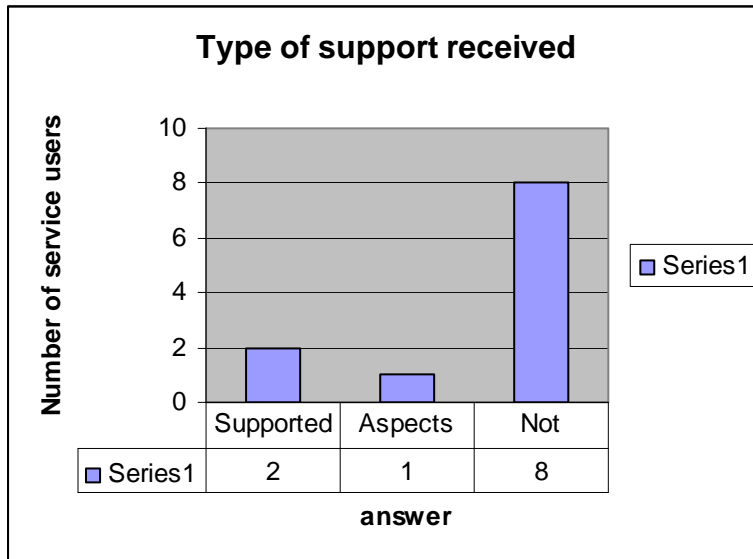




**QUALITY ASSURANCE
SERVICE USERS REPORT 2010**

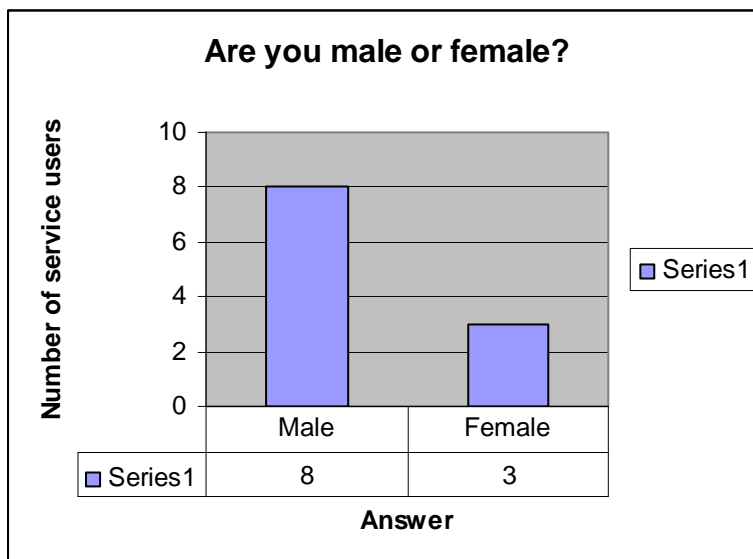
Service Users Quality Assurance Questionnaire

1.



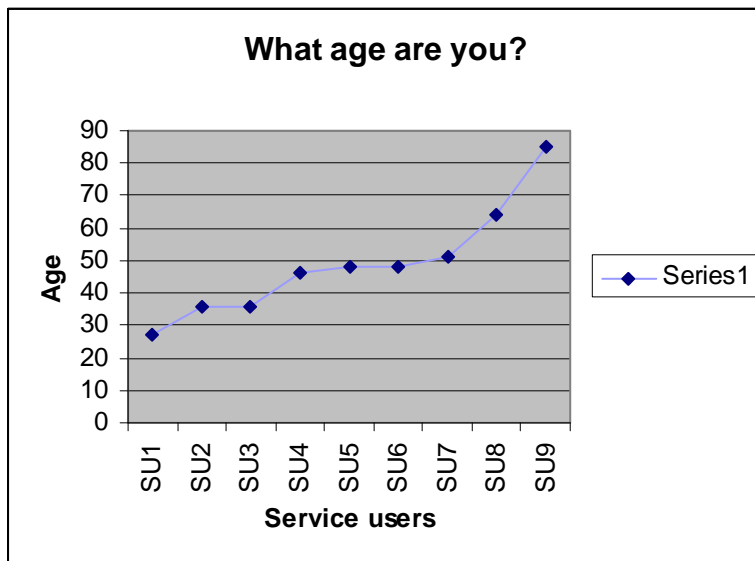
The above chart shows that 73% of service users that were questioned did not answer this question. 18% of the service users knew that they were receiving a supported living service from Aspects Care Ltd. 9% of service users answered the question stating how many staff they are supported by.

