



## **Carers Survey Report**

**December 2016**

At Share, we are always looking for ways to improve what we offer our students and to make their time at Share happy and satisfying. We aim to play a big part in helping them people to make the most of the opportunities available to them and to have the confidence to make choices.

This survey was conducted to find out the views that parents and carers had of Share, whether positive or negative. We asked questions around what they thought about our ability to support people to make and maintain friendships, to live happy lives and to learn and develop new skills. We asked about what we should continue, stop or start doing, and whether they were confident that we met the needs of the person they support.

We collected the results through various methods, including in person, by telephone and through survey monkey links via email. We asked for honest and open responses. Where responses were collected on the phone or in person, this was done by volunteers who did not directly know the person they were contacting.

**34 carers, parents, support workers or care managers participated in the survey.**

She is always happy about going to Share and when she comes back

The staff commitment towards all their students is what I value most about Share. The love they show all the students is the most valuable asset about Share

She is very confident and aware of her rights. I believe that this may be a result of what she is taught at Share. I find it empowering for her.

## Main findings

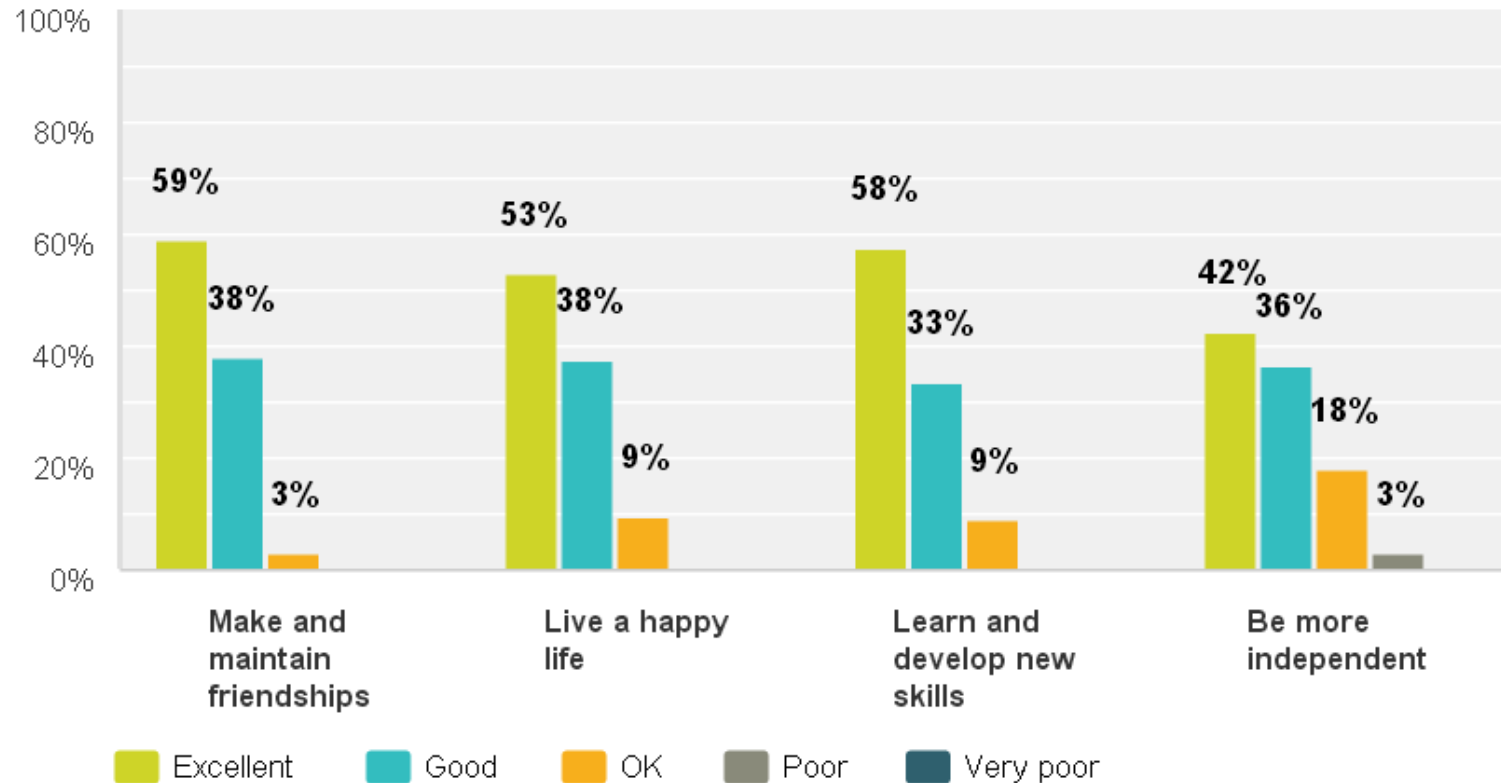
- In general, carers had very positive things to say about Share. People commented that Share should keep up the good work and that it is a very friendly and supportive place.
- 100% of carers felt Share was excellent, good or OK at supporting students to make and maintain friendships, to live a happy life and to learn and develop new skills.
- 100% of respondents noticed a positive change in the person they support within the last year.
- 100% of carers felt confident that Share was able to meet the needs of the person they support.
- 100% of carers were positive about the services Share provided in terms of safety, quality of service, effectiveness, competence of staff and wellbeing care.

