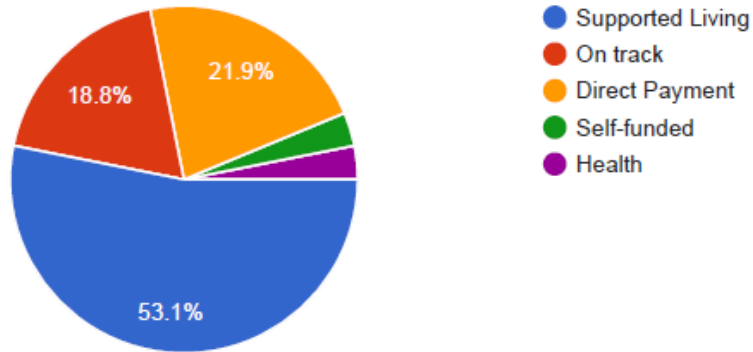


Colebrook SW Quality Survey 2020

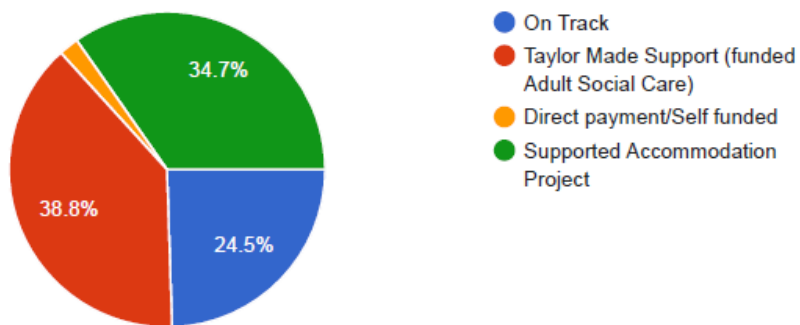
How is support for this person funded?

32 responses



The service I use is:

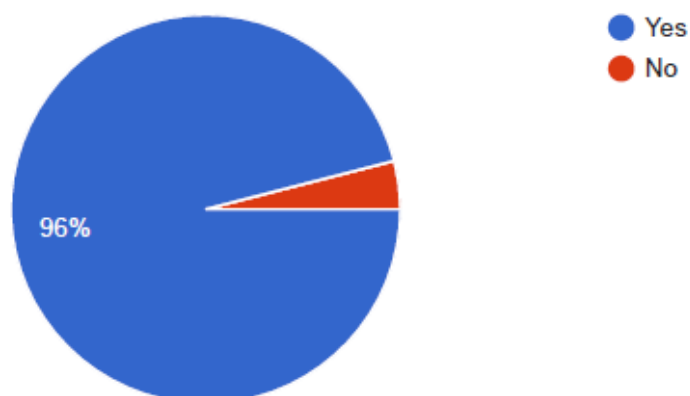
49 responses



Section 1 About Your Support Staff

1. Do you feel staff treat you with respect?

50 responses



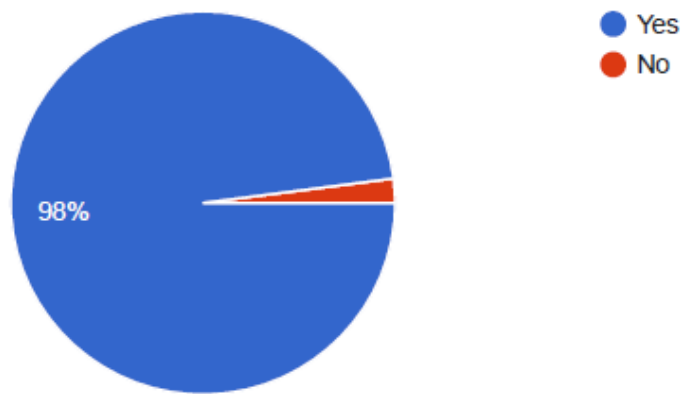
COMMENTS

Treated with the utmost respect. I prefer that she was my only worker.
Had issue with one of covering staff member on confidentiality
Shaun and Anthony are very respectful.
Sometimes
50/50

2018	100%	
2019	97.5%	↓
2020	96%	↓↓

2. Do you feel staff are always polite and well mannered?

49 responses



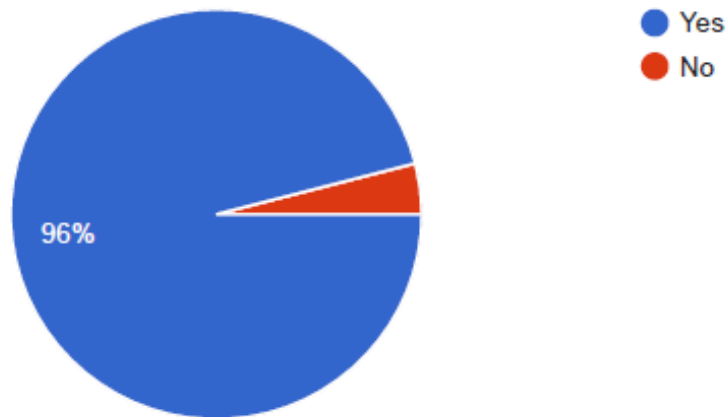
COMMENTS

50/50
Always polite and professional.
sometimes
Some of the newer staff are not

2018	100%	
2019	98.72%	↓
2020	98%	↓↓

3. Do staff listen to you and your ideas?

50 responses



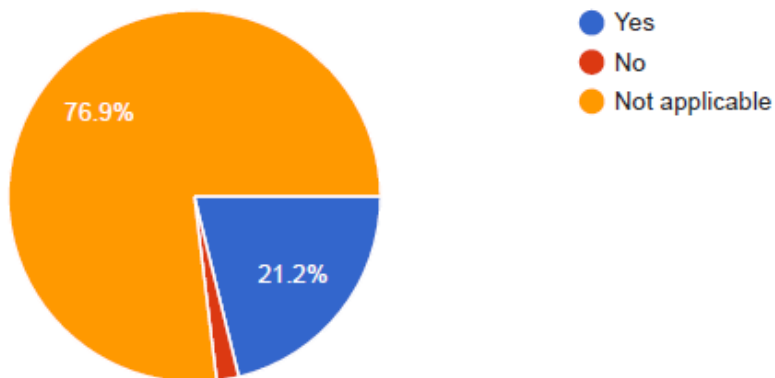
COMMENTS

Only Mike
Yes they take notice of what I say.
Most of the time
Not all the time. But Shaun does
Not always