2.



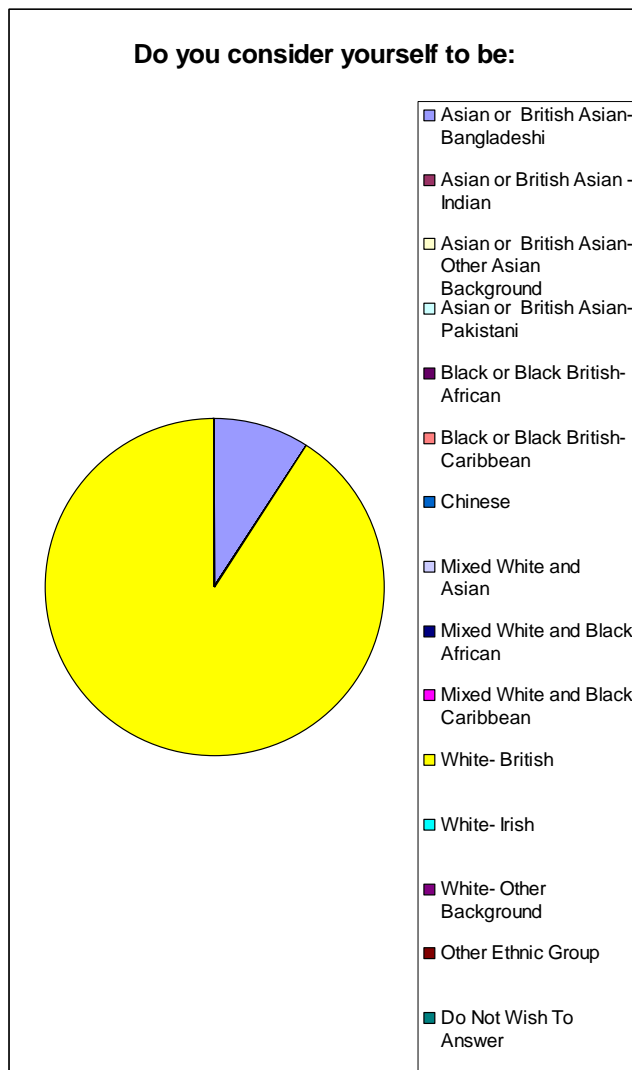
The graph informs us that the majority of our service users are males. 73% are male, meaning that 27% are female.

3.



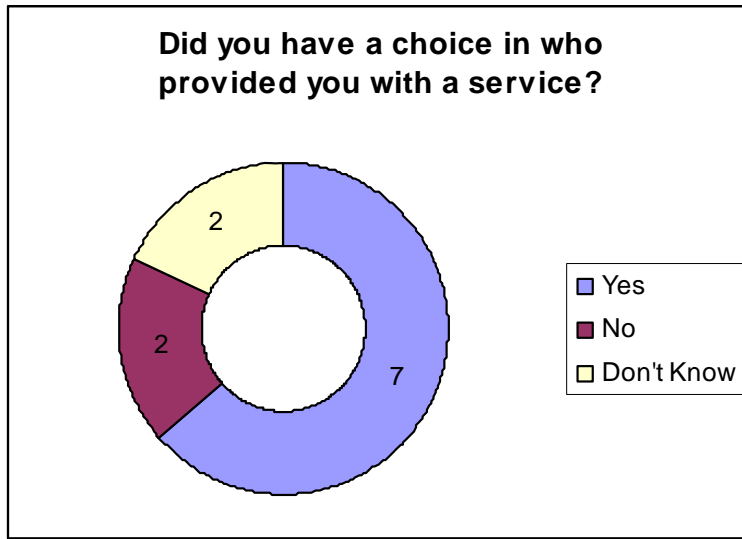
Our service users are in a wide range of age groups, ranging from 27 to 85 years of age. The age groups 40-50 and 30-40 years of age being the most popular.

4.



The pie chart above evidences that the majority of service users are White British.

5.



