

FAMILY & FRIENDS SURVEY OUTCOME REPORT – MAY 2024

1. INTRODUCTION

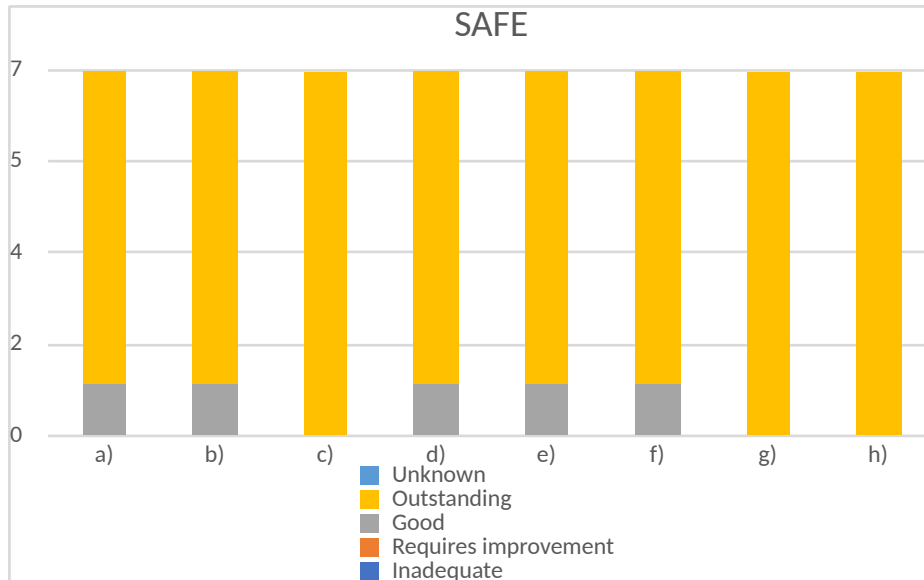
- 1.1. ECHO Support Living Services recognises and promotes family involvement and feedback as it helps us to continually improve the service we provide.
- 1.2. ECHO Supported Living Services were supporting 13 individuals when the family and friends survey was issued. Nine families are actively involved, three people we support did not want us to send the survey to their families and one person we support does not have family involvement.
- 1.3. We asked the nine family members to complete a family and friends survey to ensure their views and comments are considered and reviewed with appropriate action being taken to implement their suggestions for improvement where possible.
- 1.4. We provided the opportunity for feedback to be confidential and hoped that families used this opportunity to help improve the service being delivered to their relatives and those important to them.
- 1.5. 7 family members returned their surveys. (78%).

2. FINDINGS

- 2.1. The survey findings are shown below.

Safe – Questions asked.

a) Staff support the person important to me to ensure their home is safe and well maintained.
b) I feel confident personal belongings are safe and secure.
c) I know how to raise concerns about issues I may have about the care and support the person important to me is receiving.
d) Staff give medicine when needed and tell me if anything does go wrong.
e) The person important to me is kept safe and protected by staff, but also, they have as much freedom as possible to do the things they want to do.
f) Staff protect their dignity and respect them as an individual person. The person important to me has their Human Rights upheld including the right to be free from inhuman or degrading
g) The person important to me is protected from being bullied, harassed, harmed, and abused.
h) Staff support with incidents and accidents quickly and openly.

