



POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.

Annual Consultation Exercise 2017/18


Executive summary

ACE 2017/18 was carried out in August 2017 with people we support, their family members/carers, and HSC Trust representatives. Customised surveys were circulated to each stakeholder group. Each survey included 8 questions with space for further feedback. A total of 200 completed surveys were returned from:

- 127 people we support
- 64 family members/carers
- 9 HSC Trust representatives

Successes and achievements

The vast majority of responses were positive and most stakeholders positively appraised the support provided by Positive Futures. Respondents were particularly satisfied with:

- ❖ Person-centred support
 - ❖ Relationships with staff
 - ❖ Staff awareness, understanding, and ability to provide support
 - ❖ People we support receiving assistance to complete daily tasks
 - ❖ People we support being treated with dignity and respect
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- ❖ Greater opportunity for people we support to engage in social events and activities
- ❖ Increasing independence and confidence in the people we support
- ❖ People we support feeling safe while being supported and family members/carers having peace of mind
- ❖ People we support making their own choices

Areas for improvement





Some respondents included further feedback which has been collated and analysed, with reoccurring areas for improvement including:

- ❖ Improve staff listening
- ❖ Ensure staff always encourage and support choice
- ❖ Ensure staff are well matched to the people they support
- ❖ Improve staff retention
- ❖ Increase communication from services to family members/carers
- ❖ Ensure open and accurate communication from staff to family members/carers
- ❖ Increase social opportunities and activities for people we support

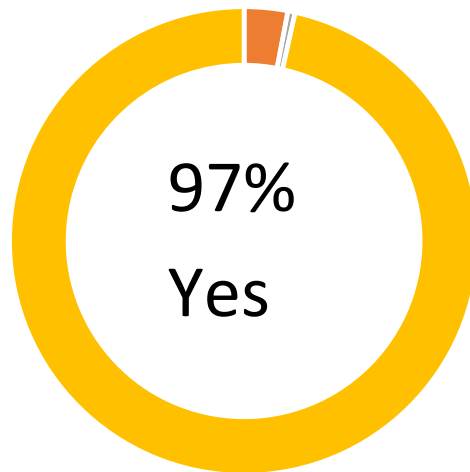
There were requests for more support (including more hours of support, more one-to-one support, and longer respite periods), however, additional support may only be authorised by the HSC Trust or self-funders and not by Positive Futures.

Findings

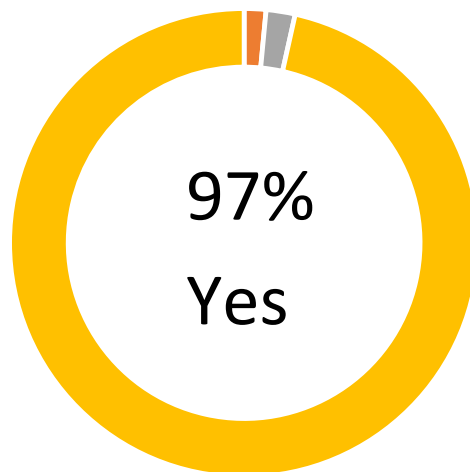
For each question there were 4 response types:

-  Yes  No  I don't know  Unanswered

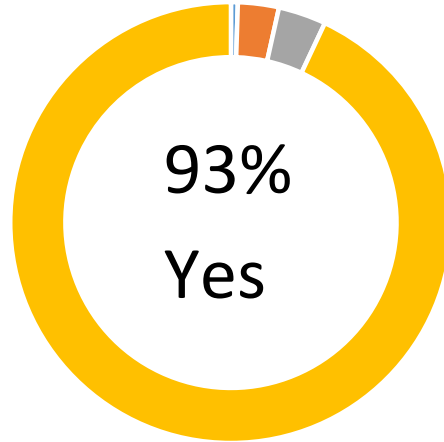
Are you happy with the support provided by Positive Futures?



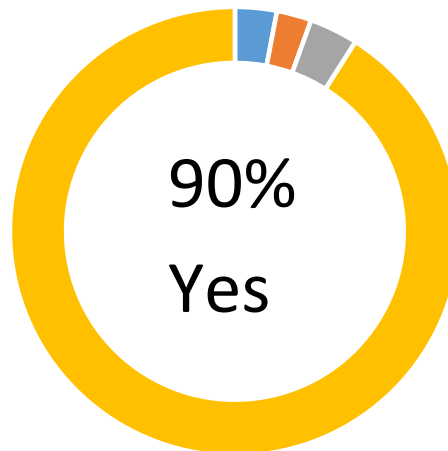
Do staff know how to support the people we support?



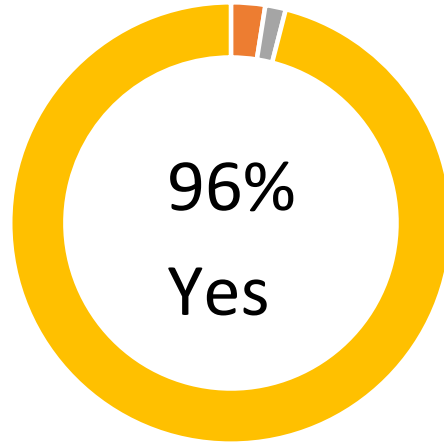
Are staff matched well to the people we support?



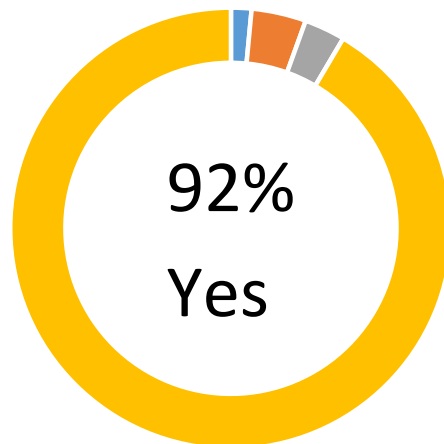
Do staff always listen to the people we support?



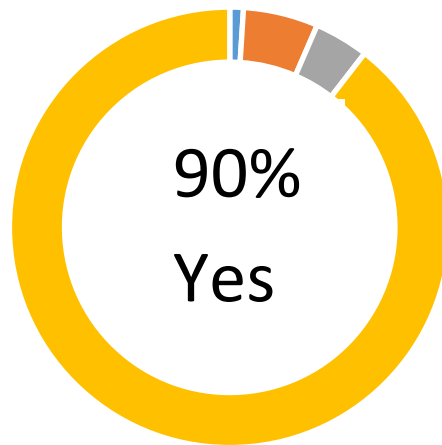
**Are the people we support supported
in a safe environment?**



**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?



Is there anything you especially value about how Positive Futures delivers support?