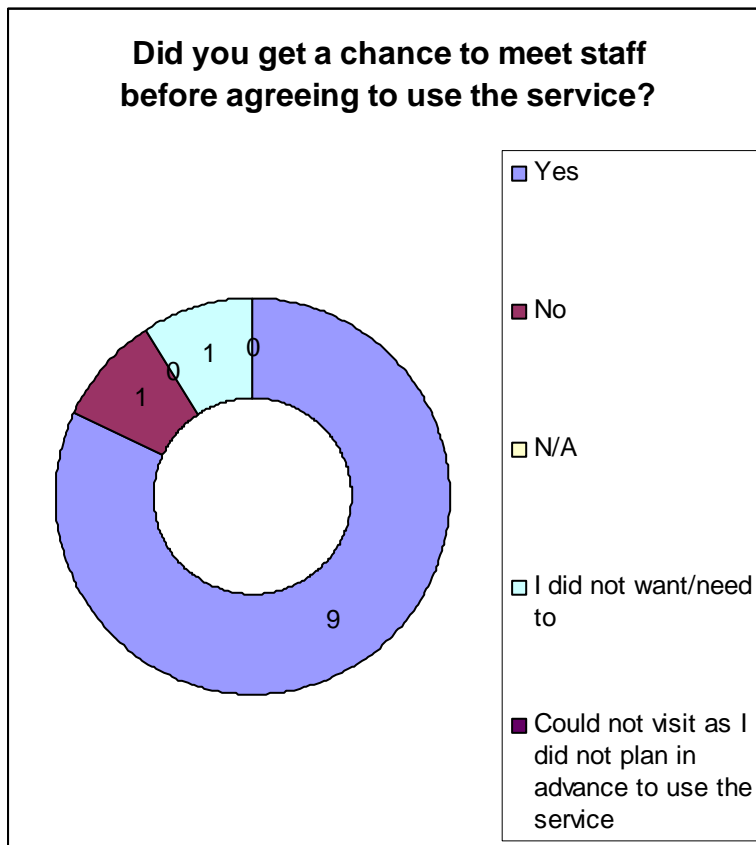
The chart depicts that the majority of service users felt that they had a choice in who provided them with a service. However 18% felt that they never had a choice, and 18% felt that they didn't know whether or not they had a choice.

6.



The majority (82%) of our service users agreed to visit the service before they agreed to use our services. None of our service users did not visit us before they took up our service.

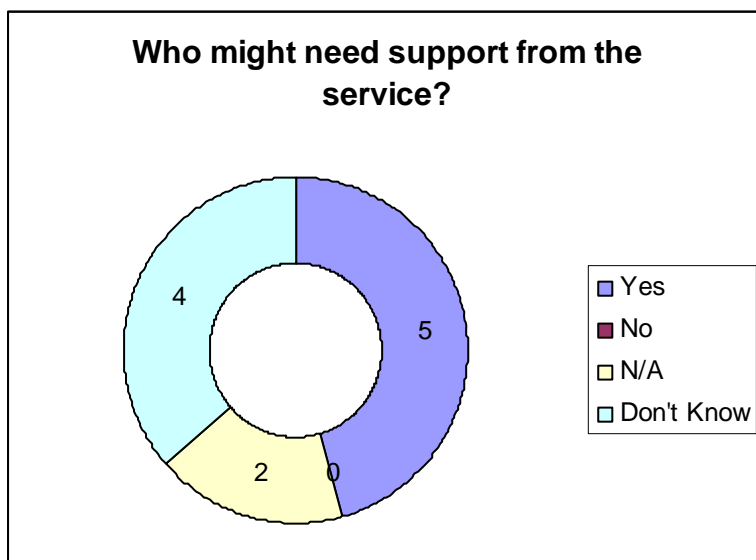
7.



82% of our service users got the chance to meet their staff members before agreeing to use our services. 9% of our service users did not get the chance to visit us as taking up our services were not planned.

