



Community Care Trust (South Devon) Ltd

Customer Satisfaction Report

August 2009

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Service Description

The Community Care Trust provides a wide range of recovery services where the recovery relationship is central to the delivery of our services. People use any combination of services, through self introduction and the Trust strives to ensure that these are consistent in the standard of delivery, are based upon a shared understanding of human need and are recovery supportive. The element of service provided will be determined by the individual.

People have their own journey of recovery and may use different services at different times to access the level and type of support that is required. People are supported to develop self-management techniques so they become increasingly aware of their needs and CCT is available to support these changing requirements when needed.

The following services are provided and can be accessed in any combination:

Residential Services:

The Trust's residential services provide support with accommodation within three houses in the Torbay and Teignbridge areas. The emphasis is to ensure everyone works towards their own personal goals and recovers a meaningful life as defined by them. Residential services also support people who have moved on into their own accommodation. These services are staffed 24 hours a day by Support, Time and Recovery (STR) workers and registered nurses (RMNs).

- Cypress Independent Hospital (Paignton), with 12 beds and a separate flat;
- Granvue Residential Care Home (Torquay) with 8 beds;
- St Maur Residential Care Home (Newton Abbot) with 8 beds;
- Shirburn Road supported accommodation (Torquay) with 4 beds.

Community Networks:

Community Networks, which consist of STR services throughout Teignbridge and Torbay, community groups, a Life Coach and a Vocational Coach as well as Women's and Men's Networks which provide facilitated peer support. Community Networks work with people who require any level of support in the community from frequent STR sessions to infrequent visits to groups or networks.

- The Haven and DART Team (Teignbridge area)
- Daybreak Team (Paignton and surrounding area)
- Abbey Road Team (Torquay and surrounding area)

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All the people who have taken the time to inform the content of the survey questions providing us with valuable feedback as part of service review and improvement.

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All those who completed the survey and the staff who ensured it's effective distribution so as many people as possible had the opportunity to give feedback on their satisfaction with the service.

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Introduction

The CCT's Customer Satisfaction Survey asks for feedback on how the people who access support from the Trust feel about key areas of their recovery. This forms part of the Community Care Trust's ongoing outcomes evaluation¹ and monitoring of our performance within the 10 Core Standards². Most importantly, the survey aims to discover if the Trust is delivering what people want.

The surveys were designed by people using and providing our services, informed by the Trust's previous outcomes studies, the 10 Core Standards, national standards and people's experiences. The questions focussed not only on how existing services are received, but also on how they could be better provided to meet individual recovery needs. The intention was not to simply achieve a set of results, but to open up conversations on how we can move away from service-led provision to that which is defined by the individual.

There are two separate surveys³; one for people who use residential services and one for people who use Community Networks. There were many questions that are the same regardless of the service received as many people will be using both services. Both surveys focus on introductions and impressions of the service, respectful relationships, getting what you want from the service and having responsibility for your recovery and accessibility. The residential survey also seeks to establish whether people's environmental and nutritional needs were being met.

In June 2009, a total of 126 people completed the survey. (37 from residential services and 89 from Community Networks) and results show a good level of satisfaction for the people using services at that time. This was from a possible 76 people from residential services and 522 people who were actively on the Community Networks caseload⁴. The Trust is particularly grateful for this level of response as in the previous month people were asked to complete two additional surveys.

¹ CCT has also carried out a Service Evaluation which preceded the Customer Satisfaction Survey. Copies of this are available on request and at www.community-care-trust.co.uk. Follow the link to Reports and CCT Newsletter.

² 10 Core Standards as set out in the Report of the Standards and Outcomes Pilot Project 2008-9 (Alison Moores on behalf of Devon Primary Care Trust and Devon County Council)

³ Please see Appendix I for the residential survey and Appendix ii for the Community Networks survey.

⁴ Although these figures accurately give the existing caseload as of June 2009, not everyone was asked to complete a questionnaire. In total 49% of people using residential services completed the questionnaire and 17% of people using Community Networks completed a questionnaire.

Summary and Recommendations

The data taken from the Customer Satisfaction Survey presents a positive view of the way people who use CCT for support feel about the service they receive. From the information gathered it can be said that people are broadly satisfied with the service they receive and there are no areas of service provision that stand out as urgently in need of change. The most notable thing about the survey results are the very positive way they were answered, but the positive results are taken with some caution as “response bias may significantly impact the result of patient satisfaction surveys, leading to overestimation of the level of satisfaction in the patient population overall.”⁵ In areas where a perceivedly small percentage of negative responses were seen, they were considered seriously because the positive bias may have skewed the results to be unrealistically positive. This report therefore gives increased value to negative responses on the Trust’s ability to meet people’s customer satisfaction expectations.

There was the opportunity to add information to negative responses to enable the Trust to respond, but in total, only 25 people gave feedback and of this 17 were positive comments but without constructive points on the service or layout of the questionnaire. In total, 8 people gave constructive feedback, which was disappointing as negative comments cannot always be interpreted correctly, and it is only with explanations that the Trust can confidently ensure decisions are the appropriate response to the findings of the survey.

Recommendations in the key ‘focus’ areas set out above will be measured against future customer satisfaction surveys. Within each of the focus areas what matters is that the right conversations are taking place to increase communication feedback. This will inform action for people who are providing support.

The following passage follows the running theme within this report which splits the responses in to topic headings and gives a summary of findings. Further exploration of statistical data and what this means to the service appears in more depth within chapters 1 and 2.

Introductions and impressions of the service

Staff were reported to be welcoming in the first interaction, people like the service they receive and they would choose to receive support from CCT over other providers. They would recommend the service to friends and family in the vast majority of responses. This shows that CCT not only makes a good early impression on people but sustains it and is valued by the people who responded to the survey.