He is more confident and the staff are supportive in helping with his confidence

There is always something positive to say about Share.

I value the positive, encouraging, caring attitude of all the staff. Each student is treated as an individual and their interests followed and learnt on, so they can meet their potential.

## How would you rate Share's ability to enable and encourage the person you support to...



100% of carers felt Share was excellent, good or OK at supporting students to make and maintain friendships, to live a happy life and to learn and develop new skills. Over 97% of carers felt this way in terms of encouraging students to be more independent. These results are fairly consistent with last year.

## How would you rate Share against other service providers in terms of:



100% of carers thought that Share was excellent, good or OK in all of these areas. Nobody rated Share poorly. 'Wellbeing care' scored the highest, however in general these results are consistent with last year.

## As a carer, what do you most value about Share?

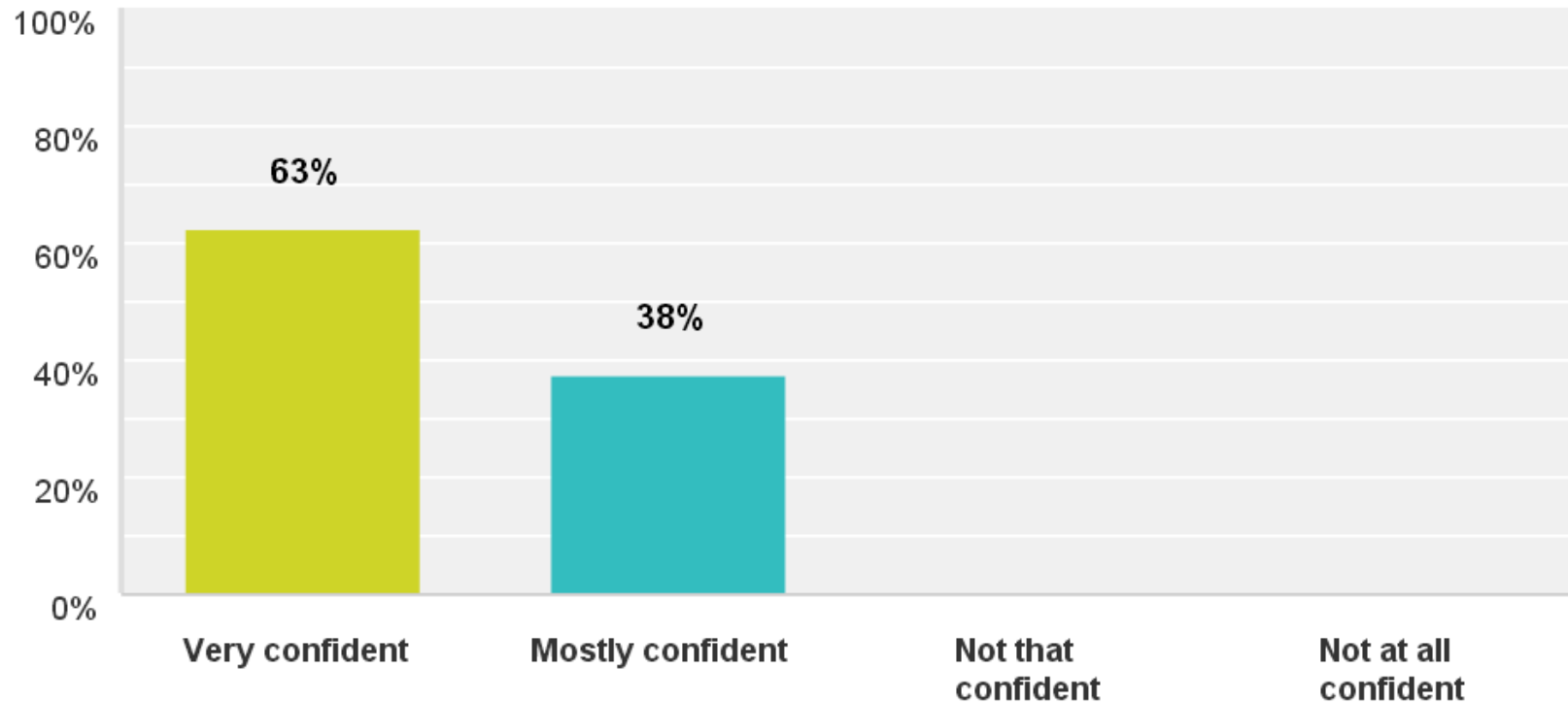
- Everybody is happy and Share is a joyful place. Makes me happy knowing the person I care for likes to attend Share.
- Share is a safe place and a nice break
- Share has good staff, client and carer communication
- It gives my daughter the opportunity to learn new skills and build her confidence and integrate with other people other than just myself.
- There is always something positive to say about Share.
- The help and support Share offer and how good they are
- The things I most value about Share are the positive, encouraging, caring attitude of all the staff. Each student is treated as an individual and their interests followed and learnt on, so they can meet their potential. The atmosphere in Share is friendly and respectful of everyone. This allows the students to make friends and support each other.
- Promote independence and interact with the community and the support given to students to learn new skills and improve on their skills.
- Share is a joyful and friendly environment. She always looks forward to going to Share and interacting with her peers.
- I like that it is a local resource so my daughter can access it independently. I like that she still has not given up on reading, money management and time. I like that she is trying hard to be more proficient in these skills and life skills.