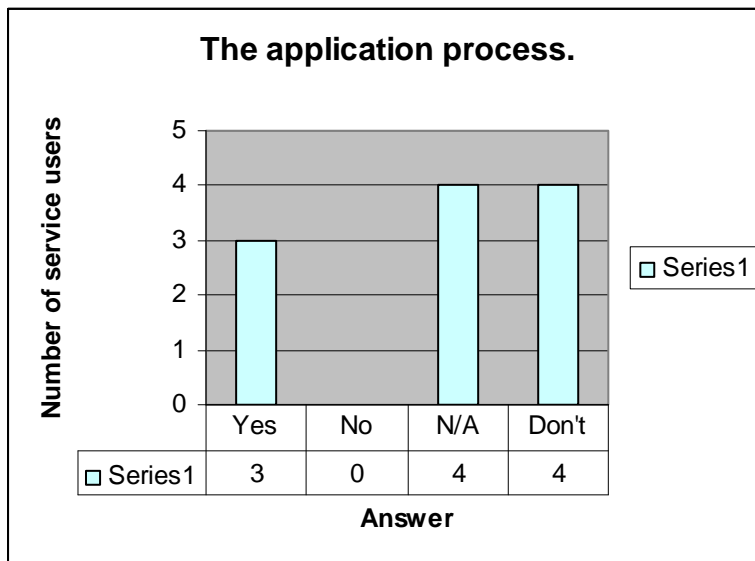
8. Were the following written down in a way that you could understand?

8a.



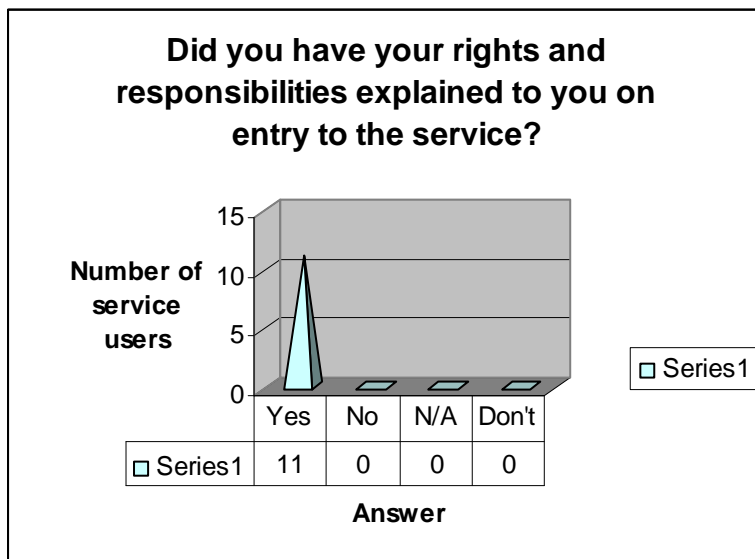
The slight majority of service users felt that 'who might need support from the service' was written down in a way that they could understand. 36% of service users did not know if this information was written in a way that understand.

8b.



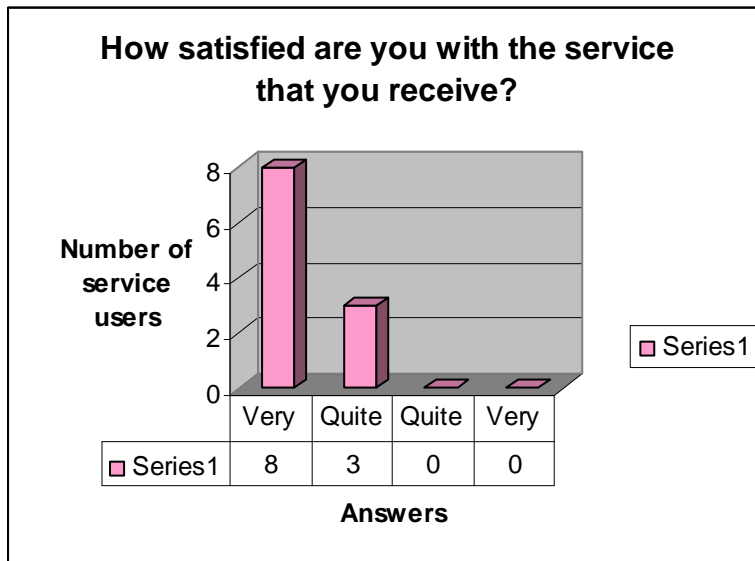
This chart shows that 36% of service users did not know if the application process for acquiring our services was written down in a way that they could understand. 36% felt that they were not applicable in regards to the application process. Only 28% of service users felt that the application process was written in a way that they could understand.

8c.