Respectful relationships

Staff are predominantly seen to forge good relationships by the respondents of the survey. This is backed up by positive responses to questions on the value of key relationships and confidentiality in coaching relationships as well as sensitivity in areas that matter to people. There are several (just over 2%) negative comments within this section which give some cause for concern as they directly reflect upon the personal qualities of members of staff and although this is a small percentage, the Trust should ensure that each interaction takes place in a manner that is conducive with the Trust’s recovery ethos of “there is no other”, and that a mutually respectful relationship is formed between the Trust and everyone who comes to us for support.

⁵ Kathleen M Mazor, Brian E Clauser, Terry Field, Robert A Yood, and Jerry H Gurwitz, “A Demonstration of the Impact of Response Bias on the Results of Patient Satisfaction Surveys” (2002) Health Research and Education Trust.

Getting what you want from the service

Respondents felt that they were getting what they want in most cases, with the focus of the recovery coaching relationship being on meaningful activities and ensuring free and productive communication. In the Community Networks survey this area also focussed on the contribution towards the service and whether groups were what people want. Having said that, 21% of residential and 9% of Community Networks respondents said they were not comfortable complaining about anything they are unhappy with. This will feed into the recommendations of this report. Establishment of individual need through recovery coaching should help to determine the focus of the recovery relationship, and this should have a constant emphasis on feedback to ensure the service develops in response to changing needs.

Having Responsibility for your recovery

In this section the responses were encouraging. The great majority of responses from both residential and Community Networks respondents showed that people are encouraged to take responsibility for their recovery, they are helped to confidently monitor and manage their wellbeing and are encouraged to use wider networks including peer support groups. People are working in a manner conducive with recovery where the responsibility remains with the individual and their personal goals are explored, developed and supported by members of staff.

Access

Service accessibility to people who use residential services is supported well by the data collected, and is seen as fairly accessible to people who use Community Networks, but this is where there is a dip in customer satisfaction. A quarter of people from Community Networks do not feel staff are willing to see them as often as necessary and 34% of people felt they could not access support outside the Networks' usual hours of work. Despite this only 16% of people disagreed that staff are available at times that are good for them. Trust employees should have coaching conversations with people who do not have access to support when they need it to establish a means of ensuring support is there for them at difficult times. With 17% of respondents from Community Networks stating that they were not able to take a lead in accessing the service through self introduction, the Trust is not meeting its objective to ensure that people receive support from CCT because they want to. Community Networks services are working towards eliminating referrals from GPs and CPNs and instead requesting that each introduction to CCT is led by the person receiving the service. This ensures that people set out what they want from the service from the start of the recovery coaching relationship. The process of self introduction also helps to improve accessibility to the service as people do not need to come through a professional referral to CCT, but can access an introduction form from the Trust's website⁶ and send the form to CCT themselves.

Within the Trust's Community Networks the area that stands out is that of access to services. Currently they offer a 9-5 service which is generally well received when it is available, but is limited in its availability. With 16% of people disagreeing that staff are available at times that are good for them and 13% disagreeing to the statement that they can access services as and when they need them there is a gap in service provision and therefore customer satisfaction. The Trust will endeavour to meet the needs of people who can not receive support when they need it. A continued focus on ensuring people introduce themselves to the Trust's Community Networks will help to ensure people direct the support they require from the start of the recovery coaching relationship. 63% of respondents said they were able to take a lead in accessing the service through self introduction, which represents a large development in the means of accessing support (the

⁶ www.community-care-trust.co.uk

Trust altered its introduction process in the Summer of 2008), but still has a way to go to ensure all introductions are received this way. Service managers are in dialogue with healthcare professionals who are still referring people to the service with the aim of increasing the understanding for the traditional “referrers” that goals which are set out by a GP or CPN take the responsibility and ownership of one’s recovery away from them. It is important for people to set their own goals, as this is what defines a person’s recovery.

Environmental and nutritional needs

From questions on residents’ environmental needs a concern was raised with regards to the noise in the houses as 51% stated that they either agreed or strongly agreed to the statement “I was sometimes disturbed by the noise in the house”. Negative feedback was highest at Cypress (with all four responses of “strongly agree” to the statement “I was sometimes disturbed by the noise in the house”) with only three out of the fourteen respondents disagreeing to the statement. Cypress is a hospital with 13 beds on a main road which also backs onto a primary school near to Paignton town centre. There were some negative responses at Granvue (six out of thirteen) and St Maur (three out of ten), so further discussion will take place to establish how this can be improved. It is important to establish expectations and perceptions during introductory meetings. The Trust will take all reasonable steps to ensure people achieve what they want from the service, including the shared human need for security⁷.

Ten people felt their needs could have been better met in single sex accommodation, and once again the Trust will establish individual preferences when people first come into contact with residential services and do what is possible to meet needs. Environmental and nutritional needs were met well in other areas such as decoration, cleanliness and meeting nutritional needs.

Next Steps

The Trust will organise feedback sessions to discuss the findings of both the Service Evaluation and Customer Satisfaction Survey to give people the opportunity to add to the answers and written comments they have made. This will help to establish not just where there are areas of concern, but how they can be effectively dealt with. The findings from the Customer Satisfaction Survey will present areas of interest and advise recommendations (set out later in this summary), but an ongoing system of evaluation will support developments in the service that is offered and this will be regularly monitored. Currently, it is expected that a Customer Satisfaction Survey will be repeated once every eight months and will provide a continued focus on how people feel about CCT.

Monthly coaching sessions will focus on how the Trust can further open up the lines of communication to obtain information on how the service can meet people’s needs better and provide a higher level of satisfaction.

⁷ Please see CCT’s Service Evaluation Report from July 2009 (page 6) to see this need within the Trust’s underpinning philosophy associated with the Human Givens.

