

POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.



EASY READ

Annual Consultation Exercise (ACE) 2017/18









We asked people we support, families and staff who work in Health and Social Care Trusts for their feedback.



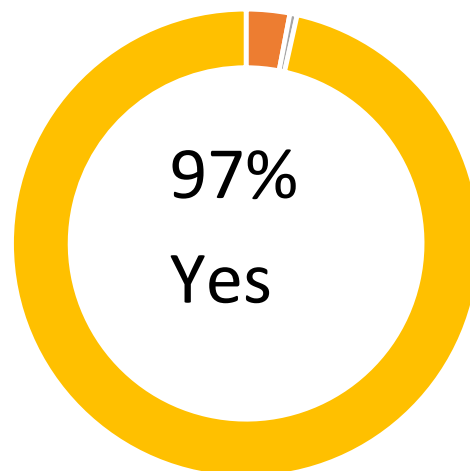
There were 200 replies!

People were very positive about our support

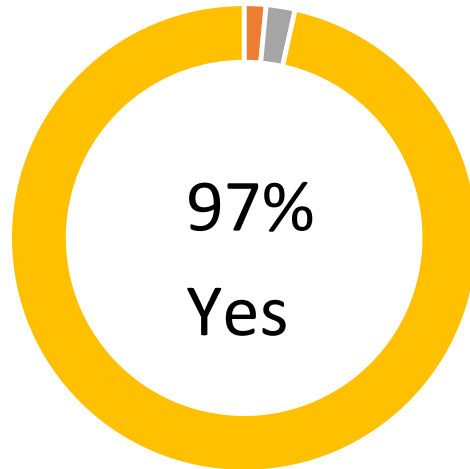
Each question had 4 possible answers:

-  Yes
-  No
-  I don't know
-  Did not answer

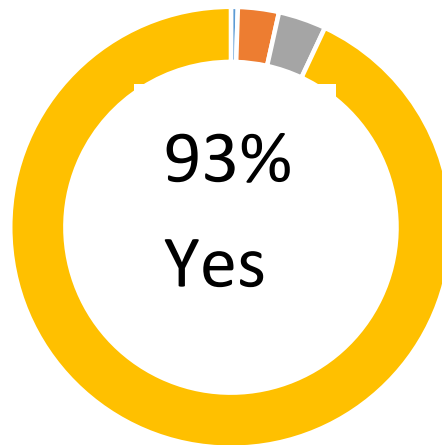
Are you happy with the support provided by Positive Futures?



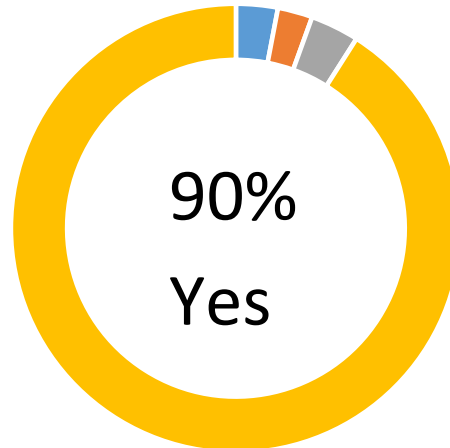
Do staff know how to support the people we support?



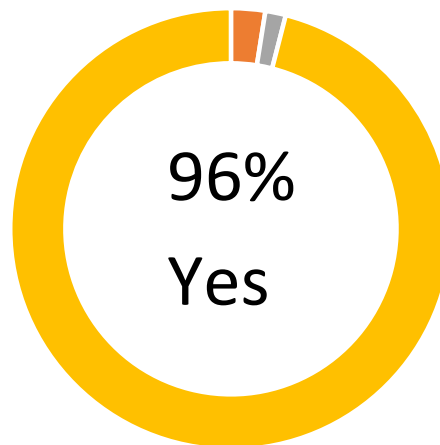
Are staff matched well to the people we support?



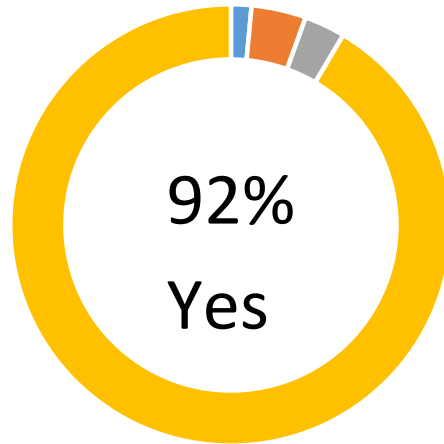
Do staff always listen to the people we support?



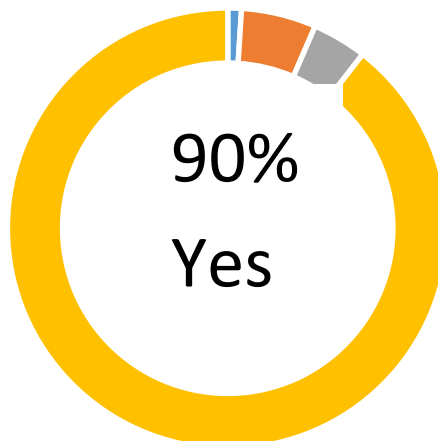
Are the people we support supported in a safe environment?



Do staff support the people we support to make their own choices?



Does the support the people we support receive from Positive Futures improve their quality of life?



Successes and Achievements

People told us they liked:



Our person centred support.



How well staff understand the needs of people.



Our helpful support with everyday tasks.



That people are treated with dignity and respect.



That there are good opportunities for people we support to get involved in social events and activities.



That our support helps to increase people's independence and confidence.



Support that made people we support feel safe.



Support to help people make their own choices.

Areas for improvement

People told us we could get better at:



Some staff could listen better.



Staff need to always encourage people we support to make their own choices and decisions about their lives.



Make sure staff are always well matched to the person they support.

employee retention

Keeping good staff.



Better communication with some families / carers.



Ensuring that all people we support are supported to access social opportunities / activities as appropriate.

What are we going to do based on this feedback?



We are going to share the feedback with people we support, families, staff, volunteers and staff from Health and Social Care Trusts.

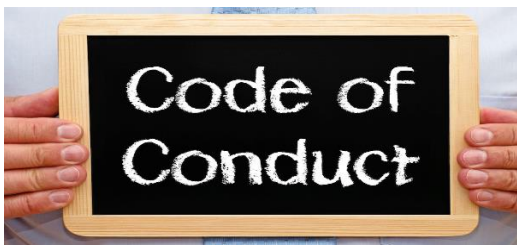


We are going to say thank you to all our staff and volunteers for providing great support.



We are going to review and revise our Code of Conduct to make sure all staff always:

- listen to people we support (both verbal and non-verbal communication)
- help people we support make their own choices and decisions about their lives.



We are going to issue an Easy Read Code of Conduct so people we support and families are clear about how all staff should support people.



We are going to share the NISCC Standards of Conduct and Practice with all people we support, families, staff and volunteers so everyone is clear about how support should be provided.



Managers will ensure that at people's next annual review, feedback from ACE will be discussed with the people we support (and families if relevant) and staff from Health and Social Care Trusts.



Key questions to discuss will be: are there any changes needed to:

- better match staff?
- improve communication with families?
- ensure that all the people we support access social opportunities / activities as appropriate?



We will develop and implement an organisational plan to recruit and keep good staff.



Managers will develop and implement service plans to recruit and keep good staff (if staffing is a difficulty in the service).



We will complete further training with managers about how to plan and review support that improves people's lives.



Thank you for all your feedback.

It will help us improve our support!