



Expect Group of Companies Rowan Care & Focus Care Wales Service User Survey Results (October) 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 – Rowan Care & Focus Care Wales

To identify any necessary changes for leaning and improvement

To monitor and evaluate shared information

RESULTS:

The bi annual survey was circulated using both Google Forms and paper copy handouts to be completed anonymously by Rowan Care & Focus Care Wales service users. 19 Rowan Care & Focus Care Wales services users received the survey however there were 2 responses received, a total of 5 responses were received when the survey was circulated in April.

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 and practice their faith. Responses indicate that respondents are confident they are accepted for being themselves, are encouraged to be independent and 50% agree that they have the opportunity to be involved in the review of their care plans.

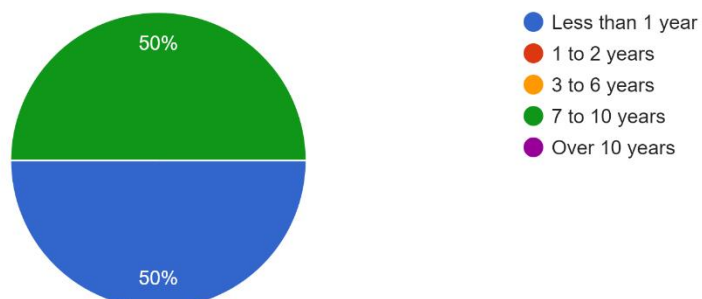
Staffing responses indicate that 100% of respondents are happy with that staff that visit them and that their support staff listen to them and take note of their views. This is consistent with the responses from April's report.

100% of respondents express they know who to speak to if they have a problem, receive information in a way they can understand and that their information is kept safe and confidential, again consistent with April's report.

General Information

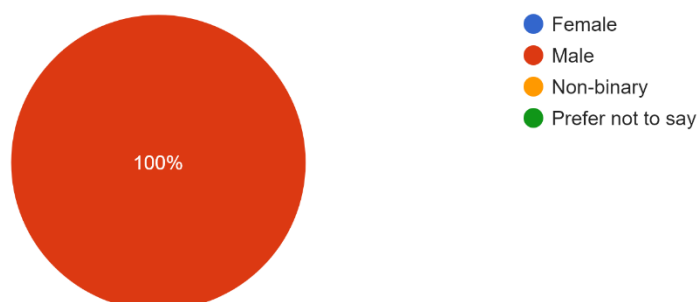
How long have we been supporting you?

2 responses



Your Gender

2 responses



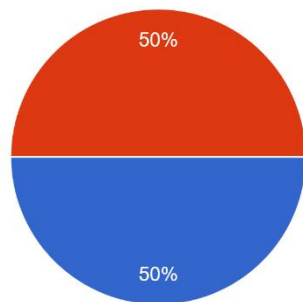
Your Ethnic group

2 responses



Which age group do you fit into?

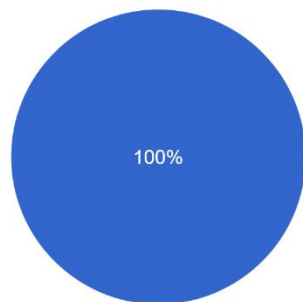
2 responses



- 16 - 24 years
- 25 - 35 years
- 35 - 44 years
- 45 - 54 years
- 55 - 64 years
- Over 65 years

What is your sexual orientation?

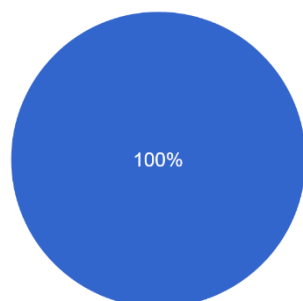
2 responses



- Heterosexual or Straight
- Gay or Lesbian
- Bisexual
- Other sexual orientation not listed
- Prefer not to say

What is your marital status?

