

POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.



Annual Consultation Exercise (ACE) 2019/20

Easy Read





We asked the people we support, families and staff who work in Health and Social Care (HSC) Trusts to complete a survey to tell us what they think about our support.



There were 241 replies!



125 of the people we support completed the survey.

101 family members and carers completed the survey. Two people had a family member / person they care for who was supported by two services.

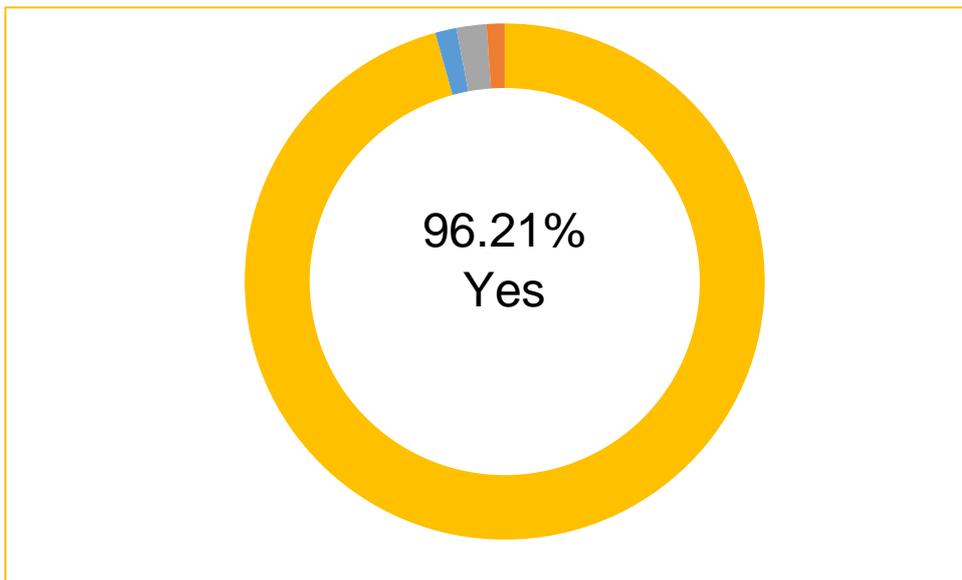
13 HSC Trust staff completed the survey.

Most people were positive about our support

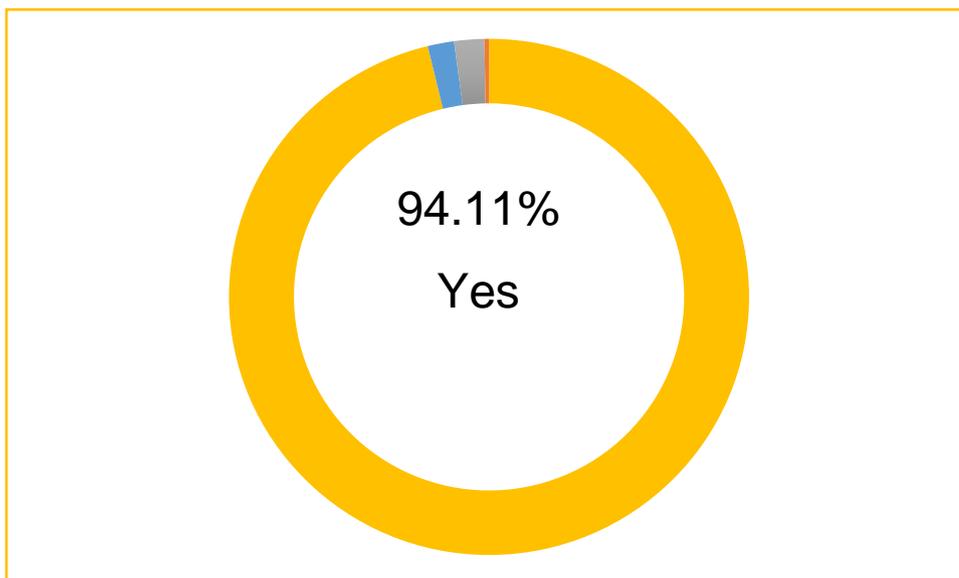
There were 4 ways people could answer each question:

