Expect Group of Companies Access to Care Service User Survey Results 2023

AIM:
To engage with Service Users and give them the opportunity to share their views and feedback on the Services provided by the Expect Group of Companies - Access to Care
To identify any necessary changes for leaning and improvement
To monitor and evaluate shared information

RESULTS:
The annual survey was circulated using Google Forms and completed anonymously by Access to Care Service Users. 4 Access to Care Service Users were given the opportunity to complete the survey, a total of 4 responses received.

Results from the Service User Survey are positive. 100% of respondents are happy with the level of support they receive, feel they are treated with dignity and respect, feel supported by their staff teams and feel encouraged to achieve their goals. 100% of respondents also feel their emotional needs are being met and are confident they are accepted for being themselves.

Only 25% of respondents agreed that their personal plan is reviewed regularly and 50% of responses indicted that respondents have the opportunity to be involved in their personal plans.

Staffing responses indicate that respondents report that they are happy with the support they receive, are encouraged to be as independent as possible and staff listen and take note of their views.
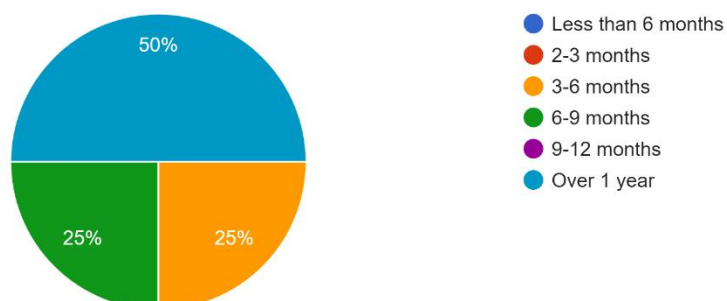
Accommodation responses indicate that in the main respondents are happy with their accommodation, however again 50% of respondents express that they are not encouraged to personalise their own room.

100% of respondents express they know who to speak to if they have a problem, they receive information in a way they can understand and that their information is kept safe and confidential.
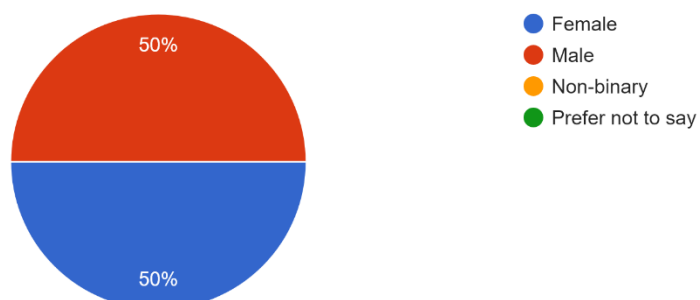
General Information
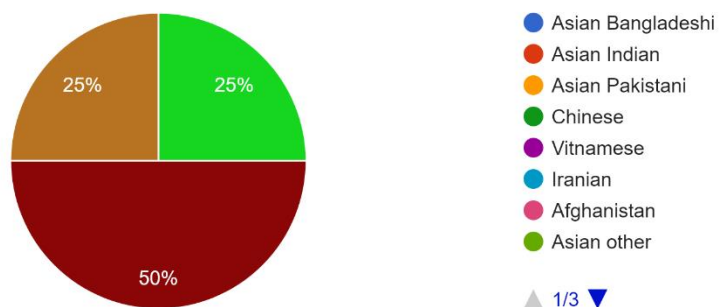
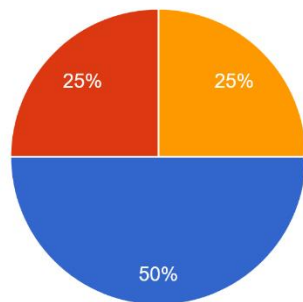### How long have we been supporting you?
4 responses

Legend
● Less than 6 months
● 2-3 months
● 3-6 months
● 6-9 months
● 9-12 months
● Over 1 year

50%
25%
25%

Your Gender
4 responses

Legend
● Female
● Male
● Non-binary
● Prefer not to say

50%
50%

Your Ethnic group
4 responses

Legend
● Asian Bangladeshi
● Asian Indian
● Asian Pakistani
● Chinese
● Vitnamese
● Iranian
● Afghanistan
● Asian other