Recommendations	
1	The Trust website requires updating with a review of information provided to people considering CCT services. Information provided to people on this site is an important part of the self introduction process and should detail what people can expect from each of our services.
2	During introduction meetings to residential services, Trust staff need to ensure people are given every opportunity to visit services and receive information on communal living within a mixed sex environment. Introductory meetings need to include conversations on areas of individual need and how we will support the person to meet that need.
3	Whilst the Trust conducts a Satisfaction Survey every eight months, consideration needs to be given to improve opportunity for immediate feedback through the Trust website. Such a facility would increase access to people who only use our services for short periods and miss routine surveys. Access to a website feedback system would also allow people who chose not to use our services again, a forum to outline their experience of CCT.
4	The Trust Coaching programme should include sessions on areas identified within the survey as unsatisfactory to people using our services. Coaches will develop upon recovery conversations which explore need and expectations.
5	The Trust will run feedback sessions for each service to ensure the information that has informed this report is given the appropriate platform for further discussions. The services must be fully aware of the positives and negatives from the survey and embrace the opportunity for further feedback. Actions should be agreed from each session and should be acted upon.

If CCT is to provide effective recovery coaching and be encouraging to people on their recovery journeys, and if the areas highlighted by this and subsequent satisfaction surveys continue to be tackled effectively, the Trust will be comfortable in saying that it both understands and helps people meet their recovery needs.

The results of the Satisfaction Survey are encouraging on the back of a Service Evaluation which shows that CCT is meeting most recovery needs effectively. Through a robust process of evaluating satisfaction and the quality of the service the Trust provides, CCT feels it will be well placed to establish and meet needs as they arise and to maintain a high level of customer satisfaction.

Chapter 1: Residential Satisfaction Findings

There were 37 responses to the Customer Satisfaction Survey from people who were using Residential Services in July 2009. The overall picture showed a good response in all areas of the survey, with 42% of answers marked Strongly Agree (or Strongly Disagree where this was the most positive answer). A further 49% of answers were marked “Agree” or “Disagree” where this was the second most positive response. There were 9% of questions scored negatively, with 7% being “Disagree” (or “Agree” where this was the second most negative answer) and 2% being the most negative answer of either “Strongly Disagree or “Strongly Agree”.

This Chapter is separated into six separate headings to enable further comments to be incorporated into the report. The headings are as follows:

- Introductions and impressions of the service
- Respectful relationships
- Getting what you want from the service
- Having responsibility for your recovery
- Accessibility
- Environmental and nutritional needs

The scores and percentages are presented within tables to provide the response to the questions within each section at a glance, followed by a brief commentary on what can be read from the data.

Introductions and impressions of the service

The four questions that give the Trust an understanding of customer satisfaction in terms of people’s impressions of the service are set out below with the response rates:

	Strongly Agree	Agree	Disagree	Strongly Disagree
I like the service that I receive ⁸	17 (46%)	17 (46%)	1 (3%)	0 (0%)
On arrival I was made to feel welcome ⁹	19 (51%)	15 (41%)	1 (3%)	0 (0%)
I would choose to receive support from CCT despite having other options available to me	19 (51%)	14 (38%)	4 (11%)	0 (0%)
I would recommend the service to friends and family ¹⁰	16 (43%)	17 (46%)	1 (3%)	0 (0%)

The data collected from the people who use CCT’s residential services show a positive view of how the service is regarded. With one person stating they do not like the service, 92% either agree or strongly agree. All but one person was made to feel welcome on their arrival and over 50% agreed strongly to this statement. People would choose CCT above other options in 89% of cases, and 92% would recommend the service to friends and family.

Respectful relationships

There were six questions that focussed on the relationships that are forged within CCT. A particular focus was placed upon the quality and respect of interactions.

⁸ Two people did not answer this question

⁹ Two people did not answer this question

¹⁰ Three people did not answer this question

	Strongly Agree	Agree	Disagree	Strongly Disagree
Staff respected, valued and supported my need for key relationships with family and friends	17 (46%)	19 (51%)	1 (3%)	0 (0%)
My family and friends were able to access support and information in a way that was comfortable to me ¹¹	10 (27%)	20 (54%)	2 (5%)	0 (0%)
I feel my confidentiality is respected by staff	22 (59%)	15 (41%)	0 (0%)	0 (0%)
Staff are respectful, approachable and compassionate ¹²	21 (57%)	14 (38%)	0 (0%)	1 (3%)
Staff are sensitive to my cultural background (race, religion, language etc.) ¹³	12 (32%)	22 (59%)	1 (3%)	1 (3%)

Further to these questions, respondents were asked if, during their most recent contact with services, they felt that they were treated unfairly for any reason. One person felt they had been treated unfairly because of their age. Other than this, no-one felt they had been the recipient of unfair treatment.

Although the great majority of people felt positively about the respectful relationships they have formed within CCT, there were some negative responses including two answers where people marked 'Strongly Disagree' (by the same person). Negative replies will be explored further within feedback sessions at each of the residential services.

Getting what you want from the service

In order to meet individual need, at the core of each relationship is establishing that people are getting what they want from CCT. This influences the level of customer satisfaction, but also gives the Trust an understanding of how they are meeting people's needs. The following questions focus on ensuring people are getting what they want.

	Strongly Agree	Agree	Disagree	Strongly Disagree
I received what I wanted and needed from this service	17 (46%)	16 (43%)	4 (11%)	0 (0%)
I had support to engage in meaningful activities appropriate to me ¹⁴	12 (32%)	22 (59%)	2 (5%)	0 (0%)
I received enough interest in my physical care needs ¹⁵	11 (30%)	20 (54%)	3 (8%)	1 (3%)
I feel comfortable negotiating my treatment options and medication ¹⁶	17 (46%)	13 (35%)	6 (16%)	0 (0%)
I was willingly offered or given information on the side effects of my medication (if applicable) ¹⁷	8 (22%)	14 (38%)	6 (16%)	1 (3%)
I (would) feel comfortable complaining about anything I am unhappy with	15 (41%)	14 (38%)	6 (16%)	2 (5%)

¹¹ Five people did not answer this question (14%)

¹² One person did not answer this question

¹³ One person did not answer this question

¹⁴ One person did not answer this question

¹⁵ Two people did not answer this question

¹⁶ One person did not answer this question

¹⁷ Eight people did not answer this question (22%)

Out of 37 respondents 8 (22%) did not feel comfortable complaining about anything they were unhappy with. We need to give better attention to how we can have coaching conversations with people to improve our ability to receive feedback on issues of concern.¹⁸

In addition to the questions above, people were also asked if they were comfortable seeking support and advice on the following areas (response figures are shown below each area):

Child Support	Criminal Justice Advice	Educa'al Course	Employm't training /advice	Financial Support	Health and Fitness	Housing	Social Activities	Welfare Rights
2	2	13	13	13	16	20	17	7

From the figures above, it appears that people who use the Trust's residential services are most comfortable seeking support and advice on housing, social activities, health and fitness, educational, employment and training and financial support. People are less inclined to seek support and advice on welfare rights and still less likely to seek support and advice on child support and criminal justice advice. Through the Trust's ongoing coaching programme, staff will focus on each of these areas to ensure we are regularly having the conversations that matter to people.