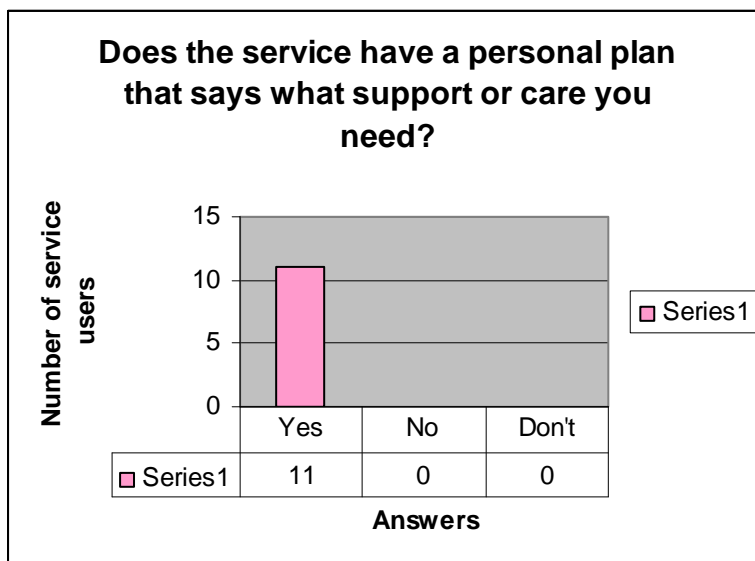
This chart shows that all of our service users had their rights and responsibilities explained to them on entry to the service.

9.



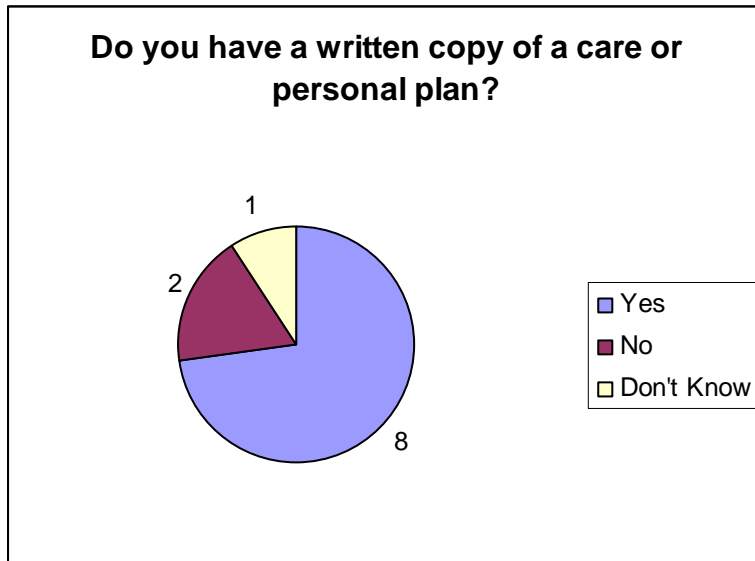
This chart depicts that the majority (72%) of our service users are very satisfied with the service that they receive, 28% of service users are quite satisfied with the service delivered.

10.



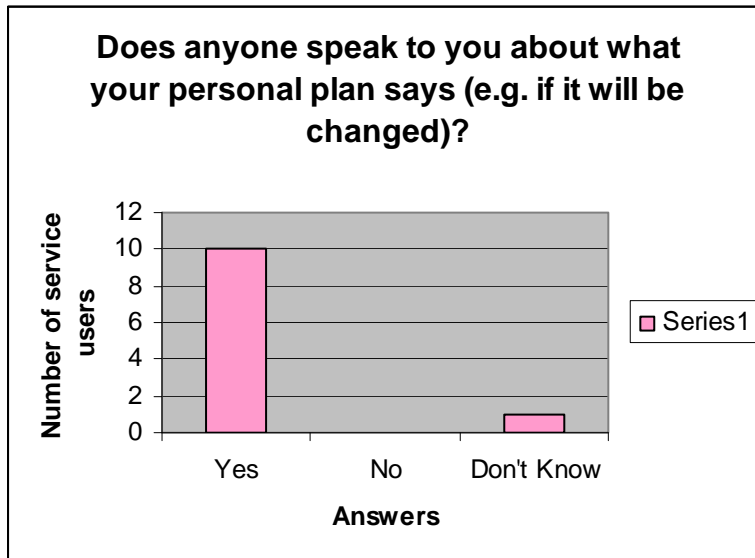
100% of service users are aware that we have a personal plan that states what support or care that they need.

