











Service Users Satisfaction Survey Outcome Report





















December 2021






1. INTRODUCTION

- 1.1 This survey was completed in December 2021.
- 1.2 At the time of the survey there were 18 Service Users living at Deanston House.
- 1.3 Out of the 18 Service Users six completed the survey, giving a response rate of 33%.

2. ANALYSIS OF RESULTS

How I Feel?					
Question?					
	Always	Mostly	Some times	Hardly ever	Never
I feel safe	56%	44%			
I feel staff treat me well	56%	44%			
I feel I am kept busy	19%	31%	50%		
I feel I get to do things for myself	31%	44%	25%		
I feel at home	63%	37%			
I feel happy	25%	63%	12%		
I feel like I need more friends	12%		44%	32%	12%
I feel people listen to me	56%	44%			
How I am Treated?					
Question?					
	Always	Mostly	Some times	Hardly ever	Never
I am treated kindly	88%	12%			
I am treated kindly, with respect	88%	12%			
I am treated fairly	88%	6%	6%		

My Wellbeing?					
Question?					
	Always	Mostly	Some times	Hardly ever	Never
I like the food at Deanston House	19%	25%	44%		
I get up and go to bed when I want	88%	12%			
I spend my time doing things I enjoy	38%	56%	6%		
I get supported to keep well and healthy	69%	25%	6%		
The Staff Team?					
Question?					
	Always	Mostly	Some times	Hardly ever	Never
The staff are good at support me	63%	31%	6%		
The staff work well together	56%	44%			
I get on well with the staff	44%	50%	6%		
I get help from the staff when I need it	63%	31%	6%		
The Environment?					
Question?					
	Always	Mostly	Some times	Hardly ever	Never
The house feels comfortable and homely	75%	25%			
I can have my room the way I like it	81%	19%			
It is clean here	63%	27%			
The garden is kept nice	88%	12%			
I can go outside when I want	31%	50%	19%		
I can get peace and quiet when I want	50%	19%	25%	6%	
I can easily go to the shops and other places in the local area	25%	38%	31%	6%	
Care and Support?					
Question?					
	Always	Mostly	Some times	Hardly ever	Never
I am involved in decisions about my care and support	19%	25%	44%	6%	6%
I can choose who (family/friends) can be involved in my support	88%	12%			
I get asked about what I want	56%	38%	6%		
I can make choices and decisions	25%	56%	19%		
Overall, I am happy with the support I get at Deanston House	44%	50%	6%		

Leadership?					
Question?					
	Always	Mostly	Some times	Hardly ever	Never
I can go to Service User meetings, and have a say in how things are run at Deanston House	19%	19%	50%	6%	6%
If I am unhappy about something, staff will help me	75%	19%	6%		
I can speak to an advocacy worker if I want to	44%	31%	19%		6%
Additional Comments					
1. I would like to change the colour of my bedroom and to get out more. 2. I think the staff work well as a team.					

3. CONCLUSIONS

- 3.1. This is the second survey completed by Service Users at Deanston House. The previous survey was completed by 11 Service Users in December 2020.
- 3.2. A comparison of survey results from last year and this year for each of the areas of assessment indicate there has been an improvement in the level of satisfaction experienced by Service Users, as reported in Table 1.

Area covered in the Survey	2020	2021
	Always/Mostly	Always/Mostly
How I feel?	82%	86%
How I am treated?	82%	98%
My wellbeing?	91%	86%
The staff team?	91%	96%
The environment?	91%	88%
Care and support?	73%	79%
Leadership?	64%	94%

- 3.3. The survey results indicate there is evidence of Service Users at Deanston House are happy with their care and support and they feel they are treated well by staff.
- 3.4. It is evidence that all Service Users enjoy the environment at Deanston and more importantly, feel at home and feel safe.
- 3.5. However, the survey also provides evidence that there are areas for improvement and the Deanston House Management Team will work in partnership with Service Users to address areas where improvements are needed.

4. RECOMMENDATIONS

- 4.1. As all will be aware, like all social care providers, Deanston House has had to follow government guidelines in relation to Covid-19. This has had an impact on Service User activities and restricted their access to many community activities since the start of the pandemic.
- 4.2. The aim of Deanston House during the pandemic was to keep people we support well and safe and we have achieved this by following the national Covid-19 guidelines and we would like to thank Service Users for complying with these, even when it was sometimes difficult to do so.
- 4.3. Deanston House remains committed to provide the best service we can to the people we support, and our aim is to provide all Service Users with the opportunity to achieve the outcomes they want, whilst living a happy, fulfilling and enjoyable life.
- 4.4. To further improve the service we provide, the following recommendations will be implemented:
 - 4.4.1. This survey report will be discussed with Service Users at the Suite forums.
 - 4.4.2. We will identify and agree changes needed to improve the level of satisfaction for people who live at Deanston House.
 - 4.4.3. We will review the menus with Service Users, aiming to deliver a menu that Service Users find more satisfactory.
 - 4.4.4. Service Users who choose a redecoration for their bedroom will be supported with this, being given the choice of the décor.
 - 4.4.5. We will review how we involve Service Users in their care and support, and we will ensure we are doing this as best we can. This will be checked out at reviews and when reviewing care plans.
 - 4.4.6. We will continue to provide strong leadership and management of the service to enable Service Users to achieve the best outcomes possible.
 - 4.4.7. Following the relaxing of the national Covid-19 restrictions, we will resume Service Users' participation in a range of community activities of their choice.
 - 4.4.8. We will work in partnership with Service Users to identify activities people want to happen in Deanston House and in the community, which will help to keep them occupied and busy whilst also having some peace and quiet when they want this.
- 4.5. We would like to take this opportunity to thank the people who took the time to respond to this survey. The annual survey is a way for you to share your views on your level of satisfaction with the service you receive at Deanston House and to make suggestions for improvements. We hope you will complete the survey again in 2022.

Colin Beatie
Customer Relation Manager
March 2022