Having responsibility for your recovery

Central to individual recovery is the ability to take control of and self manage one's life. It is important that people who access support from CCT do not see the service as one which takes away responsibility and cares for people. The recovery relationship provides a space for individuals to flourish, concentrating on their own needs and beliefs ensuring they get what they want from life. The questions below help the Trust to understand to what extent everyone who receives support from CCT controls their own recovery.

	Strongly Agree	Agree	Disagree	Strongly Disagree
Staff encourage me to take responsibility for my recovery	17 (46%)	18 (49%)	2 (5%)	0 (0%)
Staff help me confidently monitor and manage my wellbeing ¹⁹	15 (41%)	19 (51%)	1 (3%)	1 (3%)
Staff encourage me to use wider networks including peer support groups ²⁰	11 (30%)	21 (57%)	1 (3%)	1 (3%)

The findings from the three questions on individual responsibility show the vast majority of people feel staff encourage them to be responsible for their recovery, to monitor and manage wellbeing and to use wider networks. This gives an encouraging picture of how people guide their own recovery and do not have the nature of their relationship 'prescribed' to them.

Accessibility

It is important that people can access support at times when they need it and that services are always available to meet their needs. Individual recovery needs should not be pre-defined by services or their limitations. The two following questions describe how accessible people see the service to be.

¹⁸ This is discussed further within the Summary and Recommendations of this report.

¹⁹ One person did not answer this question

²⁰ Three people did not answer this question (8%)

	Strongly Agree	Agree	Disagree	Strongly Disagree
Staff are willing to see me as often as necessary ²¹	23 (62%)	13 (35%)	0 (0%)	0 (0%)
Services are available at times that are good for me ²²	15 (41%)	15 (41%)	4 (11%)	0 (0%)

The high level of positive feedback from the question on how often staff are willing to see the people who use the service and with no-one disagreeing and only one person deciding not to fill in this answer the Trust can feel confident it is meeting this need fairly well. With four people disagreeing to the question on services being available at times that are good for them, this topic requires further investigation. This will happen at feedback sessions in each of the residential units which will give people an opportunity to further explain the thoughts behind their answers. Staff will be made aware of the issue, and coaching sessions will help to ensure everyone is aware of the need for support to be readily available to people at the times when it is most needed.

Environmental and nutritional needs

Within CCT's residential services a key element of satisfaction surrounds the environment that people live in. This refers to decoration, cleanliness and the food that is available. The following questions help the Trust to better understand how these aspects of the service are viewed by the people who use them.

	Strongly Agree	Agree	Disagree	Strongly Disagree
I enjoyed the food and felt my nutritional needs were met ²³	17 (46%)	16 (43%)	1 (3%)	0 (0%)
I was offered a specific diet that met my cultural, religious, health or personal needs ²⁴	8 (22%)	16 (43%)	5 (14%)	1 (3%)
My room and the building were clean ²⁵	15 (41%)	16 (43%)	1 (3%)	0 (0%)
The environment was well decorated ²⁶	10 (27%)	20 (54%)	3 (8%)	1 (3%)
I was supported to maintain my own living space to a standard I was happy with ²⁷	12 (32%)	17 (46%)	2 (5%)	0 (0%)
I felt safe in the environment I was in	16 (43%)	16 (43%)	1 (3%)	0 (0%)
My needs could have been better met in a same sex environment ²⁸	2 (5%)	8 (22%)	15 (41%)	7 (19%)
I was sometimes disturbed by the noise in the house ²⁹	4 (11%)	15 (41%)	9 (24%)	6 (16%)

²¹ One person did not answer this question

²² Three people did not answer this question (8%)

²³ Three people did not answer this question (8%)

²⁴ Seven people did not answer this question (19%)

²⁵ Five people did not answer this question (14%)

²⁶ Three people did not answer this question (8%)

²⁷ Six people did not answer this question (16%)

²⁸ Five people did not answer this question (14%)

²⁹ Three people did not answer this question (8%)

With six people either disagreeing or strongly disagreeing to the question about whether they were offered a specific diet that met their cultural, religious, health or personal needs further discussions within the feedback sessions will establish whether people feel their personal diet needs are being met.

Ten people felt their needs could have been better met in a same-sex environment, which highlights the preference by some people to be surrounded by people of the same gender. Twenty-two people disagreed with this statement, which indicates that although it is very important to several people who use the Trust's residential services and this requires further investigation, the majority of people prefer to live in accommodation surrounded by people of both sexes³⁰.

With nineteen people (51%) of people either agreeing or strongly agreeing to the statement "I was sometimes disturbed by the noise in the house", and with three further people (8%) choosing not to answer, the Trust can see that noise is a problem for people who use the residential services. The Trust will ensure further conversations take place to establish how this can be improved³¹.

Conclusion to Residential Findings

Overall, the results present a positive view of the customer experience of CCT's residential services. People responded very positively about their initial introductions and impressions of the service, with an overall score in this section of 48% answering "strongly agree" and 43% answering "agree" to the statements.

