



“Your Voice Counts”

Annual Consultation Exercise 2013

(Easy Read)

We sent questionnaires and met with people to see what they thought about Positive Futures.

The people we asked were:

- **People supported by Positive Futures**
- **Family members/ carers**
- **Staff who work for the Health Trusts.**

We received lots of feedback.

147 people completed the questionnaire

15 focus groups were held!



Here is what people told us.

The People We Support...



- Ensure staff always understand the best ways to listen to me.



- Increase opportunities for more inclusive activities
- Review the availability of Service cars
- Increase the amount of Support I receive

The Family Members/ Carers...



- Continue to develop Services
- Enhance communication between Positive Futures and families / carers



- Provide more activities

Staff from the Trusts...



- Improve communication between Positive Futures and Trust Staff



- Reduce waiting lists for transferring individuals into Supported Living
- Expand Services.

What we have done

People supported by Positive Futures

What you told us

What we did

Improve our diet and daily exercise

- Every person supported has a support plan which focuses on fun healthy living.
- Dieticians were invited to participation groups.
- Healthy eating menus were introduced.

Think of even more ways to increase our choice, opportunity, independence and inclusion

- Looked at Restrictive Practices, such as locking medications for each person we support.
- Developed strategies aimed at giving more choice and independence (The Life I Want Strategy).
- Introduced Personalised Rotas to help enable the "Perfect Week".
- Promoted independence and greater inclusion within the community.
- Promoted greater financial independence.

Offer greater and wider opportunities for participation

- Developed the use of iPad technology to increase their ability to communicate.
- Increased involvement of the people we support in training and recruitment.

Continue to develop the use of Learning Logs for capturing and sharing

- Revision of the Person Centred Review process.
- Increased use of Learning Logs and PC tools.

For Families / Carers Service

What you told us

What we did

Continue to provide and develop Services

- Developed new Services.
- Increased focus on Business Development.
- Provided more volunteering opportunities.

Increase participation in decision making and involvement in activities

- Developed consultations with families in the decision making process.
- Revised the Participation Strategy.
- Committed to dedicated resource in this area to March 2014.

Greater focus on promoting independence and control

- Person Centred Plans focus on increasing independence and control.
- All Restrictive Practices were reviewed by Managing Director.

Development of a more healthy diet and daily exercise for my child

- Diets have been revised as part of the Person Centred Planning process.
- Healthy lifestyle information provided to the people we support.

Trust Workers

What you told us

What we did

Reduce the use of Agency staff

- Use of agency staff has been reduced.

Improve communication with Trust Workers

- More information brought to review and planning meetings.
- Increased use of email with Social Workers (as this is found to be more effective).
- Contact records have been revised.

Increase activities for young people

- Developed a range of mediums to identify ways for individual interests of the people we support to be pursued.
- Focus Group Meetings which organise events (such as Christmas Night Out).
- Annual person-centred reviews to meet individual needs.

We will use what people told us in this year's consultation exercise to improve our Services.

Finally, we would like to say a big

THANK YOU

to everyone involved in
this consultation exercise.



*A full copy of the report is available via our website
www.positive-futures.net*