- I value everything about Share, their safety, wellbeing, teamwork and respect
- The person I care for has learnt a lot of things at Share, such as wellbeing, exercising, being active, computer skills, being responsible, looking after students at Share, being a rep and helping at reception. She is very happy coming to Share, it keeps her occupied and stimulated and she looks forward to going.
- The trips and experience they offer.
- Share is an excellent source of independence and support.
- The way clients are looked after. Doing something right as clients are staying. The atmosphere of Share is very good and who I care for is happy there, which is what is important to me.
- Making their students life enjoyable.
- Opportunity to attend gardening and interact with other students and develop different skills
- A sense of inclusion, kind caring staff, which treat everyone as an individual and try to cater for their needs.
- The support workers and the staff's commitment towards all their students is what I value most about Share. The love they show all the students is the most valuable asset about Share.
- How Share helps someone who is quiet to get out there and participate in activities, helping them accomplish something

## Have you noticed any positive changes in the person you support, within the last year? How do you think Share may have helped with these changes?

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| <ul style="list-style-type: none"><li>- I've seen a change in his confidence and he's enjoying himself</li><li>- The person I care for is a lot more confident and enjoys coming to Share</li><li>- Has been more competent about going on trips with the group</li><li>- He is more confident and the staff are supportive in helping with his confidence.</li><li>- She is more confident and now feels she can speak up when she feels she needs time out from being stressed or overwhelmed &amp; the introduction of picture cards to show how she feels about things so helps her to be understood a bit better as her speech is not always clear.</li><li>- She is always happy about going to Share and when she comes back</li><li>- Share has increased his knowledge of horticulture</li><li>- Yes mostly in her developing new skills</li><li>- In the last year my daughter has become much more confident. She is a shy person but does not always give the appearance of this. With the support and encouragement from staff at Share she is gradually over coming this and believing more in herself</li><li>- The person I care for is more active and his mood is more settled</li><li>- Yes, the person I support has improved a lot in using the computer and ask staff to fix things for him less often now</li><li>- The person I support has been at Share since 1997. She values her friendship with her peers and teachers. She has Share to look forward too.</li></ul> | <ul style="list-style-type: none"><li>- They have made a difference to their confidence and meeting lot of new people.</li><li>- She chats using a lot of big words appropriately</li><li>- I noticed many positive changes about the person I support. think it is about communication and understanding between the student and professional people and home.</li><li>- She is very confident and aware of her rights. I believe that this may be a result of what she is taught at Share. I find it empowering for her</li><li>- He has better confidence and make more of an effort to speak</li><li>- Yes, he has definitely become a mature and confident young man</li><li>- Very bubbly and happy to say no, she is more sociable and people around her are happy to support her which makes her happy to attend Share</li><li>- She likes to attend Share</li><li>- My client is more confident and has done some amazing things in groups and outings that she has enjoyed immensely</li><li>- Share staff assists in motivation for wellbeing</li><li>- Yes, always. Share has shown him not be scared in society too be positive and carry no matter what</li></ul> |
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## How confident are you that Share staff meet the needs of the person you support?



100% of carers feel very or mostly confident that Share meets the needs of the person they support. Nobody wasn't confident. This is a slight improvement on last year.