2018	100%	
2019	98.6%	↓
2020	96%	↓

4. If you have needed information in a different format or language did Colebrook give this to you?

52 responses

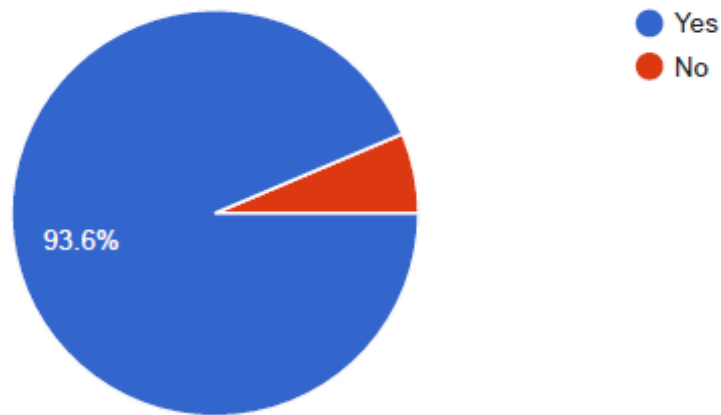


COMMENTS

Shaun reads my mail to me

5. Do you feel empowered and in control of your support needs?

47 responses



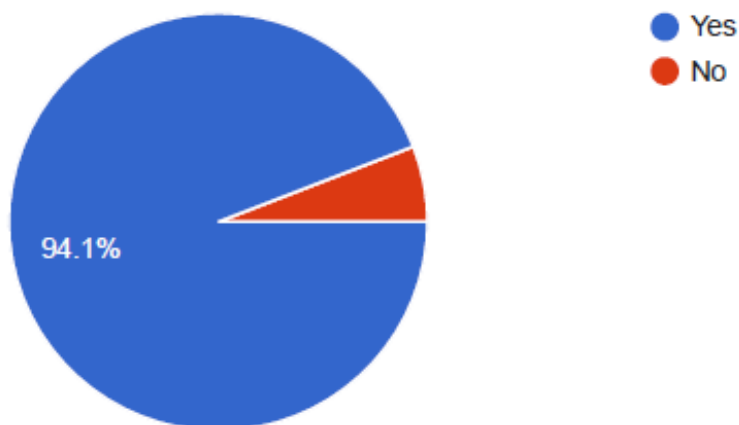
COMMENTS

Only Mike
 Yes I feel in control of my support.
 I get given staff that is available when.... is on holiday
 Asked for more support time
 I decide what we do
 Not really sure about this question although my support worker has explained what the question means.
 Not sure
 Mostly
 I get given staff that is available when.... is on holiday

2018	100%	
2019	90.7%	↓
2020	93.6%	↑

6. Do staff always maintain your privacy and confidentiality?

51 responses



COMMENTS

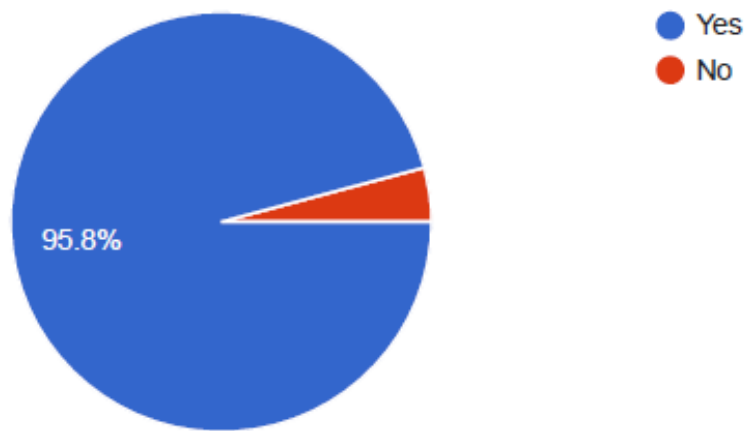
When I have non-permanent staff
 Yes, I believe they do.

When I had problems, Colebrook were careful who they told
 It did not happen when Jane supported me
 Staff member had disclosed client's boiler housing issues to builder upstairs
 Yes always.

2018	85%	
2019	98.63%	↑
2020	94.1%	↓

7. Do staff keep you informed of any changes in planned arrangements?

48 responses



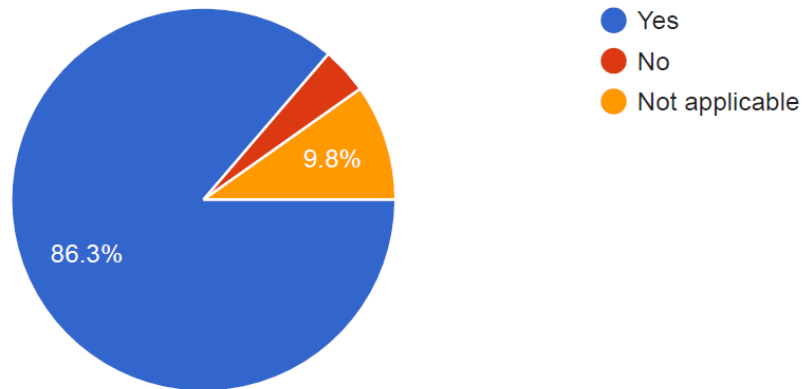
COMMENTS

They remind me as I forget.
 By text
 Had my hours cut and Colebrook did not stick to the agreement
 Some slip ups
 Support staff and rota let me know
 Sometimes

2018	90%	
2019	94.25%	↑
2020	95.8%	↑

8. Do staff involve you in making alternative arrangements?

51 responses



COMMENTS

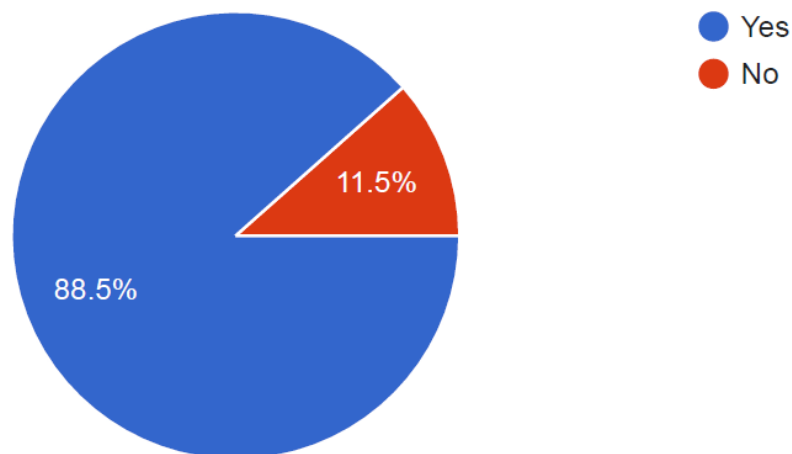
They involve me in all plans.

