

Changing Days Feedback from Customers, Families and Carers

June/July 2021

Introduction

In 2019 Surrey Choices embarked on a journey to give the people we support greater choice and control over the services they receive. With assistance from the National Development Team for Inclusion (NDTi), Surrey Choices held a series of events to help shape our vision for change. Over 400 customers, family members, Carers and colleagues took part in the Festival of Ideas, and other Listening Events throughout the Autumn of 2019.

During Lockdown Surrey Choices continued to listen to understand what matters most to the people we support, their families and Carers now and in the future. All of Surrey Choices services have since adopted Person-Centred Planning to align the support people receive with their personal goals and aspirations.

The NDTi have continued to work with Surrey Choices to bring together our Changing Days Vision for change. It sets out our long-term goals, and how we will progress towards these goals over the next few years. One of the measures of success we intend to use is how well we address the goals the people we support, families and Carers consider the most important.

The aim of the Changing Days survey and drop-in sessions was therefore to verify that the goals Surrey Choices established as important to people during previous consultations had not changed during Lockdown, and that they remain in line with what people want now.

The questions in this survey therefore were very specific and referenced back to the goals originally identified in 2019.

Survey Findings

407 people were invited to participate in the online survey. Surrey Choices received 35 responses, which represents a participation rate of 8.6%. An additional five families joined a one-to-one drop in discussion to share their experiences with a representative from the NDTi.

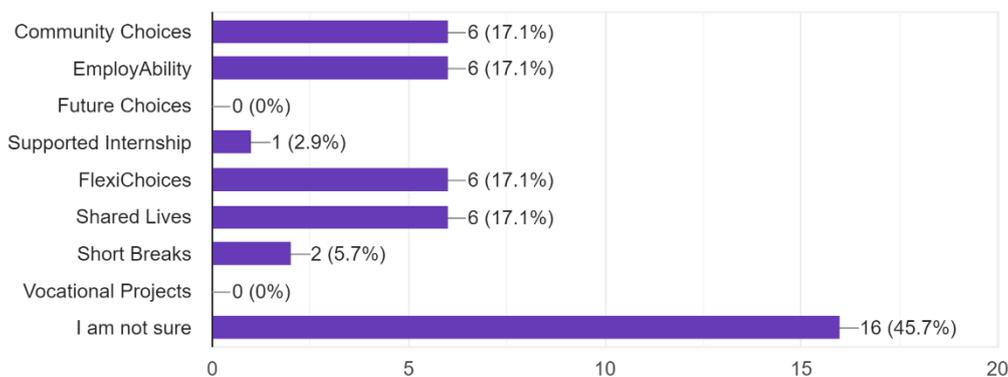
Responses to Questions

Please select ALL the Surrey Choices services that your family member attends.

A proportion of respondents had family members, who attend multiple services, hence the totals do not add up to 100%. Strikingly nearly half of respondents (45.7%) were not sure which service their family member attends. This may indicate that the new Community Choices branding is not well understood by the families and Carers of people who attend services at an activity centre.

Please select ALL the Surrey Choices services that your family member attends?

35 responses

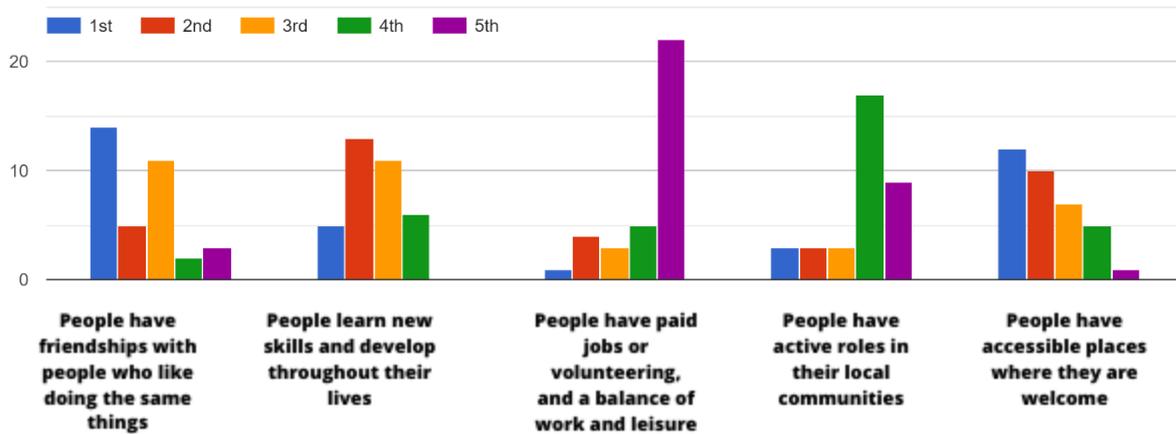


1. These are the goals that people we support want Surrey Choices to help them achieve. Please rank the five goals in order of importance to you as a Carer.