11.



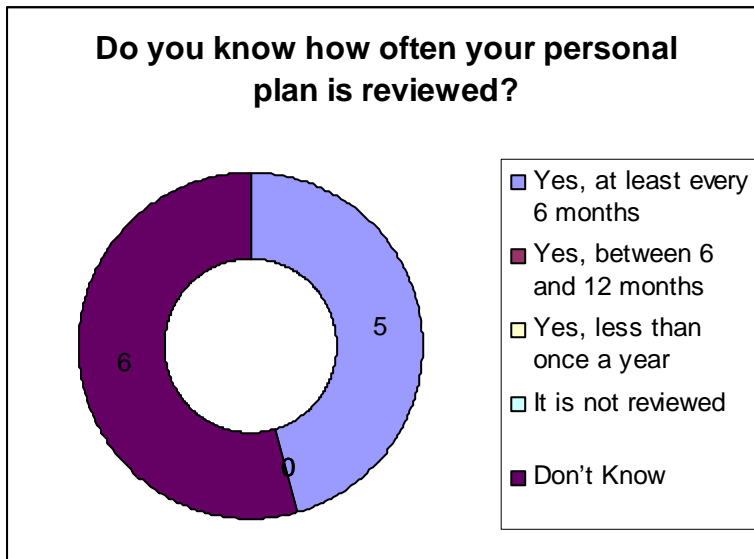
This chart shows that 72% of service users have a copy of their personal plan. 18% of service users do not have a copy of their personal plan. 9% of service users do not know whether or not they have a copy of their plan.

12.



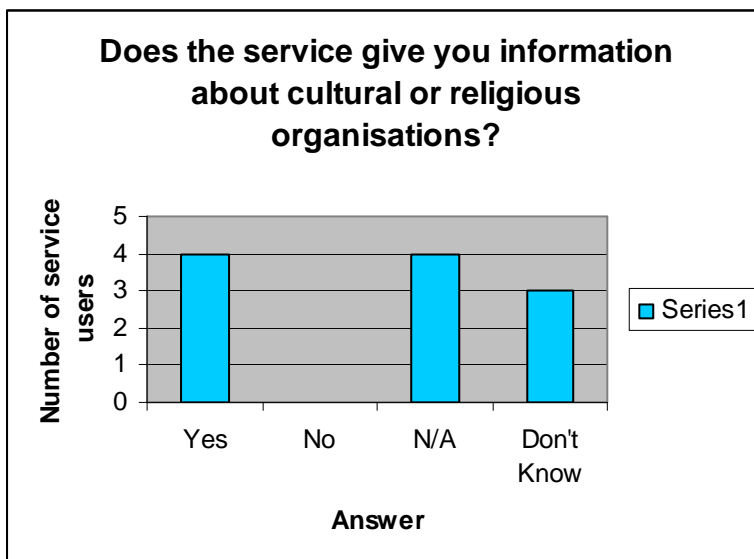
91% of service users feel that they are spoken to in regards to their plan and any changes that could be made to it. 9% of service users do not know if anyone would speak to them in regards to any changes to their personal plans.

13.



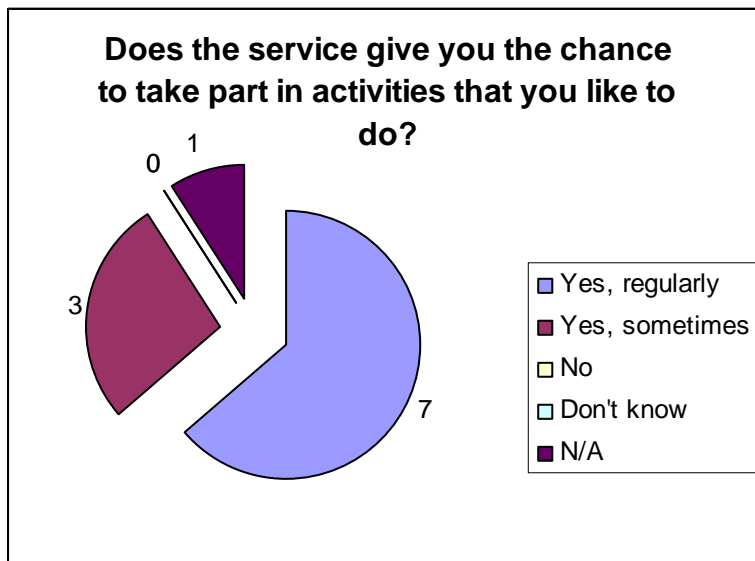
This chart shows that 45% of service users know that their service plan is reviewed at least every 6 months. The remaining 55% of service users do not know how often their plan is reviewed.