Yes, because when the project I was in was having building work done alternative accommodation was provided and I have been kept informed.

2018	95%	
2019	89.53%	↓
2020	86.3%	↓

9. Do staff always arrive on time or within 15 minutes of the time agreed?

52 responses



COMMENTS

I phone them or they phone me.

Not all the time

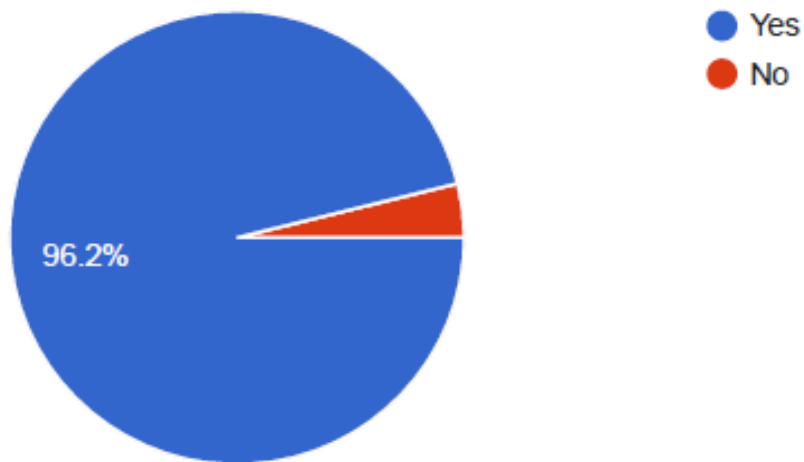
Sometimes its beyond anyone's control

Always early

2018	96%	
2019	97.7%	↑
2020	88.5%	↓

10. Do staff spend the expected length of time with you?

52 responses



COMMENTS

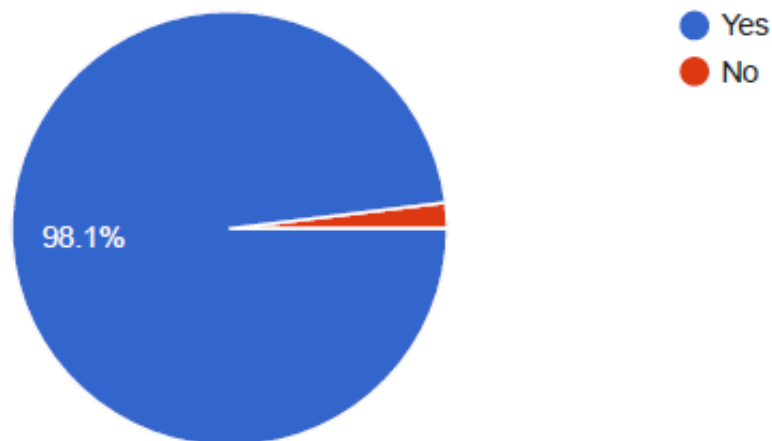
I always get full support.

Would like to increase time with staff

2018	98%	
2019	94.38%	↓
2020	96.2%	↑

11. Do you understand why your support worker is in your home?

52 responses



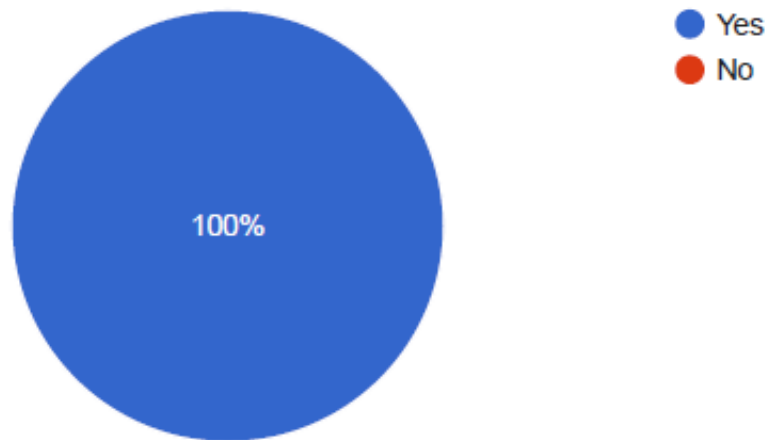
COMMENTS

I did understand that sometimes they come to my house.

2018	100%	
2019	96.59%	↓
2020	98.1%	↑

12. Do you understand how your support worker is trying to help you?

52 responses



COMMENTS

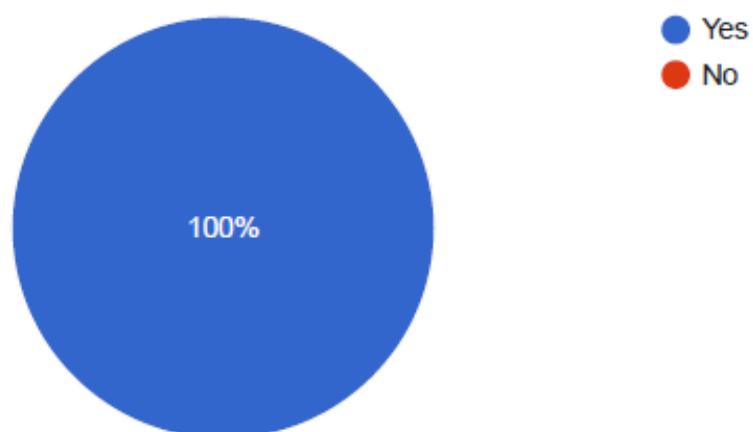
They are here to support with everyday tasks.
to be more independent and confident