There was a positive response to the questions on respectful relationships, with 44% of answers being scored in the most positive (strongly agree) box and 49% being scored in the second most positive (agree) box. Two areas that scored high in this section are "I feel my confidentiality is respected by staff", with 59% strongly agreeing to the statement and no negative answers at all, and "staff are respectful, approachable and compassionate" with 57% of answers being "strongly agree" and only one negative answer.

In terms of getting what people want from the service, 36% answered the highest "strongly agree" score to the six questions. A further 45% answered in the second most positive "agree" box. There are some negative comments, but the highest negative percentage in this section is 21% to whether people feel comfortable complaining about anything people are unhappy with. The Trust will work towards improving feedback on its services both through evaluations and traditional complaints methods.

The section on having responsibility for your recovery shows that this happens on most occasions. Only two people (5%) disagree that staff encourage them to take responsibility for their recovery, confidently monitor and manage their wellbeing and use wider networks including peer support groups. On average 91% agreed or strongly agreed in this section. This shows how recovery in practice moves away from the caring role to one where the responsibility remains with the individual.

Accessibility is measured by two questions which show that staff are willing to see people who use the residential services as often as necessary without exception. Four people out of 37 disagree that services are available at times that are good for them. This will be discussed within the feedback sessions and will advise service development. In this section 89% of answers were positive (either strongly agree or agree).

The section that scored the least favourably in terms of customer satisfaction was that of environmental and nutritional needs. 73% of answers were positive (either agree or strongly agree or in the cases where the questions were asked in the negative it would be disagree or strongly disagree). Personal needs in terms of food, hygiene, decoration and

³⁰ This is one of the survey's key focus areas and is discussed further both within the conclusion to this chapter and in the Summary and Recommendations.

³¹ As footnote 30 (above).

safety scored well and there were few negative responses, but the area with the lowest rate of customer satisfaction was that of whether people were disturbed by noise in the house. 51% of people had been disturbed by noise at some point. A further question was asked about whether people's needs would be better met in a same sex environment. Ten people (27%) agreed they would, which will prompt further discussions over the coming weeks and will feed into the summary and recommendations of this report.

Chapter 2: Community Networks Satisfaction Findings

This Chapter is separated into five separate headings to assist a summary of the experience of people who access CCT's Community Networks. The headings split the experience into the following sections:

- Introductions and impressions of the service
- Respectful relationships
- Getting what you want from the service
- Having responsibility for your recovery
- Accessibility

The scores and percentages are presented within tables to provide the response to the questions within each section at a glance, followed by a brief commentary on what can be read from the data.

Introductions and impressions of the service

Early impressions of the service are important to establishing a strong relationship with people. This section establishes how people felt on first meeting with CCT and what their enduring impression of the service is.

	Strongly Agree	Agree	Disagree	Strongly Disagree
I like the service that I receive ³²	34 (38%)	47 (53%)	3 (3%)	0 (0%)
On my first meeting I was made to feel welcome ³³	52 (58%)	33 (37%)	1 (1%)	1 (1%)
I would choose to receive support from CCT despite having other options available ³⁴	23 (26%)	53 (60%)	7 (8%)	0 (0%)
I would recommend this service to a friend or family member ³⁵	43 (48%)	38 (43%)	5 (6%)	0 (0%)
I was able to take a lead in accessing this service through self introduction ³⁶	22 (25%)	34 (38%)	14 (16%)	1 (1%)

Upon first meeting people from CCT, there is a positive response with 91% of people agreeing or strongly agreeing to the statement that they were made to feel welcome. The two negative responses cause some concern, and will be discussed in feedback sessions.

It is important that people take a lead in their interactions with CCT from the start, and part of this is through self-introducing to the service. Although most people who access Community Networks do so through self introduction, there is still a minority of 15 out of 89 (17%) who do so through referrals from others including GPs and CPNs. Eighteen people (20%) did not answer this question. Ten of these questions that were not answered were from the Women's Networks and people who use this service may not see it as one that requires any form of introduction.

There is a high level of positive responses to people's impressions of the service. With three people saying they disagree to the statement "I like the service that I receive" and with five people choosing not to answer this question this area will form part of the discussion in feedback sessions there is still some way to go and with 8% of respondents

³² Five people did not answer this question (6%)

³³ Two people did not answer this question

³⁴ Six people did not answer this question (7%)

³⁵ Two people did not answer this question

³⁶ Eighteen people did not answer this question (20%)

answering disagree to the statement “I would choose to receive support from CCT despite having other options available” and with 7% choosing not to answer the question this will be discussed in feedback sessions. People would mostly be happy to recommend the service to a friend or family member (91%, consisting of 43% who agree and 48% who strongly agree). There were, however, five people who would not recommend the service and the Trust will aim to reduce this level in future evaluations.

Respectful relationships

Part of a strong relationship is a mutual respect, and for people to feel comfortable and valued in this relationship. The questions below give the Trust an understanding of how successful staff are at working with people in a respectful manner.

	Strongly Agree	Agree	Disagree	Strongly Disagree
Staff respected, valued and supported my need for key relationships with family and friends ³⁷	34 (38%)	47 (53%)	3 (3%)	0 (0%)
I feel my confidentiality is respected by staff ³⁸	52 (58%)	33 (37%)	1 (1%)	1 (1%)
Staff are respectful, approachable and compassionate ³⁹	23 (26%)	53 (60%)	7 (8%)	0 (0%)
Staff are sensitive to my cultural background ⁴⁰	43 (48%)	38 (43%)	5 (6%)	1 (1%)

Respondents to the questionnaire responded positively in 91% of the responses to the question on how staff respect the need for key relationships with family and friends, but with three people answering “disagree” to this question this still indicates an area for improvement. Confidentiality was seen to be respected by staff in most cases, but where a respondent answered “strongly disagree” this highlights a concern for the Trust. Although respondents were asked to fill in comments for when they felt the need to answer negatively to questions, no-one took the opportunity to fill in any further comments.