Yes No I don't know No answer

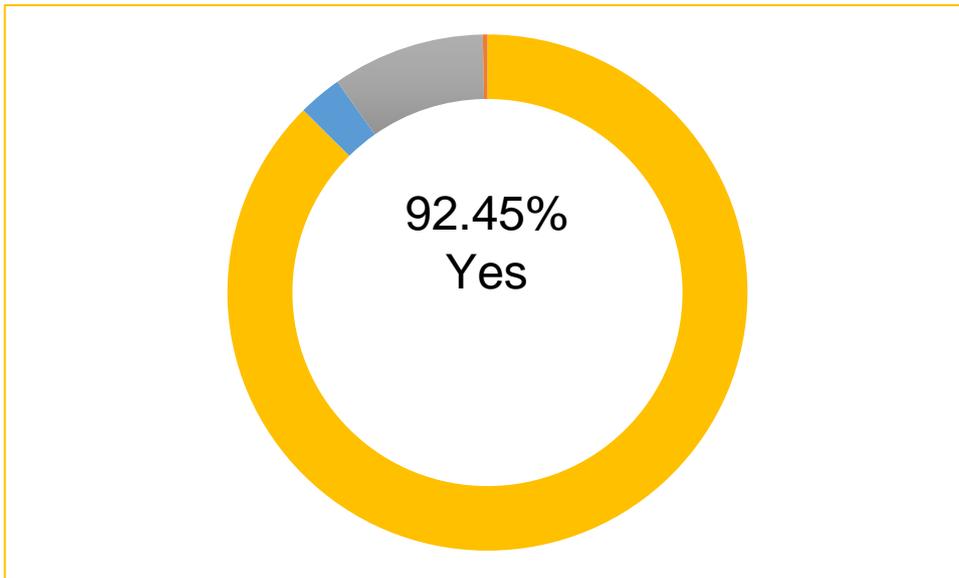
Are you happy with the support provided by Positive Futures?



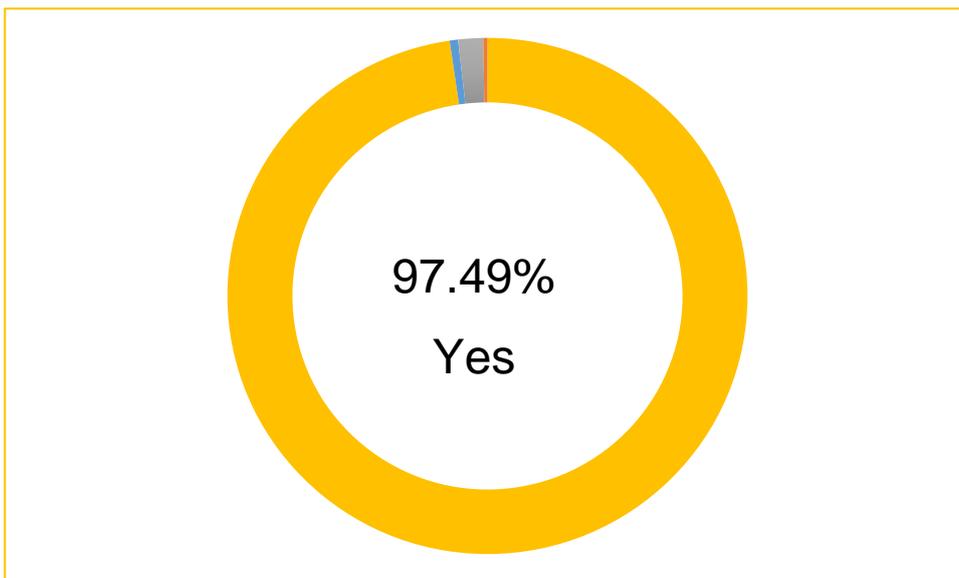
Are staff well matched to the people we support?



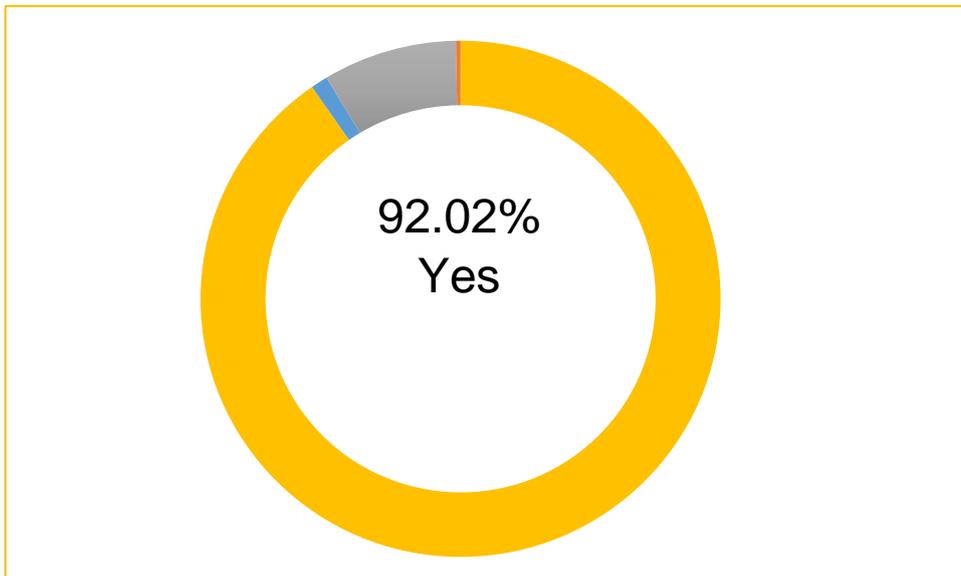
Do staff always listen to the people we support?