▲ 1/3 ▼

25%
25%
50%

Which age group do you fit into?
4 responses

- ● 16 - 18 years
- ● 18 - 24 years
- ● Over 25 years

25% 25% 50%

What is your sexual orientation?
4 responses
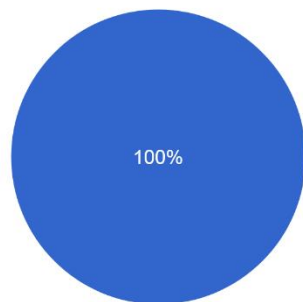
- ● Heterosexual or Straight
- ● Gay or Lesbian
- ● Bisexual
- ● Other sexual orientation not listed
- ● Prefer not to say
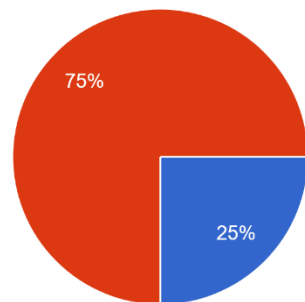
100%

What is your marital status?
4 responses
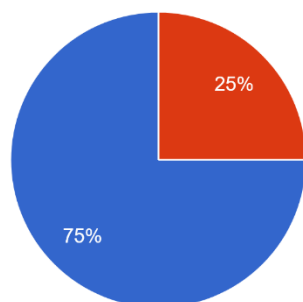
- ● Single
- ● Married
- ● Civil Partenership
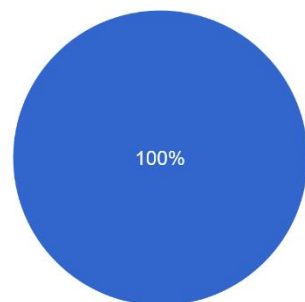- ● Prefer not to say

25% 75%

Is someone helping you to complete this form?
4 responses

- No
- My career/support worker
- My friend/advocate
- My relative
- Someone else

75%

25%

My Support

I am happy with the support I receive
4 responses

- Agree
- Disagree

100%

I feel supported by my Support Staff
4 responses

- Agree
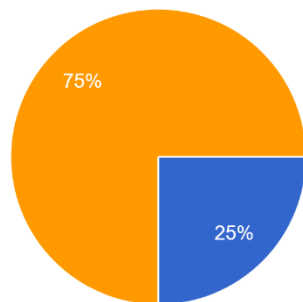- Disagree

100%
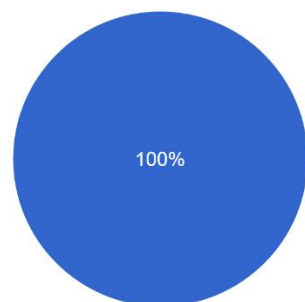
I am treated with dignity & respect
4 responses

- ● Agree
- ● Disagree

100%
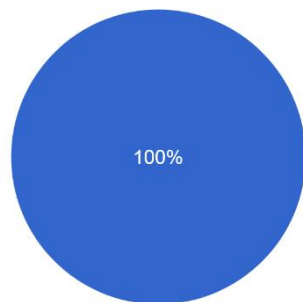
I am encouraged/assisted to follow and practice my faith should I wish to do so
4 responses

- ● Agree
- ● Disagree
- ● Not Applicable

75%

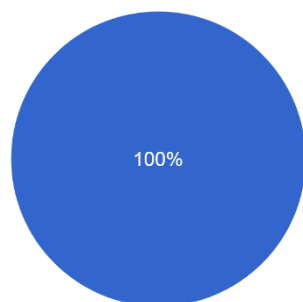25%

I am encouraged/assisted to achieve my goals
4 responses

- ● Agree
- ● Disagree
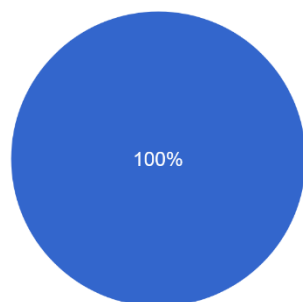
100%
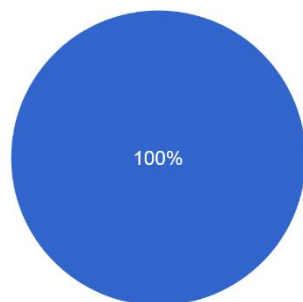
My emotional needs are met by my Support Staff
4 responses

- Agree
- Disagree
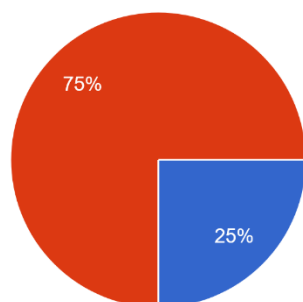
100%

I am confident that I am accepted for being myself
4 responses

- Agree
- Disagree

100%
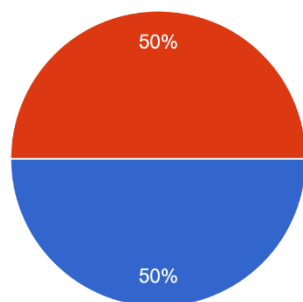
My personal plan is reviewed regularly
4 responses