With 8% of respondents disagreeing that “staff are respectful, approachable and compassionate”, this presents a concern for CCT. There should be no reason for staff to fail to show these qualities at all times so this will provide an area of focus for the Trust. Staff should also consistently be sensitive to people’s culture and beliefs. One person disagreed strongly to the statement “staff are sensitive to my cultural background”, and five further people disagreed. This is an area that should consistently receive positive responses and therefore gives cause for concern.

Further to these questions, respondents were asked if, during their most recent contact with services, they felt that they were treated unfairly for any reason. One person felt they had been treated unfairly because of their disability. Other than this, no-one felt they had been the recipient of unfair treatment. As the questionnaires were anonymous and the respondent did not fill in the section to give further information on their response the Trust cannot look further into this particular response, but through feedback sessions respondents and staff will be more aware of the issue. We hope to improve on this (ensure there are no negative answers at all) in future evaluations.

Getting what you want from the service

It is vital to a supportive relationship that people get what they want and not just what is offered. It is also important that people are comfortable to speak about things that need to

³⁷ Five people did not answer this question (6%)
³⁸ Two people did not answer this question
³⁹ Six people did not answer this question (7%)
⁴⁰ Two people did not answer this question

change or things they are unhappy about. The questions in this section help the Trust to understand how well it is meeting these needs.

	Strongly Agree	Agree	Disagree	Strongly Disagree
I (would) feel comfortable complaining about anything I am unhappy with ⁴¹	26 (29%)	46 (52%)	8 (9%)	0 (0%)
I feel comfortable negotiating my support needs ⁴²	22 (25%)	41 (46%)	8 (9%)	0 (0%)
I received what I wanted and needed from this service ⁴³	31 (35%)	42 (47%)	7 (8%)	0 (0%)
I had support to engage in meaningful activities appropriate to me ⁴⁴	30 (34%)	40 (45%)	4 (4%)	0 (0%)
I received enough interest in my physical care needs ⁴⁵	24 (27%)	30 (34%)	10 (11%)	0 (0%)
The groups I attend (if applicable) are well organised and meet my needs ⁴⁶	31 (35%)	38 (43%)	2 (2%)	0 (0%)
I have opportunities to contribute to the service I receive ⁴⁷	24 (27%)	39 (44%)	9 (10%)	0 (0%)
I am able to review the service I receive on a regular basis ⁴⁸	26 (29%)	33 (37%)	8 (9%)	0 (0%)
I am well informed about the range of services provided within the CCT Community Networks ⁴⁹	25 (28%)	39 (44%)	5 (6%)	1 (1%)

This section shows that there is a strong level of satisfaction despite there being quite a few answers of disagree and one of strongly disagree. This indicates that although there may be a level of dissatisfaction this is not felt with a very strong emotion. What shows itself to be an interesting statistic is the level of people who did not answer questions in this section. The highest level of failure to respond to the questions in this section was with 28% of people choosing not to answer "I received enough interest in my physical care needs" A further 25% of respondents did not answer the question on whether they are able to review the service they receive on a regular basis.

In addition to these questions, people were also asked if they were comfortable seeking support and advice on the following areas (numerical figures are represented below each area):

Child Support	Criminal Justice Advice	Educa'l Course	Employ'm't training /advice	Financial Support	Health and Fitness	Housing	Social Activities	Welfare Rights
4	2	33	23	23	36	25	39	17

People who access Community Networks are most comfortable seeking support on social activities, health and fitness and education. They also seek support on housing, financial and employment issues as well as several people who access support on their welfare rights. Far less people are comfortable seeking support on child support (4 people) and criminal justice advice (2 people).

⁴¹ Nine people did not answer this question (10%)

⁴² Eighteen people did not answer this question (20%)

⁴³ Nine people did not answer this question (10%)

⁴⁴ Fifteen people did not answer this question (17%)

⁴⁵ Twenty-five people did not answer this question (28%)

⁴⁶ Eighteen people did not answer this question (20%)

⁴⁷ Seventeen people did not answer this question (19%)

⁴⁸ Twenty-two people did not answer this question (25%)

⁴⁹ Nineteen people did not answer this question (21%)

Having responsibility for your recovery

Self management and control over one's recovery are important in order to recover life to the level that people are satisfied with. The following three questions help to establish whether the person who is receiving support from CCT is responsible for their own recovery.

	Strongly Agree	Agree	Disagree	Strongly Disagree
Staff encourage me to take responsibility for my recovery ⁵⁰	29 (33%)	36 (40%)	4 (4%)	0 (0%)
Staff help me confidently monitor and manage my wellbeing ⁵¹	32 (36%)	32 (36%)	5 (6%)	0 (0%)
Staff encourage me to use wider networks including peer support groups ⁵²	29 (33%)	37 (42%)	7 (8%)	0 (0%)

The data collected shows that from the 89 people who completed the questionnaires from Community Networks the majority feel they have responsibility for their recovery. There are several people who disagree to statements on having responsibility for their recovery on each question. As a recovery service CCT needs to ensure that the responsibility is always with the person receiving support and therefore the Trust's coaching programme will incorporate this vital area of recovery.

Accessibility

The Trust currently offers a 9-5 service within Community Networks with some out of hours support offered in addition to this. The Women's and Men's Networks meetings take place in the evenings as well as during the day. Questions in this section will help the Trust to establish whether its Community Networks meet people's access needs adequately.