People having friendships with people who like doing the same things was ranked as the most important of the five goals for families and Carers. But accessible places where they are welcome came a very close second. It was very clear from the results of the survey that those who responded ranked paid jobs and volunteering as the least important of the five goals being reviewed.

Ranking	Goals ranked in importance as selected by families and Carers
1a	People have friendships with people who like doing the same things
1b	People have accessible places where they are welcome
2	People learn new skills and develop throughout their lives
4	People have active roles in their local communities
5	People have paid jobs or volunteering, and a balance of work and leisure

1. These are goals that people we support want Surrey Choices to help them achieve. Please rank the five goals in order of importance to you as a Carer. (Please note there is one selection per column)



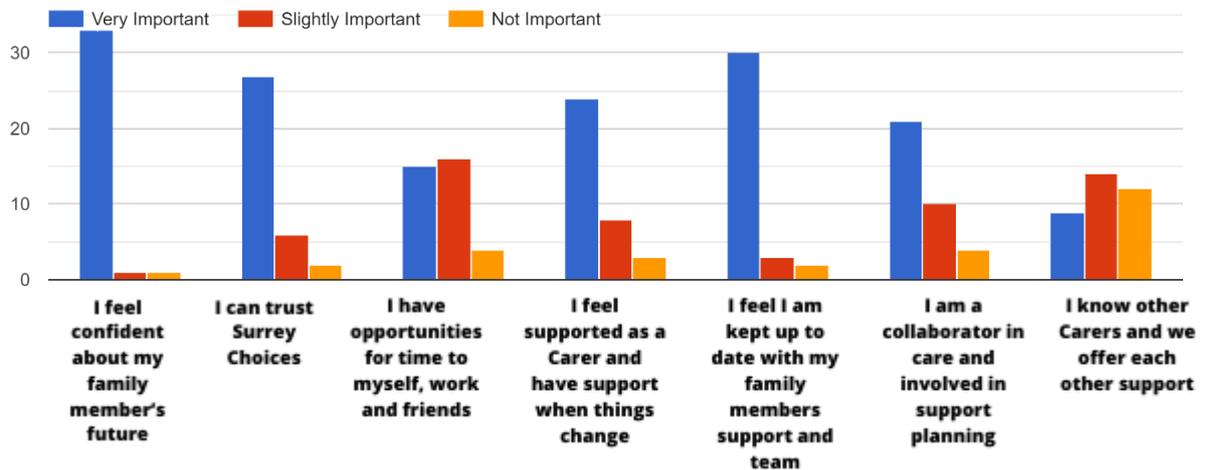
2. Please add any other important goals that you think are missing from the list above:

A definite theme that came out in the general feedback to this question was around people Surrey Choices supports feeling safe and secure, as well as the need for a safe and familiar environment to undertake activities. This led some respondents to express concern that Surrey Choices might be stopping all centre based activities in favour of community-based support. A greater number of respondents were delighted that their loved ones could do more in the community, provided adequate support and safe means to get there is made available. One person suggested that opportunities in the community are ‘still too reliant on parental input, which is not sustainable in the long term.’

3. Families and Carers told us these goals are important to them. Please select how important they are to you personally.

The goal that the most Families and Carers (33 out of 35) identified as very important was the need to feel confident about their family member’s future. This was followed by the desire to be kept up to date with the family member’s support and team. Getting to know other carers and offering each other support was the least important to Families and Carers, although there was some acknowledgement that prioritising time for themselves is necessary. This is perhaps more prevalent where family members are in employment.

3. Families and Carers told us these goals are important to them. Please select how important they are to you personally. (Please note there is one selection per column)



4. Please add any other important goals that are important to you as a family member or Carer, if they have not been listed.