2018	94%	
2019	95.1%	↑
2020	100%	↑

Section 2 About Your Support

13. Have you got a named person to contact?

51 responses



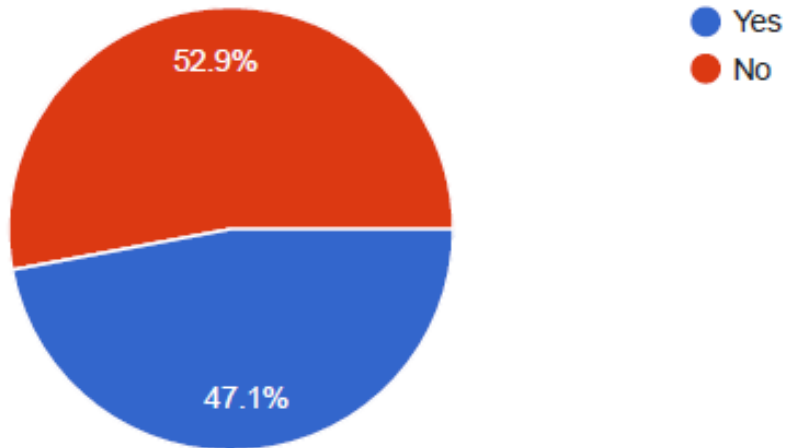
COMMENTS

On-call number
My sister.
Let my support workers know during support

2018	94%	
2019	96.55%	↑
2020	100%	↑

14. Have you ever been unhappy with the service you have received from Colebrook SW?

51 responses

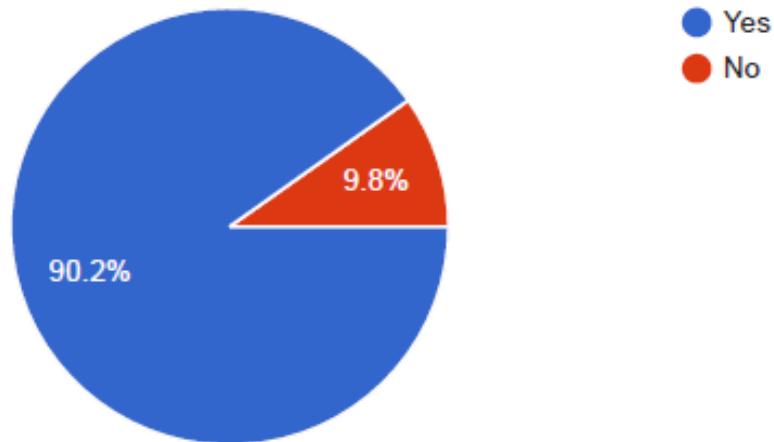


COMMENTS

- On the odd occasion but is generally okay.
- See above
- Conflict with one of project houses, but is now resolved.
- sometimes
- No increase of my support time
- Now and again.
- Xmas party was spoilt by another client

2018	15%	
2019	25.29%	↑
2020	47.1%	↑

15. Would you feel happy to contact Colebrook SW if you were unhappy about the service you had received?



51 responses

COMMENTS

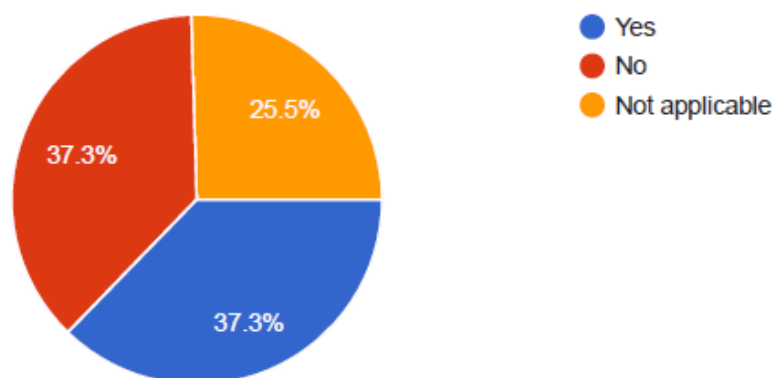
I have no problem on the phone.

I would tell the sw to go or I would text Colebrook to let them know or my regular workers because I worry about upsetting people but my support worker explains that I am able to do this and should never worry about upsetting people and must inform people if ever this was to happen.

2018		
2019	91.76	
2020	90.2%	↓

16. Have you ever contacted Colebrook SW because you were unhappy with the service you received?

51 responses



(both no and N/A were ticked on paper survey)

Only the one incident.

(both no and n/a were ticked on paper survey)

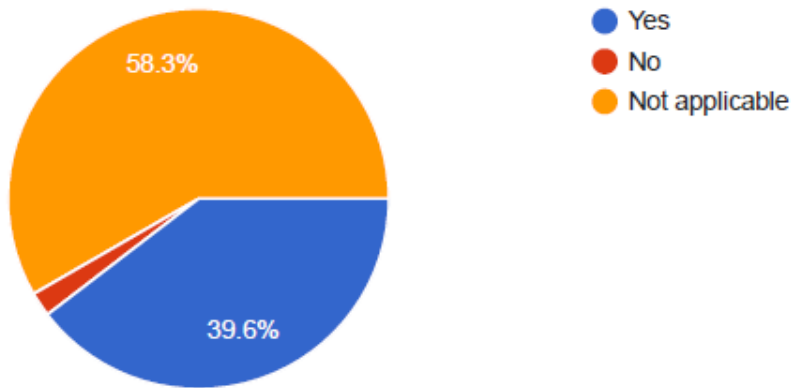
Can't remember

A previous staff years ago discussed with authorities behind my back

2018	30%	
2019	28.57%	↓
2020	37.3%	↑

17. If you have contacted Colebrook SW because you were unhappy with service you had received, did you feel Colebrook SW listened to your concern?