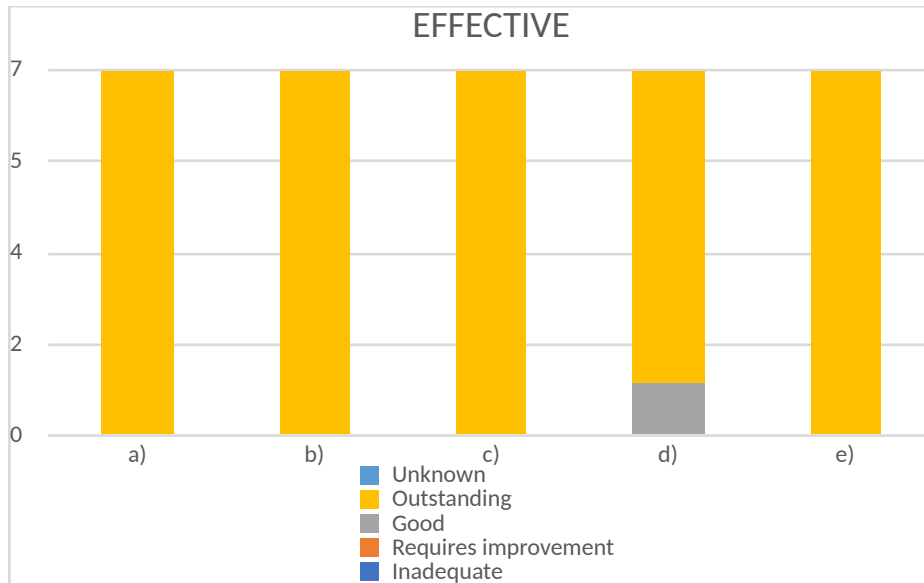


Overall, 91% of the questions relating to the domain of safe were answered as outstanding with 9% being answered as good. None of the family members answered required improvement or inadequate in the domain of safety.

Effective – Questions Asked.

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|----|---|
| a) | Staff appear to have the right knowledge, qualifications, and skills to carry out their role in providing the person who is important to me with the right support. |
| b) | If I am a Property & Financial Affairs Deputy or a Lasting or Enduring Attorney I am involved in discussions regarding finances. |
| c) | I am involved in decisions about their support. |
| d) | Staff make sure the person important to me gets the right food and drink, and that they have |
| e) | I am regularly asked for my views about the support the person important to me receives. |

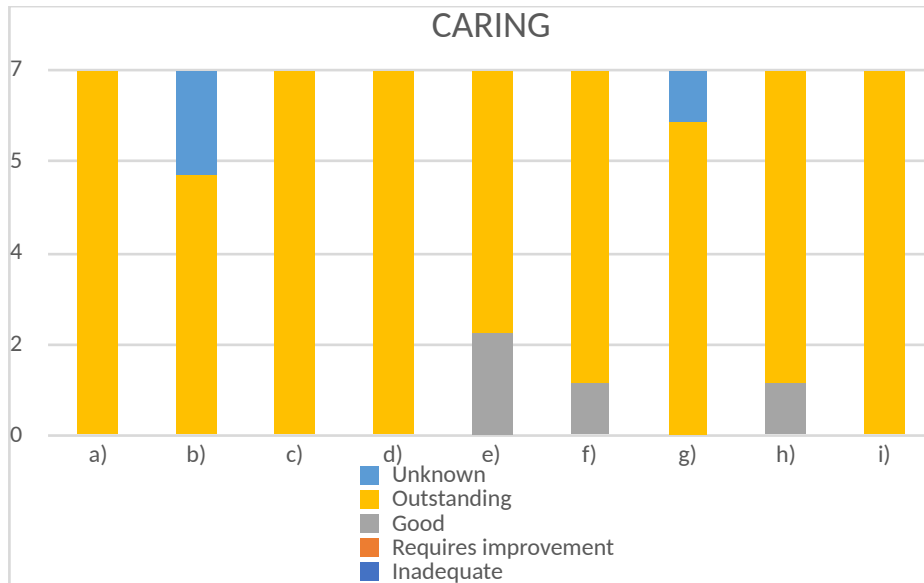
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Overall, 97% of the questions in the domain of effective were answered as outstanding with 3% answered as good. None of the family members answered requires improvement or inadequate for any question within effective.

Caring – Questions Asked.

a) I can visit the person important to me whenever they would like, and visits are supported well
b) The person important to me is supported to visit me when they want to.
c) The person important to me has their Human Rights to private and family life, home and correspondence respected.
d) I am encouraged to express my views about the support they receive.
e) Staff communicate with the person important to me according to their needs and wishes.
f) If agreed by the person important to me staff communicate with me in the way I need them
g) The person important to me gets the help they need when they need it, such as an advocate (people who can speak on their behalf).
h) The staff team is caring, and staff work well together.
i) Staff treat me with dignity, respect, kindness, and compassion as well as the person important

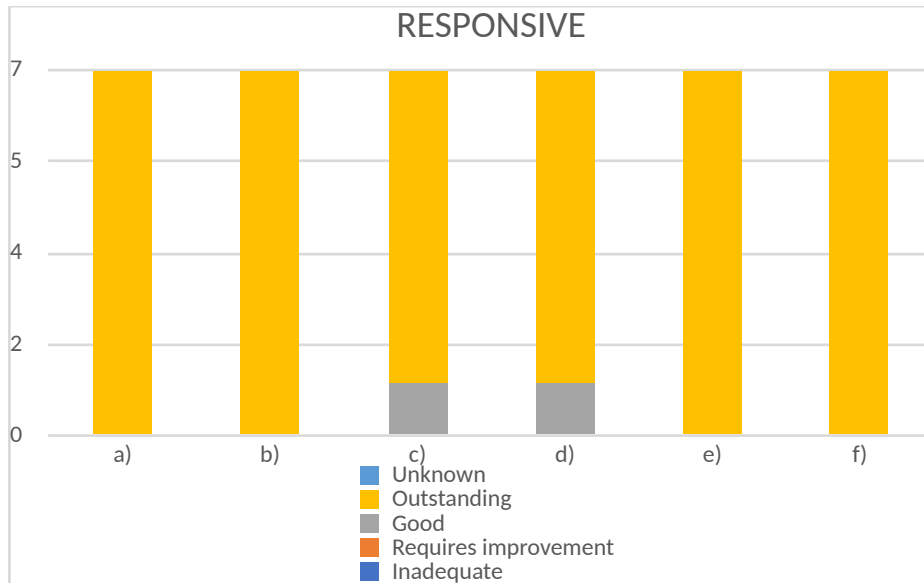


Overall, 89% of the questions in the domain of caring were answered as outstanding with 5% being answered as good. 6% of the family members answered as unknown.

Responsive – Questions Asked.

a)	The support of the person who is important to me is set out in writing and tells staff what is needed to support them best.
b)	Where I have an activated lasting Power of Attorney or am an appointed welfare guardian, I am fully involved in decisions about their current and future support.
c)	They are helped by staff to keep up their hobbies and get involved in their local community if
d)	They are helped by staff to not feel lonely, and staff help them keep in contact with me and other family and friends.
e)	When they need to visit hospital or other appointments, staff plan this well with them to make sure it goes as smoothly as possible.
f)	If I have any concerns and complaints, staff always take them seriously, investigate them thoroughly and respond to them in good time.

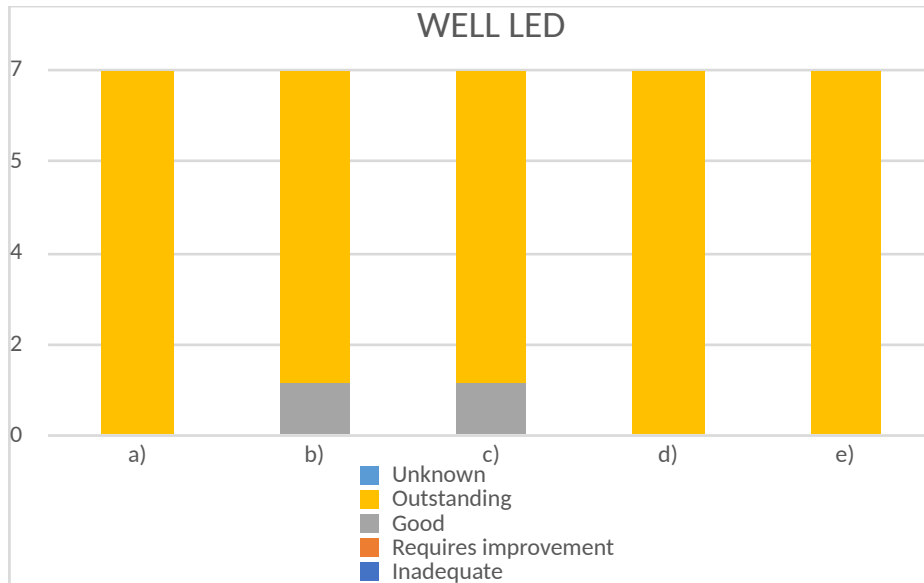
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Overall, 95% of the questions in the domain of responsive were answered as outstanding. 5% were answered as good. None of the family members answered as requires improvement or inadequate.

Well Led – Questions Asked.

- | |
|---|
| a) I know who the manager is and anyone else in charge. |
| b) Staff know what is expected of them and appear happy in their work. |
| c) Staff and managers work effectively with others who may be involved in supporting the person important to me, such as the relevant Local Authority or colleagues in the NHS. |
| d) The managers know what they need to do and are always honest, including when things go |
| e) The management team communicates clearly to everyone, thinking about the way we will understand the message best e.g. via letter or face to face. |



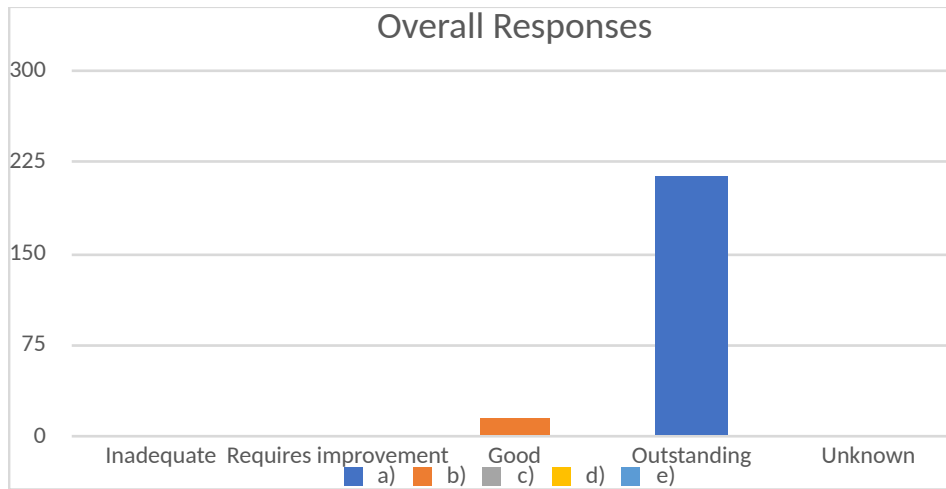
Overall, 94% of the questions in the domain of well-led were answered as outstanding with 4% answered as good. None of the family members answered as requires improvement or inadequate.

Additional individual comments provided by families were as follows:

- My family member appears very happy in their home and that is my main priority.
- ECHO is the best thing that has happened to my family member.
- I love my family members staff and they always treat my family member with respect. I am happy with my family members weight gain and over-all I am happy as larry.
- Continue to help staff with cooking skills for inexperienced staff to provide nutritious meals for my family member.
- Although my family member goes out regularly, there is not always a driver available at weekends for them to come home. Although I have ticked good there have been some issues recently regarding their medication and items going missing which is disappointing, but these issues have been dealt with and seem isolated incidents.
- I think the team are superb. They have formed a great relationship with my family member, and I can tell they are happy and safe. I am very grateful for how hard you all work and your support to us as a family.
- As parents we have extremely high standards, and we are so pleased with the care and support that ECHO Supported Living give to my family member. For the first time in a very long time, we feel we can relax and trust the staff and know that our family member is safe and cared for in the way we would expect. We are so relieved and so happy that there was a space for our family member at ECHO and we know they are happy and are living their best life. We also really appreciate the way you have embraced Prader-Willi-Syndrome and support our family member with their dietary needs, this too is a huge relief to us. Thank you to you all for everything you do. Your model of care works!!!

3. CONCLUSIONS

3.1. Out of the 9 families that were issued the survey, 7 responded. (78%)



Out of all the questions asked of family members, 93% were answered as outstanding, 6% were answered as good, and 1% as unknown. There were no responses of requires improvement or inadequate. This is indicative that the family members of people we support are happy with the care and support provided to their relative.

From the answers of ‘good’, the below actions have been agreed to try and improve all aspects of care and support to outstanding.

4. Actions

- To continue to recruit skilled staff with experience of working with people with learning disabilities and other complex needs.
- To continue to attempt to recruit drivers when vacancies within the team arise. Where possible to attempt to ensure that the person who is supported to visit home weekly, has a driver allocated to him every Sunday to support this visit.
- To continue implementing the lessons learned relating to medication errors for the people we support and ensure families are kept informed.
- Continue to monitor people’s social activity within the community, including visiting their families, during weekly managers meetings, and via core team reflective practice sessions.
- To improve upon our communication training, focusing specifically on communicating with people with learning disabilities.
- To continue working with relevant external health professionals, ensuring family members have active involvement and outcomes of appointments are communicated should family members be unable to attend.

Siobhan Sagoo

Business Support Manager

May 2024