Some family members and Carers acknowledged the list as important goals, but felt they were not always achieved. A few people expressed similar sentiments to this one 'that things do not change because of budgets but because they are what the person needs.'

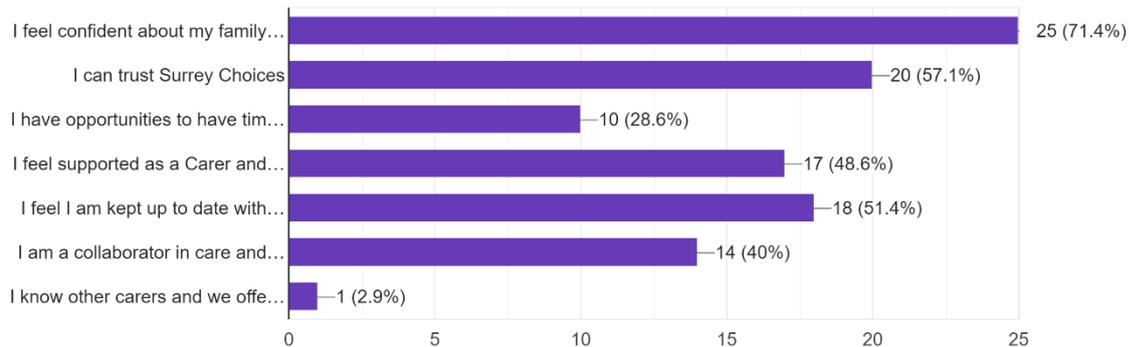
5. Please select the three most important goals to you?

Question 5 posed a similar question to question 3, but only allowed respondents to select their top three most important goals. Therefore, the different format provided a check and balance to the previous question.

As with the previous question, most Families and Carers (71.4%) identified the need to feel confident about their family member's future as one of their most important three goals. The fact that they can trust Surrey Choices moved up a place (57.1%), ahead of the desire to be kept up to date with the family member's support and team (51.4%). Getting to know other Carers and offering each other support again ranked the lowest with only one respondent placing it in their top three most important goals.

5. Please select the three most important goals to you?

35 responses

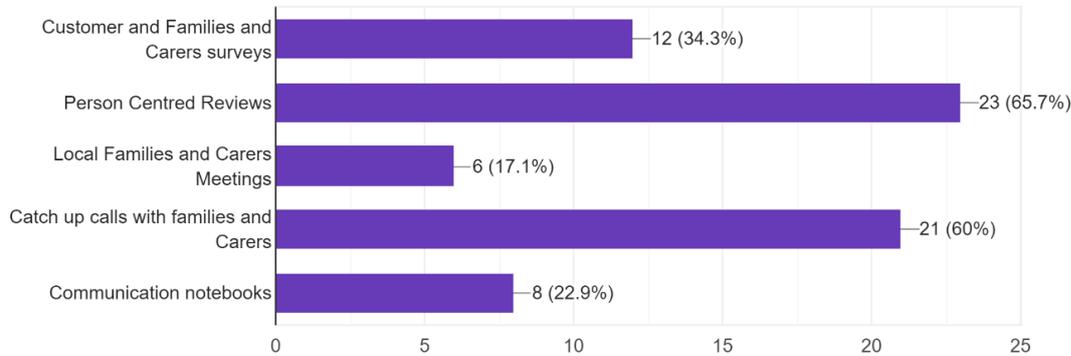


6. Please select the two most useful ways for Surrey Choices to find out from you whether we are making positive changes towards these goals

Nearly two thirds of respondents (65.7%) thought that the best way to find out if parents and Carers think Surrey Choices is making positive changes towards these goals is via Person Centred Reviews. This was closely followed (60%) by catch up calls with families and Carers. This clearly demonstrates a preference for one to one conversations with those directly involved with the care and support of their loved one. However, just over one third (34.3%) find the surveys as the most useful tool for sharing feedback. One fifth (22.9%) valued the use of communication notebooks, perhaps because the feedback is more instantaneous. Local parent and Carer meetings received the lowest score at 17.1%, but still almost a fifth of respondents showed they have a place in the communication mix.

6. Please select the two most useful ways for Surrey Choices to find out from you whether we are making positive changes towards these goals

35 responses



7. Are there any other ways we could find out from you or the person you support how well we are doing? Please let us know in the comment box below.