	Strongly Agree	Agree	Disagree	Strongly Disagree
Staff are willing to see me as often as necessary ⁵³	17 (19%)	35 (39%)	21 (24%)	1 (1%)
Staff are available at times that are good for me ⁵⁴	18 (20%)	38 (43%)	14 (16%)	0 (0%)
I received a response within 4 weeks of sending in a self introduction form ⁵⁵	25 (28%)	35 (39%)	9 (10%)	2 (2%)
I can access support in the evenings and weekends ⁵⁶	12 (13%)	29 (33%)	24 (27%)	6 (7%)
Staff return my calls within 24 hours ⁵⁷	23 (26%)	42 (47%)	6 (7%)	0 (0%)
I can access services as and when I need them ⁵⁸	25 (28%)	29 (33%)	12 (13%)	0 (0%)

⁵⁰ Twenty people did not answer this question (22%)

⁵¹ Twenty people did not answer this question (22%)

⁵² Sixteen people did not answer this question (18%)

⁵³ Fifteen people did not answer this question (17%)

⁵⁴ Nineteen people did not answer this question (21%)

⁵⁵ Eighteen people did not answer this question (20%)

⁵⁶ Eighteen people did not answer this question (20%)

⁵⁷ Eighteen people did not answer this question (20%)

⁵⁸ Twenty-three people did not answer this question (26%)

Responses to questions in this section help to show that the service needs to be more accessible. 25% of people disagree to the statement “staff are willing to see me as soft as necessary” and 17% did not answer the question, which does not give positive feedback of the service’s accessibility. In terms of staff being available at times that are good for the people who use the service, 16% disagreed to the statement, and a further 21% did not answer the question. 12% of people who introduced themselves to Community Networks did not get a response within 4 weeks and the number of people who chose not to answer the question was high once again, with 20% of responses. 2% disagreed strongly, indicating their dissatisfaction.

The statement “I can access support in evenings and weekends” highlighted what the Trust already knew would be likely to be an area of lower achievement for customer satisfaction. 7% strongly disagreed, and 27% disagreed. In addition to this, a further 20% did not answer the question, meaning that only 46% agreed or agreed strongly to this statement. When respondents were asked about whether they can access services as and when they need them a more positive picture of the service was given as only 13% disagreed. Having said this, 26% did not answer the question.

In response to the statement “staff return my calls within 24 hours”, 73% responded positively and 7% disagreed. This gives a positive picture of the service in terms of responsiveness but this can be improved.

Conclusion to Community Networks findings

People who use the Trust’s Community Networks predominantly feel positive about the service they receive. 85% of answers to questions in this section were positive, consisting of 39% answered “strongly agree” and 46% answered “agree”. The question that stands out with 15 negative answers (and a further 18 people who did not answer the question) is that about taking lead in accessing the service through self introduction. CCT has introduced a system whereby people can access it’s Community Networks without the need for a referral from a mental health professional, but his system has been in place for less than a year. It is hoped the level of positive replies to this question will increase as the system becomes more embedded in practice for the people who have historically referred people to the Trust and people choose to receive support from CCT rather than accept a referral from someone else.

CCT aims to ensure all relationships are respectful and the questions in this section help the Trust to understand whether the objectives are being achieved. With 90% of answers being positive (43% scored answers as “strongly agree” and a further 46% scored them as “agree”) this is a reassuring set of results. Although the vast majority of answers are positive, the negative answers are all a cause for concern as there is no reason why any of the statements should be scored negatively. Coaching will focus employees’ thoughts on why the questions in the survey may be scored negatively, and discussions will take place with the intention of establishing ways to improve these statistics in future surveys.

In terms of getting what people want from CCT’s Community Networks, people scored positively (82%, consisting of 34% “strongly agree” and 49% “agree”), but the highest scoring area for each statement was “agree” rather than “strongly agree”, which shows that CCT is giving people what they want but there is room for improvement. Despite a low level of negative responses (between 2% and 11%) a lot of people did not answer questions in this section. This was at a low of 10% and peaked at 28% for the statement “I received enough interest in my physical care needs”. This subject will be discussed further in the feedback sessions to help the Trust to understand better why this level of questions were not answered.

A section of the survey concentrates on whether people are effectively taking control of and having responsibility for their recovery. A promising 73% of all answers were positive (34% “strongly agree” and 39% “agree”), and 6% were negative (with no replies of “strongly disagree”). A high level of non-respondents was seen in this section however,

with 21%, 22% and 22% for the three statements. Feedback sessions will focus on looking into the areas with high levels of non-respondents to help the Trust to understand if this is due to a feeling the question is not relevant, poorly phrased or whether there is another reason for leaving it blank.

CCT's Community Networks aim to provide an accessible service to people as and when they need it. The responses in this section of the evaluation report show that the service meets needs quite well, but also receives some negative results in terms of its accessibility at evenings and weekends. Overall responses for the section showed 27% of answers as "strongly agree" and 47% of answers as "agree" meaning that 74% of answers were positive. The more negative responses came from the statement on "staff are willing to see me as often as necessary" with 25% of answers being negative and a further 18% of responses unanswered. The area with the least positive response was to the statement "I can access support in the evenings and weekends" within which 34% of answers were negative and a further 20 did not answer the question, meaning that less than 50% agreed with the statement.



Customer Satisfaction Survey
(Residential)

Total respondents: 37 (13 from Granvue; 14 from Cypress and 10 from St Maur)

Please help us to understand how Community Care Trust (CCT) is viewed in the eyes of the people who come to us for support. This questionnaire is intended for the people who come to us for support, friends, families and any others who interact with the Trust. If you feel it appropriate, it would be extremely helpful if your family/friends could be involved in answering the questions that are relevant to them. Where you feel we fall short of the standards you expect from us and you mark the 'disagree' or 'strongly disagree' column, it would be extremely helpful to have more information on this in the comments section.

By gathering this information we can see what we need to work on to succeed in meeting people's needs. On completion, please place in the envelope provided with this form and return it to the service as agreed. A summary of findings from this survey will be provided at the end of the year.

Your time and feedback is greatly valued and appreciated.