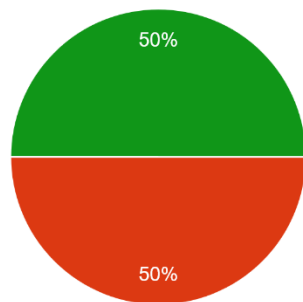
2 responses



- Single
- Married
- Civil Partnership
- Prefer not to say

Is someone helping you to complete this form?

2 responses

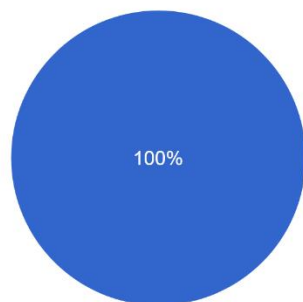


- No
- My career/support worker
- My friend/advocate
- My relative
- Someone else

My Support

I am happy with the support I receive

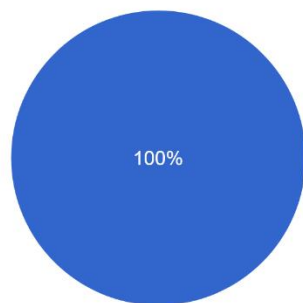
2 responses



- Agree
- Disagree

I feel supported by my staff

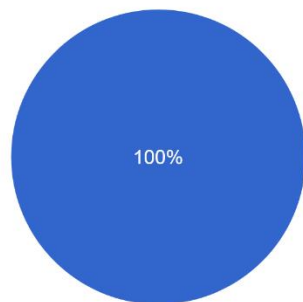
2 responses



- Yes
- No

I am treated with dignity & respect

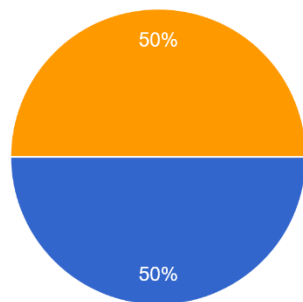
2 responses



● Agree
● Disagree

I am encouraged/assisted to follow and practice my faith should I wish to do so

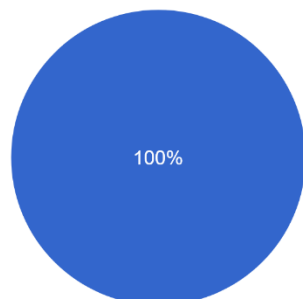
2 responses



● Agree
● Disagree
● Not Applicable

I am confident that I am accepted for being myself

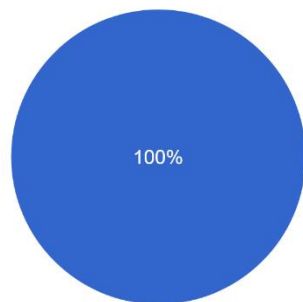
2 responses



● Agree
● Disagree

I am encouraged to be as independent as possible

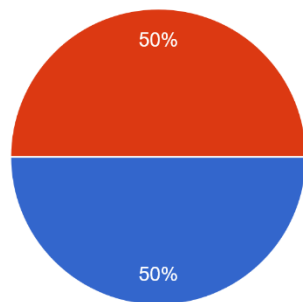
2 responses



● Agree
● Disagree

My personal plan is reviewed regularly