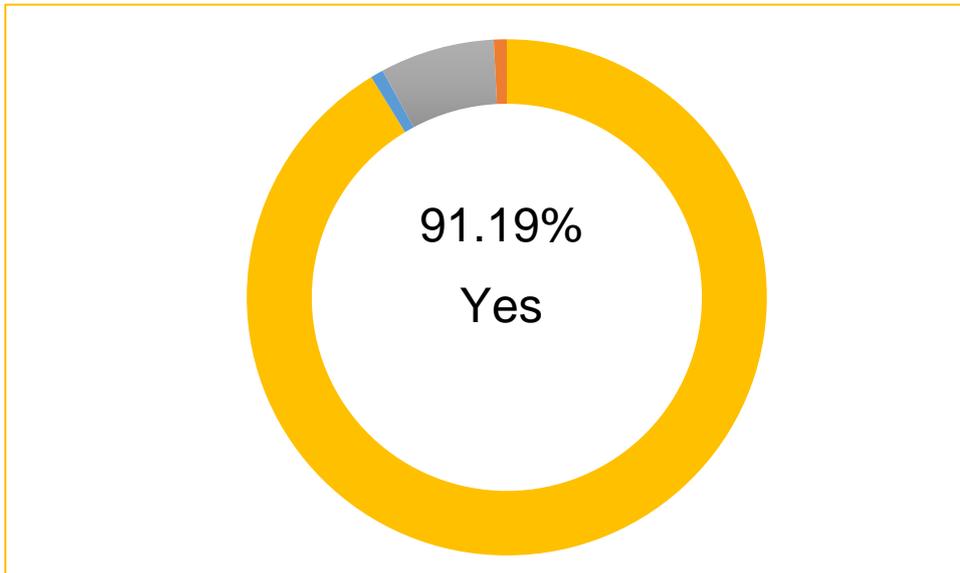
Are the people we support safe in the care of Positive Futures?



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



Does support from Positive Futures enable the people we support to do the things they want to in life?



What we do well

Most people were very happy with:



The quality of support we provide.



How we match staff with the people we support.



How well our staff listen to the people we support.



How we keep people safe.



How we help people make their own choices.



How we support people to do the things they want in life.



4 trained people we support (called Advocates) helped us with ACE by leading a focus group and completing interviews with people.

This worked very well!

People were pleased to have more ways to share their ideas and tell us about changes they want in Positive Futures.

These are some of the things the people we support who were interviewed by the Advocates said:



“If we have any problems, we go to them and we are happy going to them. They listen to us all the time, I’ve never not felt listened to. I feel safe when I’m out with the support workers.”

“I feel safe because they are there. I feel safer having staff with me going outdoors.”

“There has never been a time I haven’t felt listened to.”

“People get better jobs and leave, if I really liked the staff member it is hard when they leave.”

“My support worker sometimes doesn’t drive for Positive Futures and so I couldn’t do exactly what I wanted.”

“We are not getting to share our opinion about what staff are matched with us. We should be getting our voice across about what staff we want to support us”.

These are some of the things the people we support who joined the focus group led by the Advocates said:

“The staff here are very kind and very good.”

“The staff are so lovely.”

“They are the nicest staff going.”

“If there were more people like them, it would be brilliant.”



Things we could do better

Some people told us that we could get better at:



employee
retention

Although most people are happier with matching staff, some people want to be more involved in choosing who supports them.

Keeping our good staff.

Reducing our use of agency staff.

POSITIVE FUTURES



Making sure more people know about Positive Futures (increasing our 'public profile').

POSITIVE FUTURES
Achieving dreams. Transforming lives.



Some people do not feel that staff always listen to them.

What will we do?



We will say “thank you” to our great staff!



We will make sure we find and keep great staff to provide great support. This is our most important priority.



We will develop an easy read Code of Practice so everyone knows how staff should provide support at all times.



We will make and carry out a plan to make more improvements to the support we provide. We will do this by looking at:

- What people told us in the Annual Consultation Exercise
- What staff told us in the staff survey and health and wellbeing survey.



**Thank you for your feedback.
It helps us get better at what we do!**

This easy read document was developed by Positive Futures using
Photosymbols

