue to make choices and have a say about my life.		Staff to listen and support X to understand his choices and have control of his life.
Through my learning skills and tasks analysis I continue to make my own choices, controls and rights to the best of my ability. The people at my review are happy with this.			
I am able to make limited choices most have made for me on my behalf.	I would like a holiday with my mum.		My keyworkers and Mum will get information on suitable holidays.
I am given lots of choices every day as part of my routine.	Moving from home.	Probably moving to unsuitable placement.	To keep this on going.
I have lots of control over what I can and cannot do. The staff team respect my decisions. I choose to go out with certain people and refuse to go out with others although this limits my activities. Usually if I go out, it is to do only certain activities that I want to do. The staff team have noticed that I have been more flexible with routines when out than I used to be and staff are making the most of this.	I would like to feel comfortable attempting new activities at my own pace and when I want to do them. This is important for me. I like to have control over my life.		Staff team to keep trying to attempt new activities with this new flexibility in mind but also to respect my decision of what I am comfortable in doing.
	I would like to go to [provider].		[keyworker] to look into this.
I would like to go out more.	I'm not sure I went to Blue Camel Club once. I don't know if I want to go again.		Talk to Y about possibly going to ... again.
I sometimes have trouble getting across what I want. X feels she loses a lot of control due to struggle with verbal communication.	I would like to purchase lunch from the café at ... once a week. Have more control!		Y to ring mum regarding this. Applied for speech and language therapy.
I feel like I am able to make choices.	To carry on being supported.		
PCP meeting			
I have new, updated picture cards for staff to show me when introducing activities. I have a new pictorial board in my bedroom. As I am nonverbal I am limited in making my own choices i.e. letting staff know if I	X has difficulty expressing his wants and needs. Expanding picture references and objectives of reference even further would help empower him with greater		Y and Z to continue to take photos of every activity in-house and out and about for X's pictorial board.

# Person Centred Feedback Form Report 2009-10

What things are like for me now	What has changed since last time	What is stopping this from happening....	Action agreed at interview
do not want something offered by pushing it away or sometimes saying "no". Or by thoroughly enjoying an experience so it will be repeated. My helmet strategy continues to work wearing it only when the risk of injury is the highest such as in the bathroom due to hard surfaces. Staff continue to not fasten the straps so I can pull it off if it is causing me distress. This is better than self-harming to show my discontent. I continue to stay up late in the evening i.e. midnight to help with my sleep pattern.	understanding and information.		
Making choices - choosing type of drink breakfast.	More access to the kitchen.		More objects of reference put in place.
X feels she is able to make her own choices.	X would like to continue to be supported to make choices.		
I feel like I am able to make choices and have control.	To carry on being able to make choices.		
I feel like I have control and able to make choices.	To still be able to choose what I want to do.		
I am able to choose my sessions and say the things I like doing.	I would like to go to the cinema.		
I am able to choose what sessions I like to do.	To carry on choosing my sessions.		
N/A	N/A		
I am asked each month at home what I want to do.	keep doing this.		Staff will do this every month and recording successes.
I do not have enough control over were I live. I have learnt many new skills and am now doing most things at home for myself IE Hair washing, electric shaving, Laundry and some cooking.	Have more control over were I live.	I am still waiting for CLDT to give me a social worker to do an assessment on my ability and hours needed.	Nathalie Gorzon (Housing officer) [and key worker] have supported me to go on the housing register for B&H. Staff are still helping me with my independent living skills at home.
	I want to go out with people my age at the weekends into the community.		Keyworker to arrange ,, community support with family - or due to funds a travel buddy.
I feel I can talk to my keyworker about my choices.	I will talk to my keyworker about this.		N/A
I meet with someone who helps me look after my money.	Keep seeing this person: I feel in control of my money.		n/a
I like to choose what I like to do - when I want to.	I want to keep smoking.		
I chose how to dress. I chose my	Help more with cooking.	Danger to my self	Buy safe contraption ...