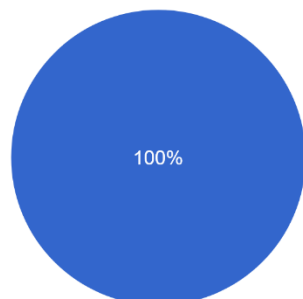
2 responses



● Agree
● Disagree

I have the opportunity to be involved in the review of my personal plan

2 responses

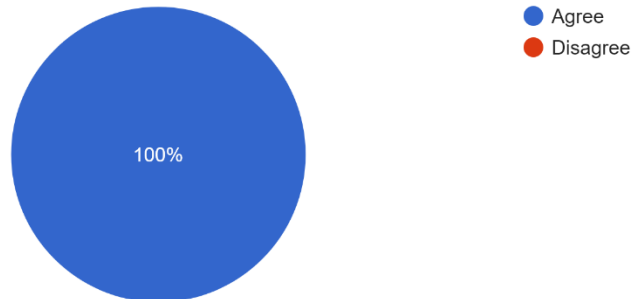


● Agree
● Disagree

Staffing

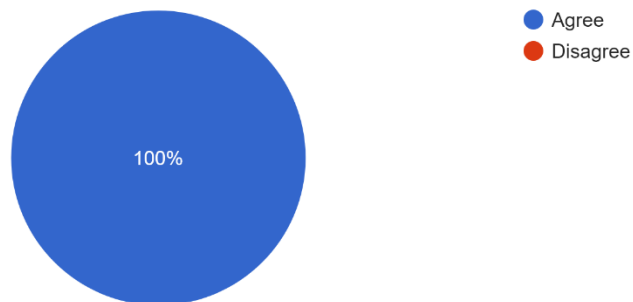
I am happy with the care/support workers that visit me

2 responses



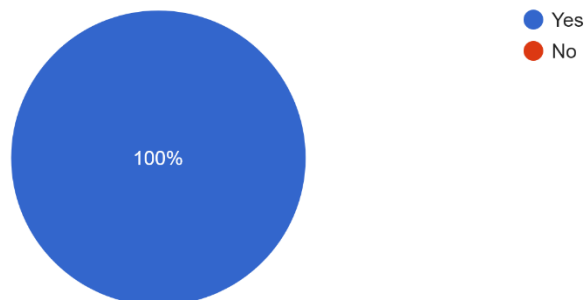
The Care/Support Workers listen to me and take note of my views

2 responses



Most of the care/support worker I receive is from the same care/support worker

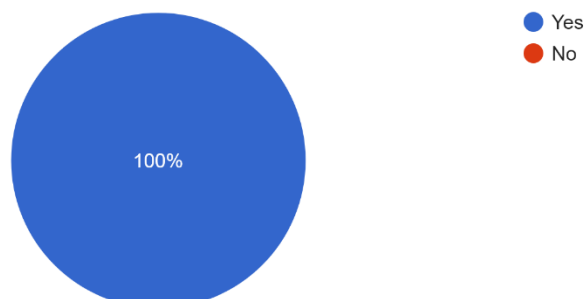
2 responses



Complaints and compliments

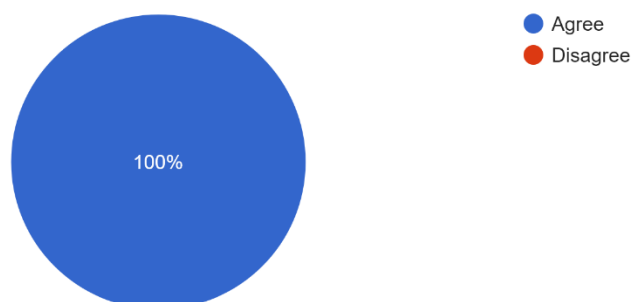
I know how to make a complaint or suggestion

2 responses



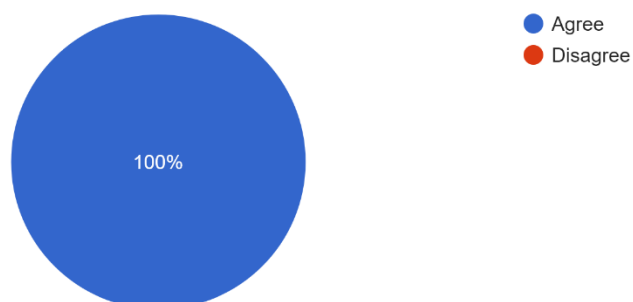
I am confident that any concern I raise will be dealt with effectively

2 responses



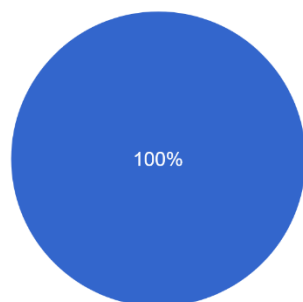
Any information I receive from Rowan Care / Focus Care Wales is easy to read and understand

2 responses



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

2 responses



- Agree
- Disagree

END OF REPORT