48 responses



50/50

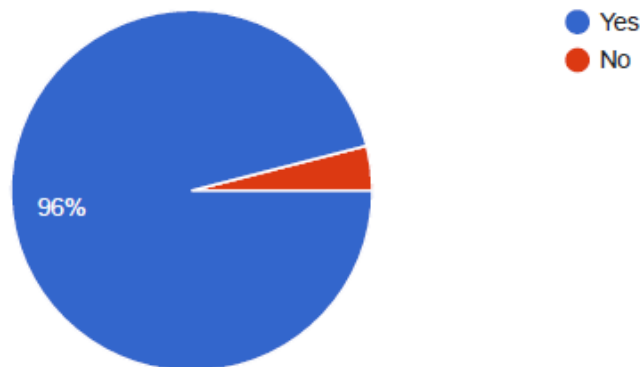
Mostly

Sometimes, depends who answers at reception

2018	32%	
2019	63.16%	↑
2020	39.6%	↓

18. Do you understand your needs as agreed with your support worker?

50 responses



COMMENTS

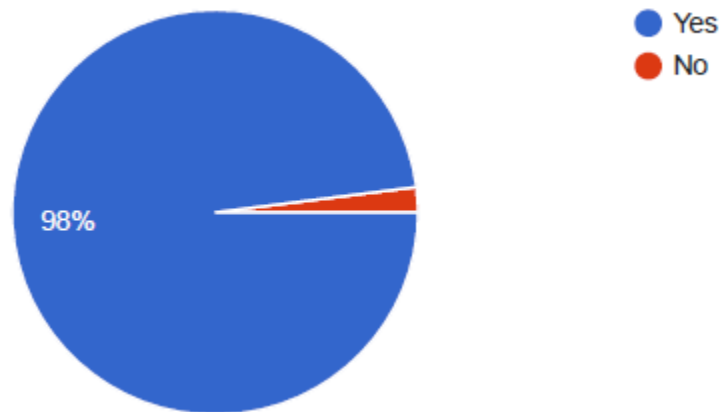
I understand the support plans but bad memory. sometimes

Mostly

2018	100%	
2019	94.44%	↑
2020	96%	↑

19. Do you understand your goals as agreed with your support worker?

50 responses



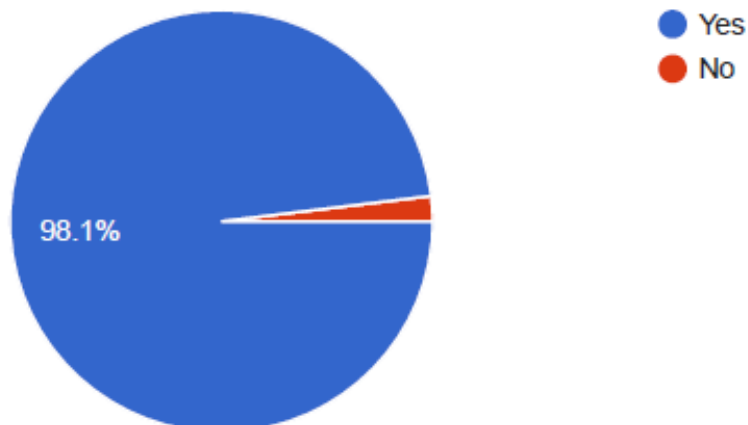
COMMENTS

Yes, I do but need reminding.
Mostly

2018	100%	
2019	95.51%	↓
2020	98%	↑

20. Are your goals reviewed with your support worker?

52 responses



COMMENTS

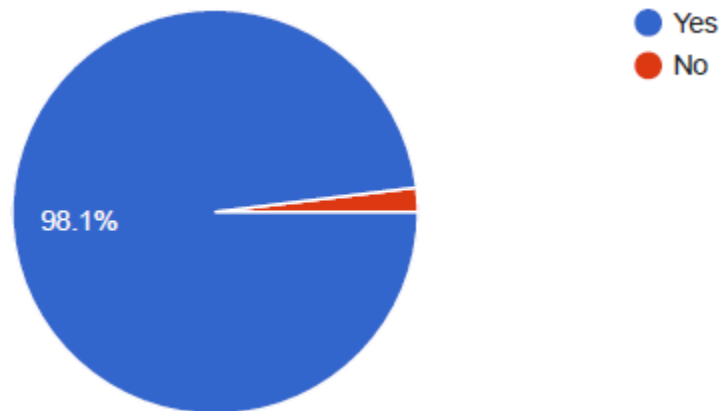
Occasionally.

On some days.
But I have not had a review for a while.

2018	100%	
2019	95.51%	↓
2020	98.1%	↑

21. Do you feel you have the help you need to plan ahead?

51 responses



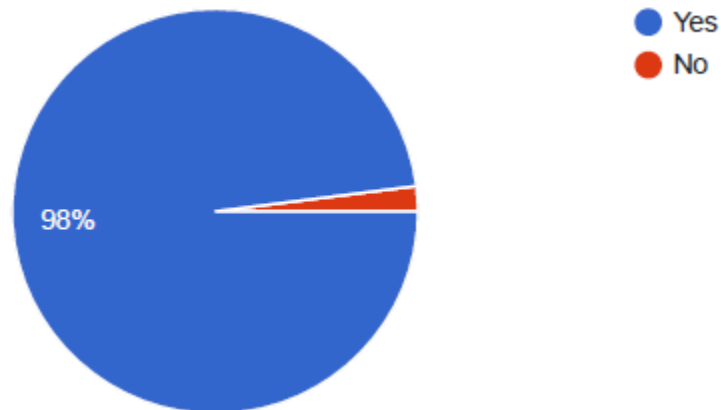
COMMENTS

Workers remind me of appointments and tasks to be done.
I usually ask for help as things come along
Mostly
Not all the time. Agreement for extra hours was changed

2018	94%	
2019	95.51%	↑
2020	98.1%	↑

22. Do you feel you have the right support to manage risk?

51 responses



COMMENTS

I do.