14.



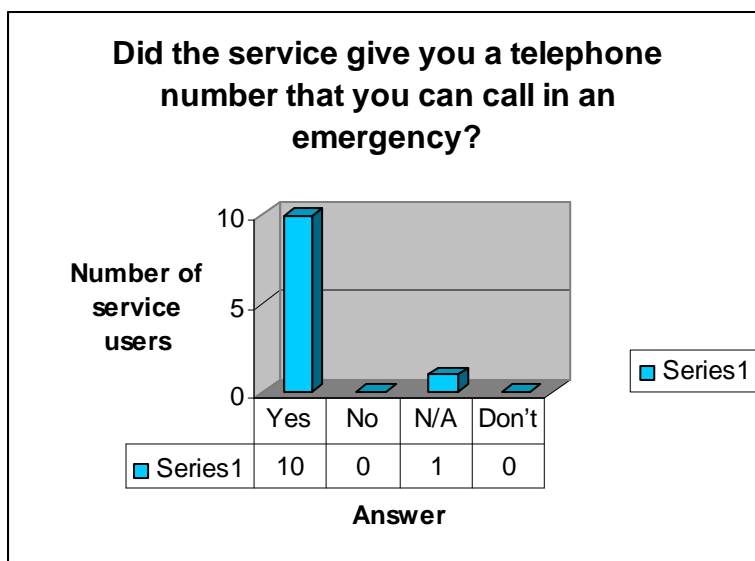
This bar chart tells us that 36% of service users believe that we give them information about cultural or religious services, 36% feel that they are not applicable to this question and 28% do not know whether or not we give them this information.

15.



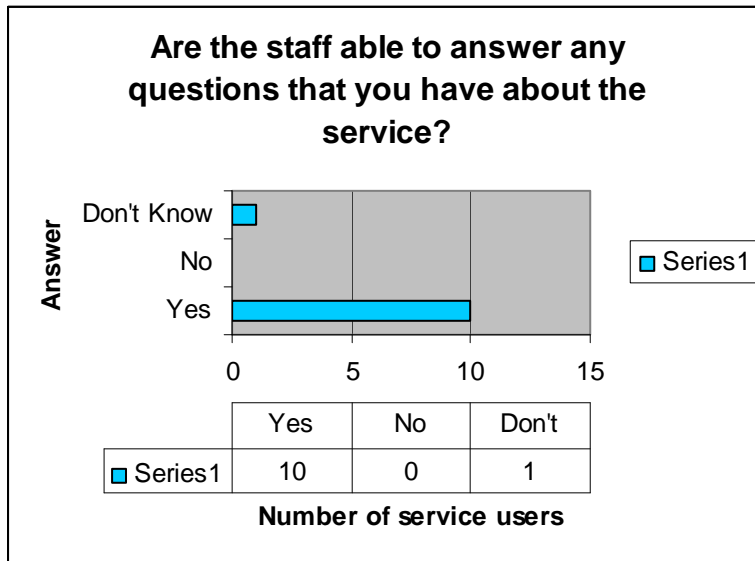
64% of service users say that we regularly give them the chance to take part in activities that they like. 27% of service users say that they have this chance sometimes. 9% of service users did not feel that this question applied to them.

16.



