



# Newsletter



Inspiring people, supporting communities

Issue 38 March 2024

Contact Your Voice for Quality: Email [yvfg@colebrooksw.org](mailto:yvfg@colebrooksw.org) or telephone 01752 205210

## Client of the month Nominations

There were lots of nominations in February!



**Sharon** was highly recommended for the progress she made in managing her mental health, attending meditation classes independently, starting a CBT course and reducing her medication. Also, for giving back by making 'bags of hope' and placing these in different locations around the city where she hopes people will stumble across them to bring a smile to their face if they are struggling, as well as the bracelets she has been making to donate to her meditation

group.

**David** was highly recommended for doing such a good job cleaning and hoovering his room during his room assist, listening to staff and being very polite.

**Ben** was highly recommended for his determination and motivation in finding an apprenticeship and being successful.

**JC** was highly recommended for engaging in support to declutter their bedroom and sorting through books to donate them to the charity shop.

**AL** was highly recommended for being helpful around their supported accommodation.

**David** was highly recommended for engaging in support and keeping alcohol free since leaving hospital.

**SP** was highly recommended for adjusting well to a change in their normal routine and increasing their independence with taking medication.

**Harvey** was highly recommended for giving up his time to attend 'Your Voice for Quality', helping to improve the service for all clients and completing some fantastic work as part of the group.

**Remember** Anyone can nominate someone who has achieved something no matter how big or small. People who are nominated receive a certificate. On an annual basis there is a prize draw for those people who have been nominated throughout the year.



inspiring people, supporting communities

## Inspiring People to Cook

So far we have 23 recipes for our cookbook. If you have a favourite recipe and would like us to include

this in the book please let us or your support worker know. We really like to include a photograph of the finished meal if possible. We look forward to receiving your recipes.



# Newsletter



Inspiring people, supporting communities

Issue 38 March 2024

Contact Your Voice for Quality: Email [yvfg@colebrooksw.org](mailto:yvfg@colebrooksw.org) or telephone 01752 205210

## Your Voice for Quality Annual Survey 2024

Your Voice Matters – Quality Matters



A very big thank you to everyone who took the time to complete our annual survey.

The first survey we undertook was in 2019 and 90 people responded. This was highest number of responses over the 6 years we have run the survey. However, this year we had 78 people reply which is the most since our first survey.

A detailed evaluation of the responses to the 2024 survey will be undertaken as soon as possible and an action plan developed.

In the mean time here are some headline results.

*Everyone who answered these questions said yes:*

Do you feel staff are well mannered and treat you with respect?

I know how to complain if I need to.

I understand why my support worker is in my home.

I understand how my support worker is trying to help me.

I understand my licence agreement. (This is the agreement regarding your tenancy).

15 of 75 people (20%) answered no to the question “I am more independent).

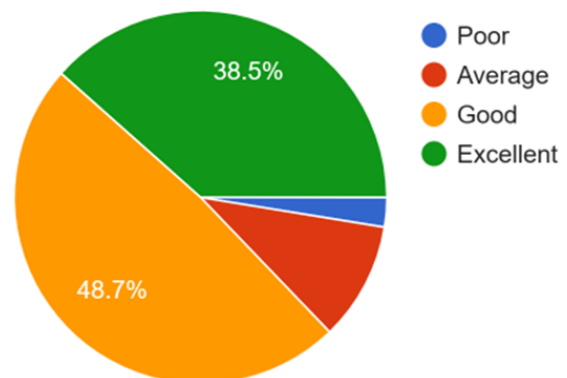
17 of 76 people (22.4%) answered no to the question “I am able to do the things I want to do in my life”.

63 of 78 people (80.8%) answered no to the question “I have a job or go to college or do voluntary work”.

14 of 74 people (18.9%) answered no to the question “I keep well in body and mind”.

Approximately a third (34.4%) of the 32 people who live in housing provided by Colebrook were unhappy that repairs were not carried out in a reasonable time or to a satisfactory standard.

Most people (87.2%) rated the service they received as good or excellent.



Learning Disability Week in 2024 is from Monday 17 to Sunday 23 June.

This year's theme is "Do you see me?" it is about being seen, heard and valued.

We will be thinking about how we can help to publicise this event at our next meeting. If you have any ideas please let us know.