There were many suggestions for ways of communicating that are already in place, such as newsletter and monthly meetings. This suggests that some of Surrey Choices communications are not reaching families and Carers.

Recommendations

As a result of the feedback gathered, the NDTi has made the following recommendations to Surrey Choices:

1. Add an additional goal to the Vision document that families and Carers are confident that their family member is safe.
2. Create messaging that reassures families and Carers that an increase in community-based support does not mean centre based support will stop for those whose Person Centred Plan identifies a need for it.
3. Share stories that demonstrate how the goals are being achieved.
4. Revisit methods of communication to customers, families and Carers and experiment with some of the suggestions made.

Summary

The Senior Leadership Team is very grateful to the people who participated in all the listening events, including this survey. The final outcomes that Surrey Choices is now aiming for:

People we support:

- Have friendships with people who like doing the same things
- Learn new skills and develop throughout their lives
- Have paid jobs or volunteering, and a balance of work and leisure
- Have active roles in their local communities
- Have accessible places to go where they are welcome

Families and Carers:

- Are confident about their family member's future and that they are safe
- Trust Surrey Choices
- Are collaborators in care and support
- Have time for their own lives, work and friends
- Have the information they need

 People we support	 People who work for Surrey Choices	 Families and Carers	 Surrey Choices as one organisation
 Have friendships with people who like doing the same things	 Feel confident to support people to try things and take risks safely	 Are confident about their family member's future and that they are safe	 Enables those we support to progress in their own chosen goals
 Have accessible places to go where they are welcome	 Are skilled and knowledgeable and have the right tools to do their jobs	 Trust Surrey Choices	 Builds and maintains positive partnerships
 Have active roles in their local communities	 Use their personal strengths and collaborate with others to make things happen	 Are collaborators in care and support	 Is a visible role model in the sector
 Learn new skills and develop throughout their lives	 Are empowered to innovate, take risks and learn through practice	 Have time for their own lives, work and friends	
 Have paid jobs or volunteering, and a balance of work and leisure	 Know how to listen and help people make decisions and create change in their lives	 Have the information they need	

Appendix A: The Survey Questions

Please select ALL the Surrey Choices services that your family member attends? (Check box)

- Community Choices
- EmployAbility
- Future Choices
- Supported Internship
- FlexiChoices
- Shared Lives
- Short Breaks
- Vocational Projects
- I am not sure

Question 1. These are goals that people we support want Surrey Choices to help them achieve. Please rank the five goals in order of importance to you as a Carer. (Please note there is one selection per column)

1. People have friendships with people who like doing the same things
2. People learn new skills and develop throughout their lives
3. People have paid jobs or volunteering, and a balance of work and leisure
4. People have active roles in their local communities
5. People have accessible places where they are welcome

Question 2. Please add any other important goals that you think are missing from the list above: (Free text answer)

Question 3. Families and Carers told us these goals are important to them. Please select how important they are to you personally.

(Please note there is one selection per column)

(Multiple-choice grid: Very Important / Slightly Important / Not Important)

1. I feel confident about my family member's future
2. I can trust Surrey Choices
3. I have opportunities for time to myself, work and friends
4. I feel supported as a Carer and have support when things change
5. I feel I am kept up to date with my family members support and team
6. I am a collaborator in care and involved in support planning
7. I know other carers and we offer each other support

Question 4. Please add any other important goals that are important to you as a family member or Carer, if they have not been listed.

(Free text answer)

Question 5. Please select the three most important goals to you?

(Check boxes)

- I feel confident about my family member's future
- I can trust Surrey Choices
- I have opportunities to have time for myself to have their own lives, work, friends
- I feel supported as a Carer and have support when things change
- I feel I am kept up to date with my family member's support and team
- I am a collaborator in care and involved in support planning
- I know other carers and we offer each other support

Question 6. Please select the two most useful ways for Surrey Choices to find out from you whether we are making positive changes towards these goals

- Customer and Families and Carers surveys
- Person Centred Reviews
- Local Families and Carers Meetings
- Catch up calls with families and Carers
- Communication notebooks

Question 7. Are there any other ways we could find out from you or the person you support how well we are doing? Please let us know in the comment box below. (Free text answer)

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For questions or more information please contact:

The Marketing and Communication Department

E: talktous@surreychoices.com