- Agree
- Disagree

75%

25%

I have to opportunity to be involved in my personal plan
4 responses

- Agree
- Disagree
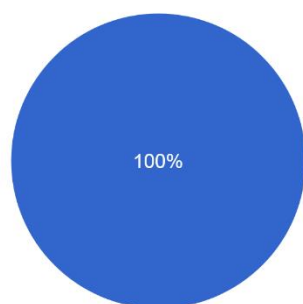
50%

50%

I am happy with the support staff
4 responses

- Agree
- Disagree

100%

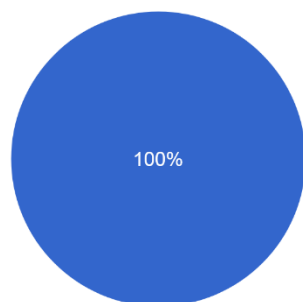## I am encouraged to be as independent as possible
4 responses

- Agree
- Disagree

100%

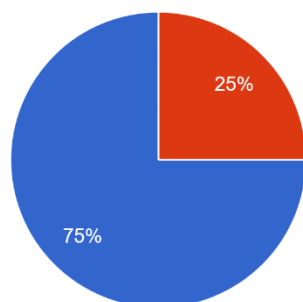## The support staff listen to me and take note of my views
4 responses

- Agree
- Disagree

100%

My Accommodation

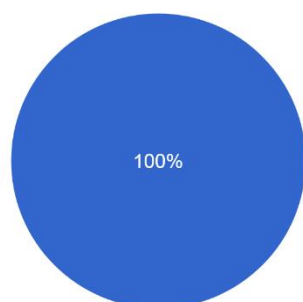## I feel included in the decisions made that effect my Service
4 responses

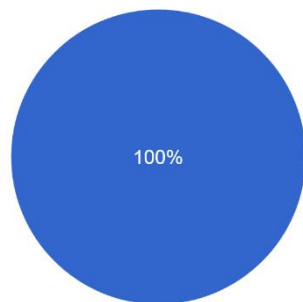- Agree
- Disagree

25%

75%

I feel safe in my Service
4 responses

- Yes
- No

100%

My living space is comfortable
4 responses

- Agree
- Disagree

100%

I am encouraged to personalise my own room
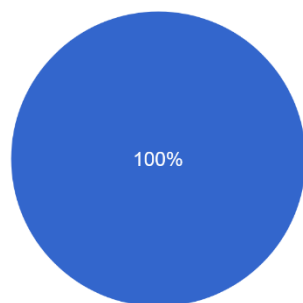4 responses

- Agree
- Disagree

50%

50%
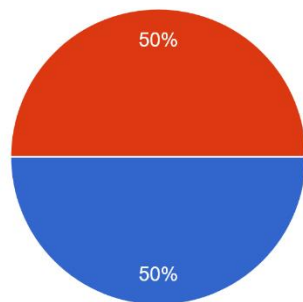
Complaints and Compliments

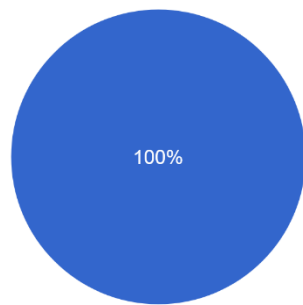## I know how to make a complaint or suggestion
4 responses

- Yes
- No

100%

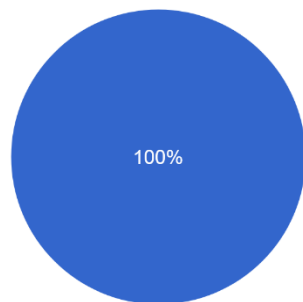## I am confident that any concern I raise will be dealt with effectively
4 responses

- Agree
- Disagree

100%

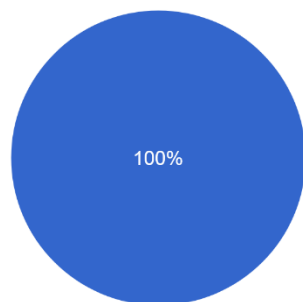## Any information I receive from Access to Care is easy to read and understand
4 responses

- Agree
- Disagree

100%

I am confident that my personal information is kept safe and confidential
4 responses

- Agree
- Disagree

100%

END OF REPORT