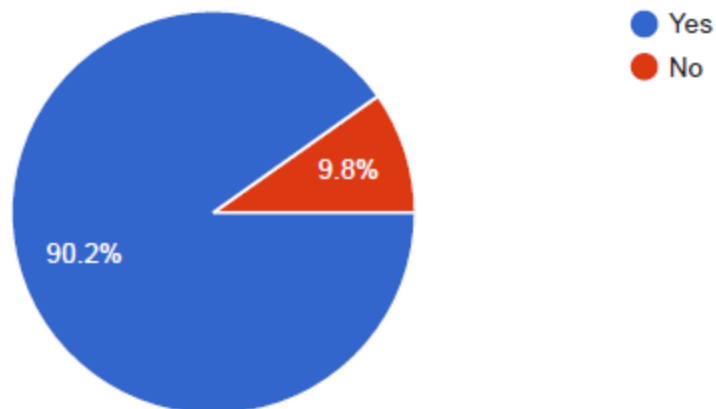
Not sure how to answer

Don't know what to talk about

2018	94%	
2019	96.63%	↑
2020	98%	↑

23. Have you learnt new things?

51 responses



COMMENTS

Contact with AA which is positive.

learnt how to cook better

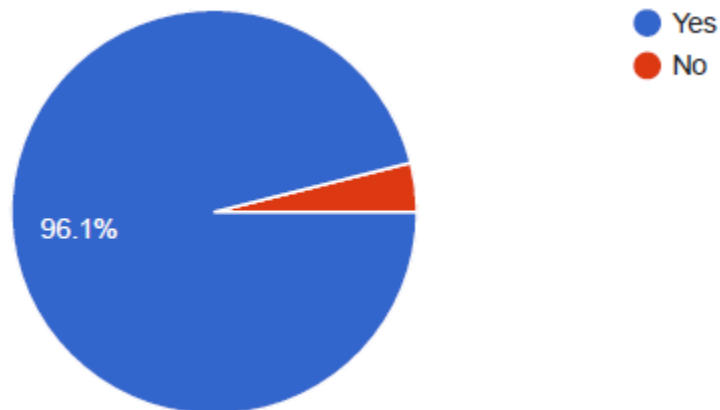
Cooking, shopping and laundry

Not sure how to answer

2018	90%	
2019	92.05%	↑
2020	90.2%	↓

24. Have you had the right support to learn new things?

51 responses



COMMENTS

I don't know

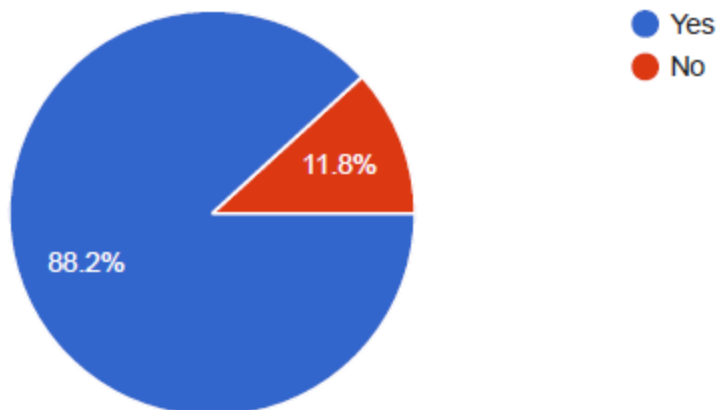
I believe I do.

Not sure how to answer

2018	96%	
2019	95.51%	↓
2020	96.1%	↑

25. Do you think you are more independent than before you had support?

51 responses



COMMENTS

I think I'll always need support.

Same

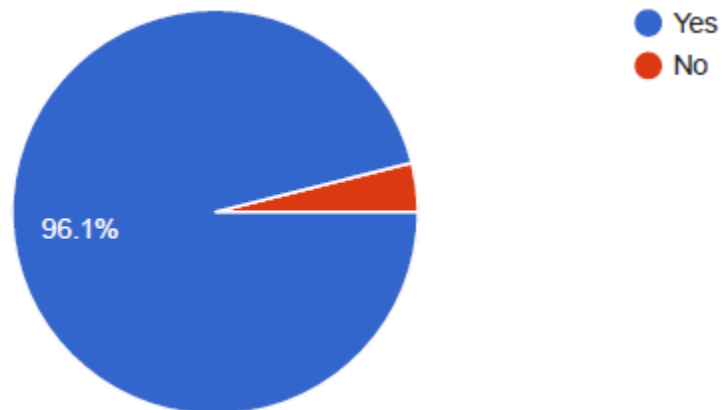
No, I'm more reliant,

A bit more.

2018	90%	
2019	84.78%	↓
2020	88.2%	↑

26. Do you think your support is consistent?

51 responses



COMMENTS

I believe it is.

I lost Lis

CONSISTENTLY NOT GIVEN. (Both ticked on paper survey)

Generally, yes

Depends on the regularity of staff

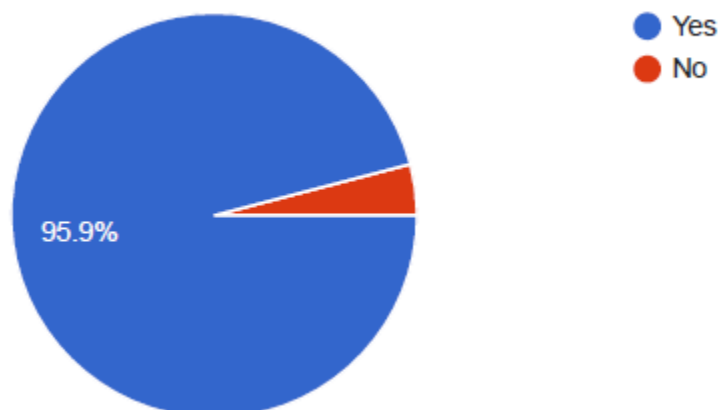
Depending on what happens in the week

2018	98%	
2019	97.67%	↓
2020	96.1%	↓

Section 3 About You

27. Do you understand your tenancy?

49 responses



COMMENTS

N/A

Not different answers from different people.