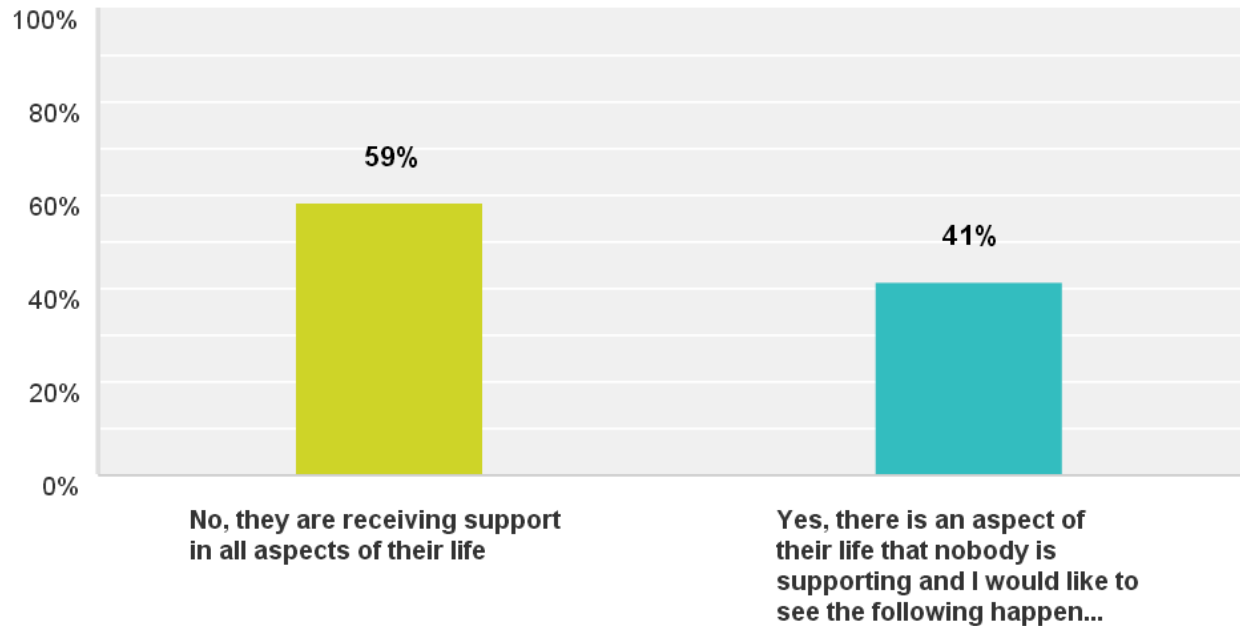
# How could we improve our service over the next year?

## What should we:

Stop doing?	Carry on doing?	Do differently?
<ul style="list-style-type: none"> <li>- I think it would be best to stop writing in the communication book but at first to call and ask us, then to use the communication book</li> <li>- Don't stop anything!</li> </ul>	<ul style="list-style-type: none"> <li>- Being supportive and encourage the young person to integrate more with their peers</li> <li>- Carry on what you are doing</li> <li>- Having caring and supportive staff.</li> <li>- Continue with the "Go Anywhere, Do Anything" project and with regular meeting for parents and carers.</li> <li>- Providing transport, providing opportunities to be more active and independent</li> <li>- Carry on doing the trips out</li> <li>- Life skills</li> <li>- What you are doing now, as she feels like an active member and is encouraged to continue.</li> <li>- Go anywhere places, music sessions, the library</li> </ul>	<ul style="list-style-type: none"> <li>- Encourage the person I care for to talk more</li> <li>- Offer one to one support</li> <li>- To inform carers about trips the students have asked to go on as we are not always told</li> <li>- Notify the Carer/next of kin/taxi driver of any changes to Share's routine not to just rely on the person telling us as they may not always remember or be accurate in passing on the message</li> <li>- Keep researching on new things</li> <li>- More exercise, more healthy living skills and more ways of implementing life skills</li> <li>- Make sure the carers pick up the person in perfect timing</li> <li>- Encourage the students to express themselves and absorb things from other people</li> <li>- Offer parents/carers to pay for their lunch money directly if possible.</li> </ul>



# Thinking about the person you care for - is there any aspect of their life that you feel nobody is yet supporting with? If yes, what would you like see happen?



## What would you like to see happen?

- More education about diet and health
- Inform the student about their own health issue, to help them understand as she doesn't want to listen and Share has such a positive impact on her. She does not like to listen to anyone when talking about her teeth.
- To make sure he is not left alone as although he does like it, he should be encouraged to participate in activities.
- To promote new friendship with peers.
- Reading
- To have speech therapy or to use Makaton
- To encourage students to express themselves and absorb things from other people
- Offer more painting classes
- To have support or information to do with relationships