## Person Centred Feedback Form Report 2009-10

What things are like for me now	What has changed since last time	What is stopping this from happening....	Action agreed at interview
activities. I chose what to do daily. I hate domestic tasks.			to help chop vegetables.
I like choosing what I want and don't want to do.	Take things slowly.		To introduce new things slowly and with 1-1 support.
Planning my Summer trip at the centre. I attend ... meetings and exhibit art work. I am able to speak with my keyworker at any time - he helps me.	To continue doing this.		Arrange Summer trip.
Feel who likes to do things you want	no		Review is on ... February
Good	Do more things for myself		
Happy	Nothing		
I have choices	[illegible]	Nothing	None
Good but could improve	I would like to live independently	Need to learn more life skills.	Not discussed
Okay	no	no	no
I have choices and rights	Nothing		Nothing
I am aware of my rights	Nothing		Y will support me
Of	Of		Of
None	OCD has reduced	OCD	
OK	No change required.		
Yes. Parents and staff.			
Really Good.	Nothing I am happy.	N/A	Nothing I am happy.
I do thing I like	same		
I decide if I want to do an activity. I do try different things and depending on my reaction staff supporting me can tell if I like the activity or not. I am now trying lots of different activities.	I would always like to do a bit more.		Staff to continue to support me to find new events and activities for me to attend
I like to feel in control and make choices about my life and things I want to do. A good example of this is where I was given the choice to stay in ... for 3 nights but then not be able to afford to go camping as well, or to stay in ... for 2 nights and then I could afford to go camping too.	Continue to have choice and control over my life.	N/A	Staff to continue to respect X's choices and rights and her need to be in control.
X said that she wanted her rights back with regard to going out alone and to attend the ... day service. X stated that she sometimes feels that her mind is mixed up. X said that she used to go out alone and wants to do this again to gain greater independence. X said that she would like to share a house and	X's ... worker referred X to ... regarding assessing X's ability to be out in the community unsupported. Still awaiting assessment. An initial meeting has been set up ...	Awaiting assessment ... regarding X accessing the community unsupported. X is being supported by ...	X has undertaken some travel training on public transport buses this year. This stopped due to X starting college in September...

## Person Centred Feedback Form Report 2009-10

What things are like for me now	What has changed since last time	What is stopping this from happening....	Action agreed at interview
be supported to live semi independently.			
X said that she feels ok with everything.		To support X at regular times to see how she is.	
Choices given every day.	Picture cards; laminated pictures to look through.	Communication AID in working [not sure if 'Working' or Working'] progress.	
I continue to have plenty of opportunities to make informed choices. Our residents meeting has really developed over recent years and is now a real forum for us to be actively involved in choices and planning of events etc I am encouraged to make choices about daily living (menus, T.V choices, home furnishings, routines, staff that support me) etc. I continue to be involved in the recruitment and induction of new staff and always participate in a resident led interview with the prospective new staff. I now have an advocate ... He visits for a cuppa and I chat to him about things that are happening in my life.	Keep having lots of opportunities of making informed choices. I have expressed a strong desire to buy flowers on a weekly basis this is something my keyworker will help me do regularly.		To continue to see my friends regularly, Y and Z and support to see A and B. To visit C soon too as this is something that I have expressed that I really want to do. As she is important to me as she is my only relative that I have contact with.
I am very good at saying what I want to do and where I want to go. Whenever possible I make informed choices throughout each day. My gestures, facial expressions and physical actions reinforce my feelings and choices.	I would like the new resident who moves into my house to be quiet. This is the one point I have mentioned so far. I find that the more I express my preferences the more people listen to me!	Awaiting outcome of any referrals and using assessment tools appropriately.	Y to record X's views in the process of selecting a new resident to live with him in his house. To share information with appropriate interested parties. Z to set up regular resident meetings on a Wednesday. ..complete capacity risk assessments with X as issues arise.
At ... I can get my own hot drink. I travel to .. on the ... bus, sometimes I am on the bus too long. I bring home lots of plants from ... but forget to water them and they die. I enjoy going out at weekends especially on a Saturday, shopping and going out for meals or cafes. I would like to go on holiday to ...	I would like to make my own drinks at home. I would like to travel to and from ... more independently. I would like staff to remind me to water the plants in my bedroom and garden. I want to go out at weekends more regularly.	At ... they have a vending machine which is easy to use. We do not have one at home and it is difficult for me to use a kettle. There are not always enough staff on duty to support X to use public transport and they do not want to risk losing her place on the ... bus by cancelling journeys. There has to be	Y will take to staff meeting, for staff to support X to make her own drink. Y will discuss with X and staff at ... Y asking staff at home to support X in this. Y will try and make sure this happens for X. Z gave Y a copy of Spiral's holiday leaflet and Staff will look into with X.

## Person Centred Feedback Form Report 2009-10

What things are like for me now	What has changed since last time	What is stopping this from happening....	Action agreed at interview
		enough staff on duty to be able to take X out on 1-1.	
I have lots of control over what I do and when I want to do it.	Keep having choices and doing what I want to do.	N/A	X to continue having regular PCP meetings and also encourage him to speak when he wants to do something.