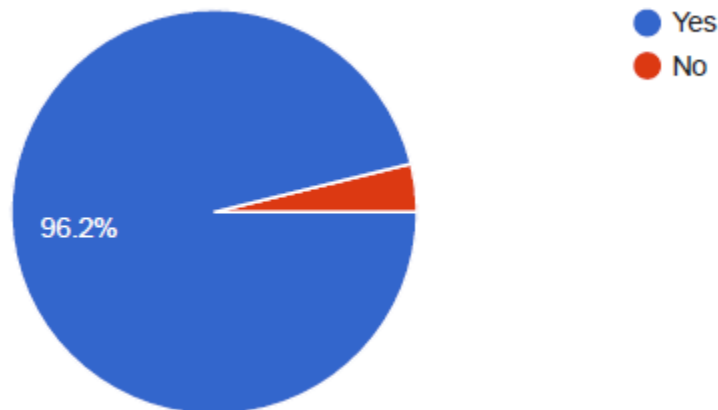
Own my own house

Not applicable

2018	82%	
2019	94.87%	↑
2020	95,9%	↑

28. Do you use services where you live? Such as doctor, community centre, dentist, library.

52 responses



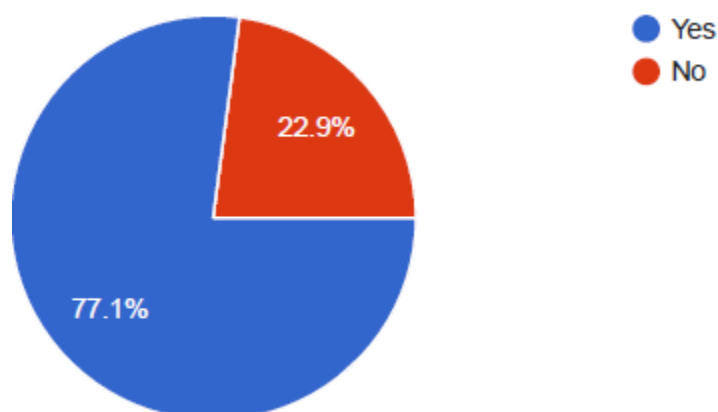
COMMENTS

Doctors once reminded. Dentist.

2018	96%	
2019	98.7%	↑
2020	96.2%	↑

29. Do you feel you manage your money well? Paying bills, paying rent, buying food, etc. and spending wisely.

48 responses



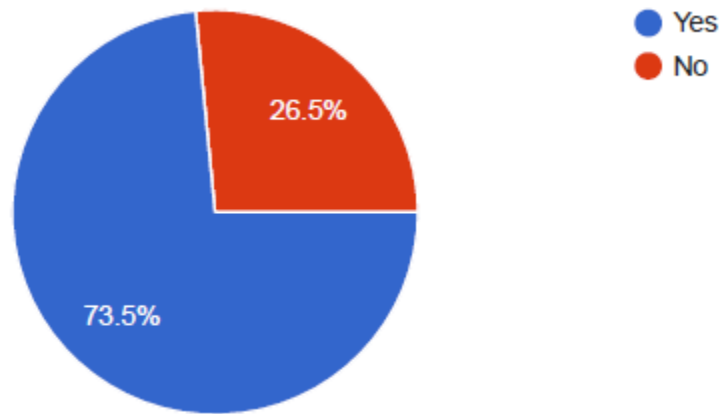
COMMENTS

Depending on my mental health
 Mum manages my money
 BOTH
 I don't know the value of money I don't know the consequences.
 It varies
 sometimes
 finances managed by Highbury
 Bit unstable at the minute.
 Sometimes
 Most of the time

2018	73%	
2019	84.54%	↑
2020	77.1%	↓

30. Do you feel you look after your wellbeing?

49 responses



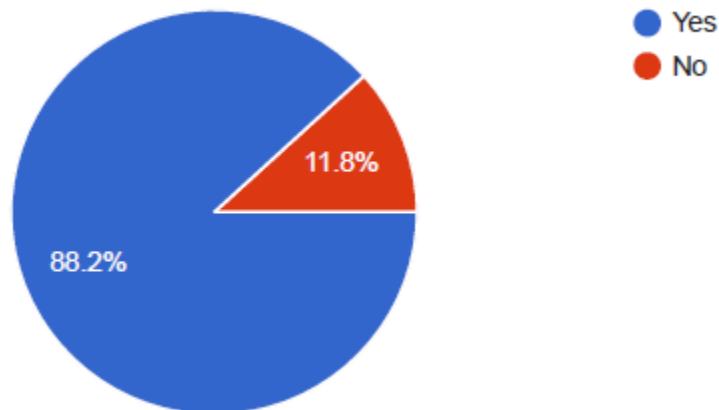
COMMENTS

Sometimes however I still prioritize others
 The answer No was also ticked
 I'm letting things slide. I used to have baths, but not anymore.
 I try to but the doctor says that I don't
 Yes and no ticked-on paper survey
 No, I neglect myself
 It depends how low I'm feeling.
 Sometimes
 I try to

2018	73%	
2019	79.95%	↓
2020	73.5%	↑

31. Do you have help to look after your wellbeing?

51 responses



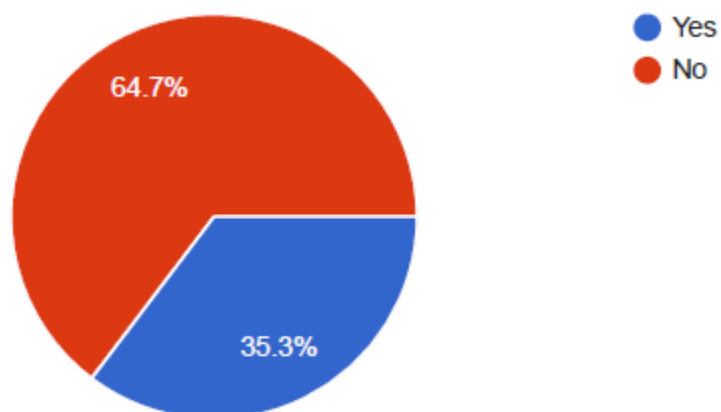
COMMENTS

Forget to eat.
From Amanda
Only GP + hospital
Just Colebrook

2018	73%	
2019	79.55%	↑
2020	88.2%	↑

32. Do you have a paid job, do voluntary work, go to college?

51 responses



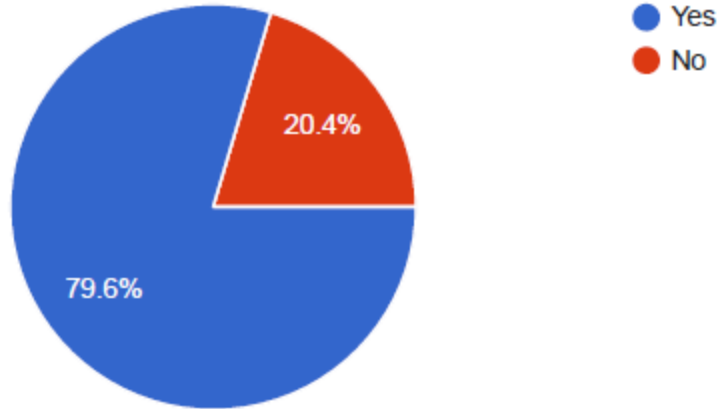
COMMENTS

Voluntary
Voluntary work
Volunteer at Air Ambulance and soon Oxfam
Retirement age
Voluntary work

2018	30%	
2019	25.29%	↓
2020	35.3%	↑

33. Do you feel safe and well at home?

49 responses



COMMENTS

?

I like where I live.

Ongoing issues with sound proofing and neighbours

Hate Plymouth

Sometimes

Due to the other two flats, with drug users and the violence that has occurred here in the past.

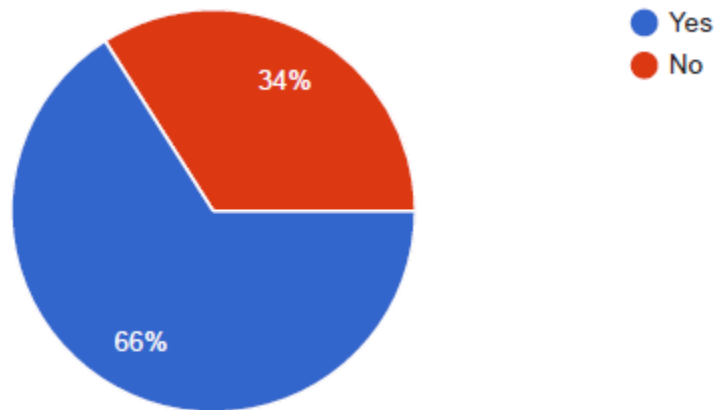
I do not certain clients have moved on

Sometimes

2018	72%	
2019	75.27%	↑
2020	79.6%	↑

34. Can you do the things you want to do in life?

50 responses



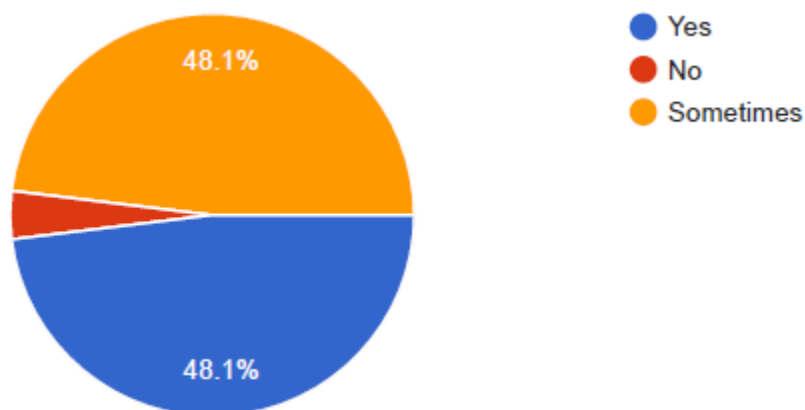
COMMENTS

?
 Anxiety
 To an extent.
 issues with neighbours
 Some, not all
 But I feel nervous to do some things
 Not career wise
 My mobility issues
 Again, this depends on my mood and how I'm feeling. When I'm feel ok I can.

2018	63%	
2019	63.46%	↑
2020	66%	↑

35. Do you feel you are in control of your life?

52 responses



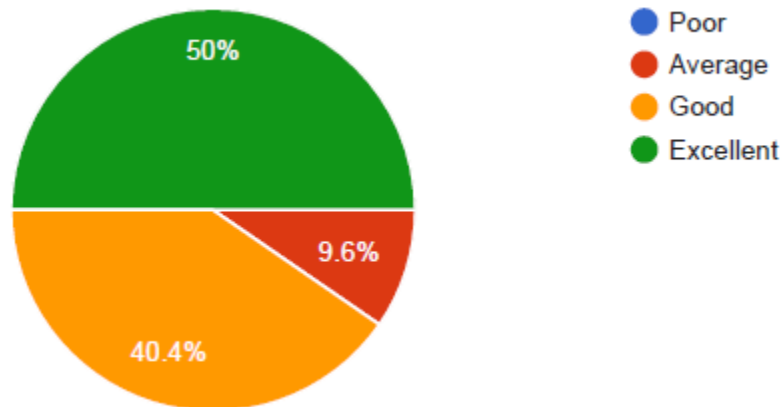
COMMENTS

50/50
 From time to time.
 Some things are out of my control
 Can be impacted by alcohol consumption.

2018	65%	
2019	74.71%	↑
2020	48.1%	↓

36. Do you rate the service you receive as

52 responses



Any other comments?

It's nice to have human contact when I receive support

None left. Question Asked

I want to go to the disco, my support is helping me to do this. I want to go out in the community, with the carer, I want to go to the I-Grow and do more stills. I like to go food shopping, Ice skating, bowling, cinema, walk around the Plymouth hoe, and Barbican, mount batten by boat, Jenny cliff, Elburton pub by bus and many more things

I'm happy with my support

* (from paper survey) tick was halfway between average and good on the question "Do you rate the service you receive as" so put as Average

I like my support time. I need help day to day.

Vi the service has been excellent and has helped me enormously with my mental health and general well being

I feel there are inconsistencies with my supports in the areas where I have marked "sometimes" as this is both yes and no *. (* from paper copy handed in these areas were questions 1, 2, 5, 14, 18, 29 and 33.)

Generally speaking my support sessions are good but on some occasions there are times where they are somewhat lacking and I feel that more consistency is needed across my team. I have not complained about Colebrook as I prefer to bring such feedback to my support review but I know I can if ever I need to in the future.

I think that this survey could also have more tick boxes other than just "Yes" and "no" boxes

This is about the company, not my support worker

X

Client didn't see point in doing this, thought yes and no answers weren't adequate enough to answer the questions.

None I can think of

Colebrook Sucks , I feel that when I'm away I still get charged for my support. So there is no point in giving notice if I'm away

Room service would make it excellent.

I think that Colebrook is a good place to be and I would recommend it to anyone.

If you would like to discuss your comments please include your name so we can follow this up.

Andrew Morgan; No; Christopher Furze; Simon Picken; Stephen Harris; X; Catherine Chown; David Wainwright; No thank you.