PLEASE CIRCLE WHICH SERVICE YOU USE		Strongly Agree	Agree	Disagree	Strongly Disagree
Granvue	Cypress				
Q1	I like the service that I receive	17	17	1	0
Q2	On arrival I was made to feel welcome	19	15	1	0
Q3	I would choose to receive support from CCT despite having other options available	19	14	4	0
Q4	I would recommend this service to a friend or family member	16	17	1	0
Q5	Staff respected, valued and supported my need for key relationships with family and friends.	17	19	1	0
Q6	My family and friends were able to access support and information in a way that was comfortable to me	10	20	2	0
Q7	Staff are willing to see me as often as I feel necessary	23	13	0	0
Q8	I received what I wanted and needed from this service	17	16	4	0
Q9	I (would) feel comfortable complaining about anything I am unhappy with	15	14	6	2
Q10	Services are available at times that were good for me	15	15	4	0
Q11	I feel comfortable negotiating my treatment options and medication	17	13	6	0
Q12	I was willingly offered or given information on the side effects of my medication (if applicable)	8	14	6	1
Q13	I feel my confidentiality is respected by staff	22	15	0	0
Q14	Staff encourage me to take responsibility for my recovery	17	18	2	0

Q15	I had support to engage in meaningful activities appropriate to me	12	22	2	0
		Strongly Agree	Agree	Disagree	Strongly Disagree
Q16	Staff are respectful, approachable and compassionate	21	14	0	1
Q17	Staff are sensitive to my cultural background (race, religion, language etc)	12	22	1	1
Q18	Staff help me confidently monitor and manage my wellbeing	15	19	1	1
Q19	Staff encourage me to use wider networks including peer support groups	11	21	1	1
Q20	I enjoyed the food and felt my nutritional needs were met	17	16	1	0
Q21	I was offered a specific diet that met my cultural, religious, health or personal needs	8	16	5	1
Q22	My room and the building were clean	5	16	1	0
Q23	The environment was well decorated	10	21	3	1
Q24	I was supported to maintain my own living space to a standard I was happy with	12	17	2	0
Q25	I felt safe in the environment I was in	16	16	1	0
Q26	My needs could have been better met in a same sex environment	2	8	15	7
Q27	I was sometimes disturbed by the noise in the house	4	15	9	6
Q28	I received enough interest in my physical care needs	1	20	3	1

Q29 As part of the service I receive I feel comfortable to seek support and advice on (please tick all that apply)

Child support	Criminal Justice advice	Educational course	Employment training/advice	Financial support	Health and fitness	Housing	Social Activities	Welfare Rights
2	2	13	13	13	16	20	17	7

Q30 During your most recent contact with services did you feel that you were treated unfairly for any of the reasons below (please tick all that apply)

Age	Gender	Race/ethnic background	Your religion/Spirituality	Your sexual orientation	A disability you have
1	0	0	0	0	0

Additional comments you would like to add

(Residential)



CUSTOMER SATISFACTION SURVEY

Community Networks
Total respondents - 89

Please help us to understand how Community Care Trust (CCT) is viewed in the eyes of the people who come to us for support. This questionnaire is intended for the people who come to us for support: friends, families and any others who interact with the Trust. If you feel it appropriate, it would be extremely helpful if your family/friends could be involved in answering the questions that you feel are relevant to them. Where you feel we fall short of the standards you expect from us and you mark the 'disagree' or 'strongly disagree' column, it would be extremely helpful to have more information on this in the comments section.

By gathering this information we can see what we need to work on to succeed in meeting people's needs. On completion, please place in the envelope provided with this form and return it to the service as agreed. A summary of findings from this survey will be provided at the end of the year. Your time and feedback is greatly valued and appreciated.

PLEASE CIRCLE WHICH SERVICE YOU ACCESS YOUR CHOSEN SUPPORT FROM:					
The Haven 13 : ARRC 38 : Daybreak 9 : Women's Networks 29					
		Strongly agree	Agree	Disagree	Strongly disagree
Q1	I was able to take a lead in accessing this service through self introduction	22	34	14	1
Q2	I received a response within 4 weeks of sending in a self introduction form	25	35	9	2
Q3	I like the service that I receive	34	47	3	0
Q4	On my first meeting I was made to feel welcome	52	33	1	1
Q5	I would choose to receive support from CCT despite having other options available	23	53	7	0
Q6	I would recommend this service to a friend or family member	43	38	5	0
Q7	Staff respected, valued and supported my need for key relationships with family and friends.	28	44	4	0
Q8	I can access support in the evenings and weekends	12	29	24	6
Q9	Staff are willing to see me as often as I feel necessary	17	35	21	1
Q10	Staff return my calls within 24 hours	23	42	6	0
Q11	Staff are available at times that are good for me	18	38	14	0
Q12	I feel comfortable negotiating my support needs	22	41	8	0
Q13	I (would) feel comfortable complaining about anything I am unhappy with	26	46	8	0
Q14	I received what I wanted and needed from this service	31	42	7	0
Q15	Staff encourage me to take responsibility for my recovery	29	36	4	0

Q16	I feel my confidentiality is respected by staff	35	46	1	0				
		Strongly Agree	Agree	Disagree	Strongly Disagree				
Q17	Staff are respectful, approachable and compassionate	43	38	1	0				
Q18	Staff are sensitive to my cultural background (race, religion, language etc)	32	30	1	0				
Q19	Staff help me confidently monitor and manage my wellbeing	32	32	5	0				
Q20	Staff encourage me to use wider networks including peer support groups	29	37	7	0				
Q21	I had support to engage in meaningful activities appropriate to me	30	40	4	0				
Q22	I received enough interest in my physical care needs	24	30	10	0				
Q23	The groups I attend (if applicable) are well organised and meet my needs	31	38	2	0				
Q24	I have opportunities to contribute to the service I receive	24	39	9	0				
Q25	I can access services as and when I need them	25	29	12	0				
Q26	I am able to review the service I receive on a regular basis	26	33	8	0				
Q27	I am well informed about the range of services provided within the CCT Community Networks	25	39	5	1				
Q28	As part of the service I receive, I feel comfortable to seek support and advice on: <i>(please tick all that apply)</i>								
	Child support	Criminal justice advice	Educational course	Employment training/ Advice	Financial support	Health and fitness	Housing	Social activities	Welfare rights
	4	2	33	23	23	36	25	39	17
Q29	During your most recent contact with services, did you feel that you were treated unfairly for any of the reasons below? <i>(please tick any that apply)</i>								
	Age	Gender	Race/ethnic background	Religion/spirituality	Sexual orientation	Disability			
	0	0	0	0	0	1			

Additional comments you would like to add: