

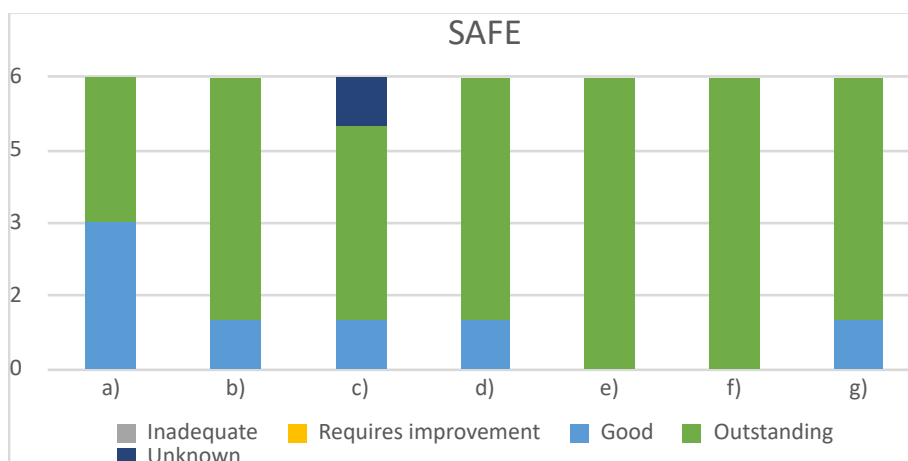
Visiting Professionals Satisfaction Survey Outcome Report – May 2024

1. INTRODUCTION

- 1.1. The Professional Satisfaction Survey was sent out by email on the 02nd April 2024 to 12 professionals who have active involvement in the care of the people we support at ECHO Supported Living Services (ECHO) covering both Rowland Street and Rampion Court. The survey was to seek their views on ECHO, the service it provides and the outcomes for the people we support. A reminder was sent on 29th April 2024, with a closing date request email of the 03rd May 2024.
- 1.2. Six completed surveys were returned before the closing date resulting in a return rate of 50%.
- 1.3. ECHO support 13 people, 6 at Rowland Street and 6 at Rampion Court and one person has their own property in the community (Oldbury Street)

2. SURVEY FINDINGS

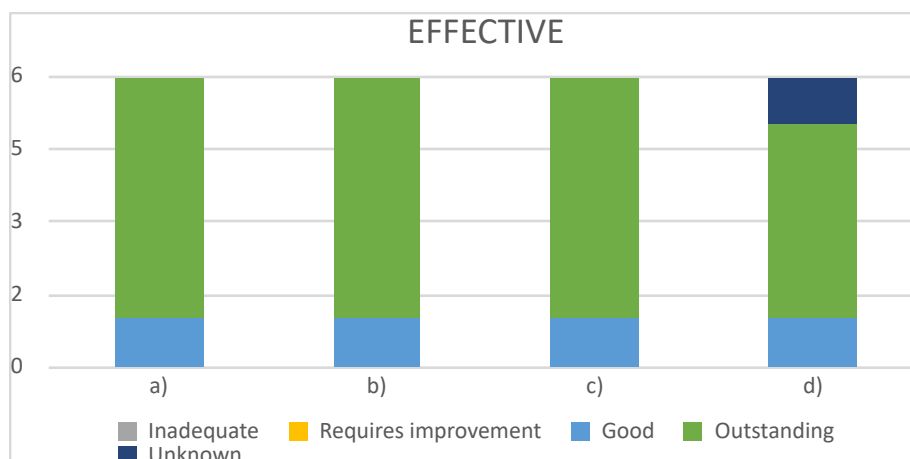
2.1. Is the support safe?



- 2.1.1. All six of the of completed surveys were marked outstanding that Service Users appeared to be supported to ensure their home is safe and well maintained.

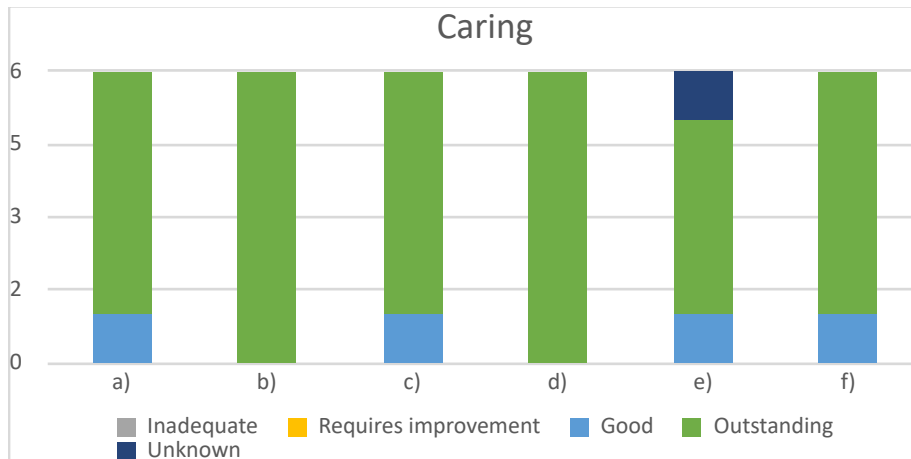
- 2.1.2. All six of the respondents marked outstanding that they are positively encouraged to challenge and report any poor practice, know how to do this and are confident this would be acted upon.
- 2.1.3. Five felt the medication processes was outstanding and appeared to be well managed, one as good.
- 2.1.4. Four responded outstanding that Service Users are protected from bullying, harassment, avoidable harm, neglect, abuse and discrimination. Two marked good.
- 2.1.5. All six stated outstanding to being involved quickly and appropriately in Service User's care if they are assessed as requiring specialist advice or intervention.
- 2.1.6. Five of the respondents reported outstanding in regard to the right number of staff to support the Service User's care/support needs. One marked good.

2.2. Is the support Effective?



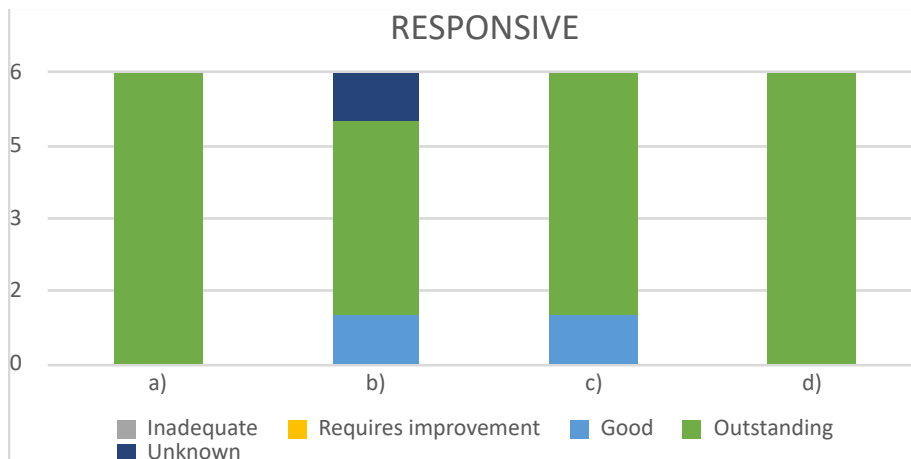
- 2.2.1. Five of the six respondents stated outstanding and one good that staff appear to be clear about their roles and responsibilities.
- 2.2.2. Five of the six responded outstanding, one good, that staff appear to be well trained.
- 2.2.3. Five of the six stated the staff team accept advice and recommendations from visiting professionals to improve outcomes for the Service Users they support and rated this outstanding. One marked good.
- 2.2.4. Four felt that the service was outstanding in relation to always asking Service Users for their consent by staff for their support and the appropriate people are involved in best interest decisions when necessary. One marked good with the other marked as unknown.

2.3. Is the support Caring?



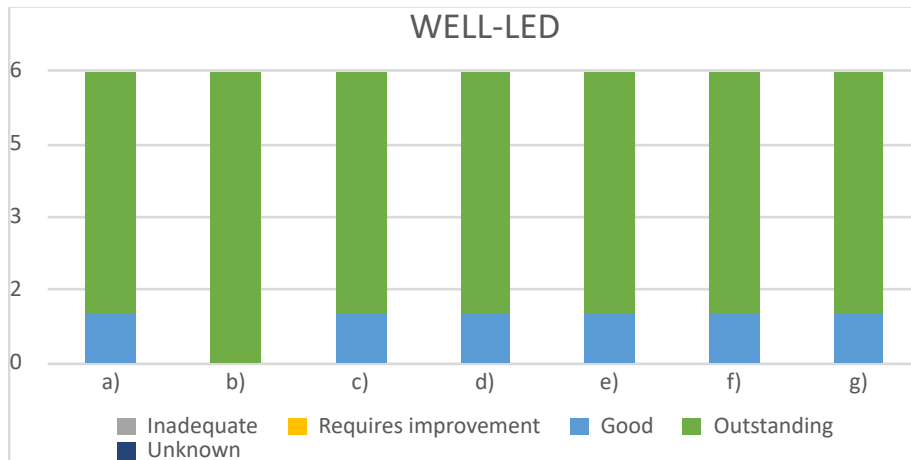
- 2.3.1. Five of the respondents reported outstanding that staff treat Service Users and their loved ones, with kindness and compassion. One marked good.
- 2.3.2. All six reported outstanding that there are warm positive relationships between Service Users and staff and all work well together.
- 2.3.3. Five marked outstanding in response to Service Users' privacy appearing to be always respected by staff and this includes their personal information. One marked good.
- 2.3.4. Six reported outstanding with one person saying "I feel staff understand the importance of not discriminating because of someone's protected characteristics".
- 2.3.5. Four respondents felt staff support the persons human rights to private and family life, home and correspondence. The one felt it was good and the other unknown.
- 2.3.6. Five of the respondents reported that the persons Human Right of Liberty is maintained, and where there are restrictions in a person's liberty who lacks capacity, the service provides the information required to be submitted to the Court of Protection. One reported as good.

2.4. Is the support Responsive?



- 2.4.1. Six responded outstanding that staff understand the Service is the Service Users' home, they listen to their needs, preferences and ideas and act on them.
- 2.4.2. Five report outstanding that they have experienced friends, relatives and advocates being consulted when it is right to do so. Their views are listened to and acted on. The other marked good.
- 2.4.3. All but one respondent reported outstanding, they are kept up to date by staff when this is necessary. One reported good.
- 2.4.4. All six said if they had any concerns or have any complaints they would be taken seriously, dealt with promptly and kept informed.

2.5. Is the support Well-Led?



- 2.5.1. The Management Team is well known to Service Users and relatives and are easily contactable and this was reported as outstanding by all but one respondent. The other was marked as good.
- 2.5.2. Outstanding reported by all six that they have experience of the managers, they appear to know what they need to do, and they have been honest with me, including when things go wrong.
- 2.5.3. All six of the respondents stated outstanding, that staff appear to be happy in their work.
- 2.5.4. Five responded outstanding, to being asked, when appropriate, for my views on the service provided and I feel included in how things will be different. One reported as good.
- 2.5.5. Five stated outstanding, that there appears to be good communication between the Management Team and staff. One marked as good.
- 2.5.6. Five respondents stated outstanding that the culture within ECHO Supported Living Services appears to encourage contributions from all involved. One marked as good.
- 2.5.7. Five reported outstanding that there is, in their opinion, strong leadership which welcomes views from all. One marked as good.

2.6. Comments from professionals.

- (a) Good relationship between staff and professionals, inclusive decision making and information sharing.*
- (b) I would like to commend Warren on the level and quality of information received when providing updates on my gentleman who has complex health needs. This is not only regarding health concerns and hospital admissions but also on outcomes from safeguarding investigations etc.*
- (c) This is the nicest Supported Living Service I have been to. All aspects are exceptional, and I enjoy visiting the service.*
- (d) I feel the staff are good and management are heavily involved in everyone's care and support. All residents appear happy and well looked after in their own homes.*
- (e) Rowland Street is a little village and a lovely community for people with Learning Disabilities. They have a lot on their hands but do an amazing job to support people with complex needs. Management are always contactable and responsive, a pleasure to deal with even when faced with challenging situations.*

3. CONCLUSIONS

- 3.1.** ECHO Supported Living Services commenced operating in September 2019, working with housing providers to purchase and/or build local properties in the Walsall and Staffordshire areas. This is the fifth external Professionals Survey undertaken.
- 3.2.** The number of surveys returned was 50%. Two professionals who completed surveys as excellent in all areas last year have still reported that score this year which shows the on-going confidence they have in the service.
- 3.3.** This survey highlights that ECHO Supported Living Services is an excellent community support provider that communicates to a very high standard with all stakeholders. Professionals reported outstanding and good for all areas which is a testament to the direct support staff and the leadership team.

4. RECOMMENDATIONS

- 4.1. It is our view that in areas marked as 'unknown' when addressing the services medication management, we could actively communicate local audit scores to build confidence in our processes.
- 4.2. It is our view that in areas marked as 'unknown' when addressing the services consent and views of the people we support in best interest decisions, alongside their protection from bullying and harassment, we can share documented conversations through our digital care records platform alongside results from our Service User surveys which have been completed at the same time.

4.3. We actively encourage open and honest feedback to improve upon our processes and the service we deliver. The management team will hold a reflective practice to address the areas we have received good instead of outstanding across all areas.

Siobhan Sagoo
Business Support Manager
May 2024