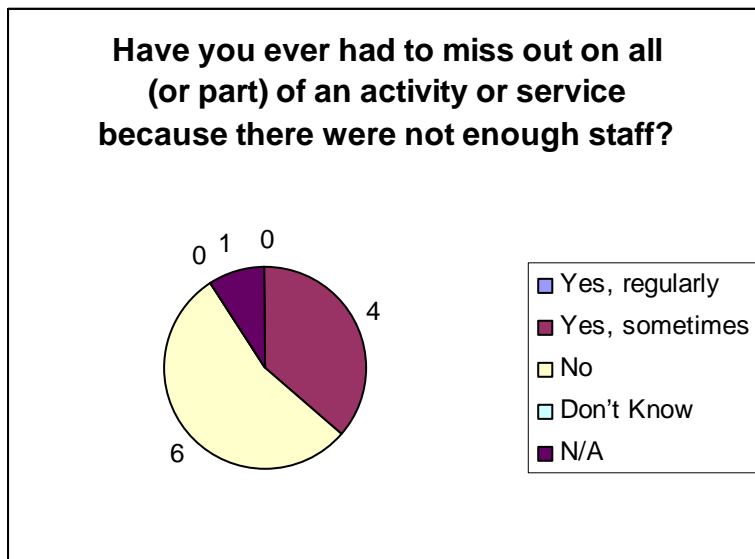
This chart shows that 91% of service users were given the emergency out of hour's number. 9% of service users felt that this service did not apply to them.

17.



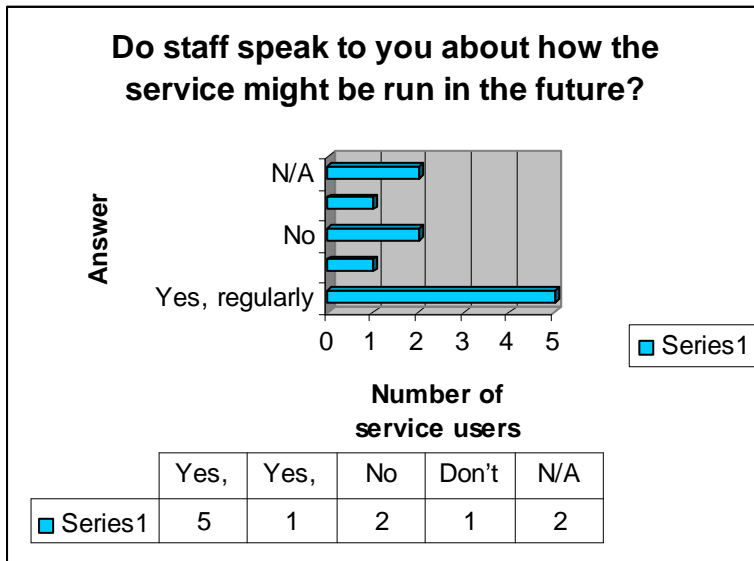
This chart shows that 91% of service users feel confident that their staff members can answer any of their questions about their service. 9% of service users do not know whether or not their staff members could answer their queries.

18.



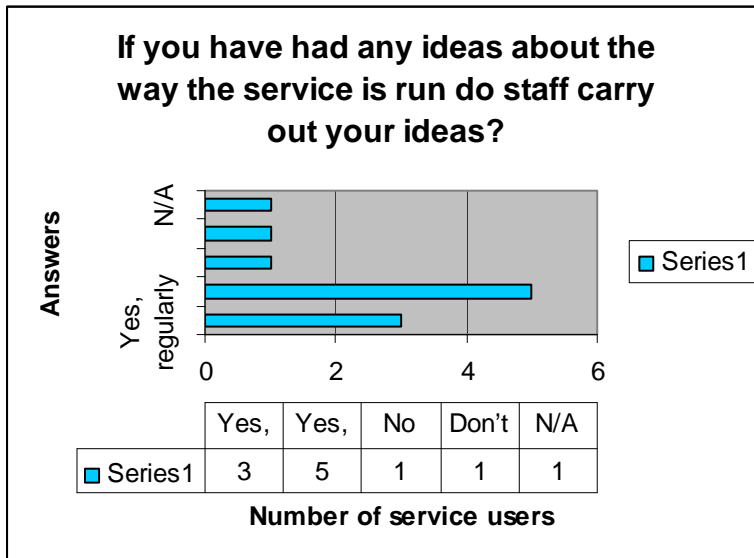
The above chart shows that 55% of service users have never had to miss out on activities due to a lack of staff. 36% of service users feel that this issue has sometimes occurred. 9% of service users questioned felt that this question did not apply to them.

19.



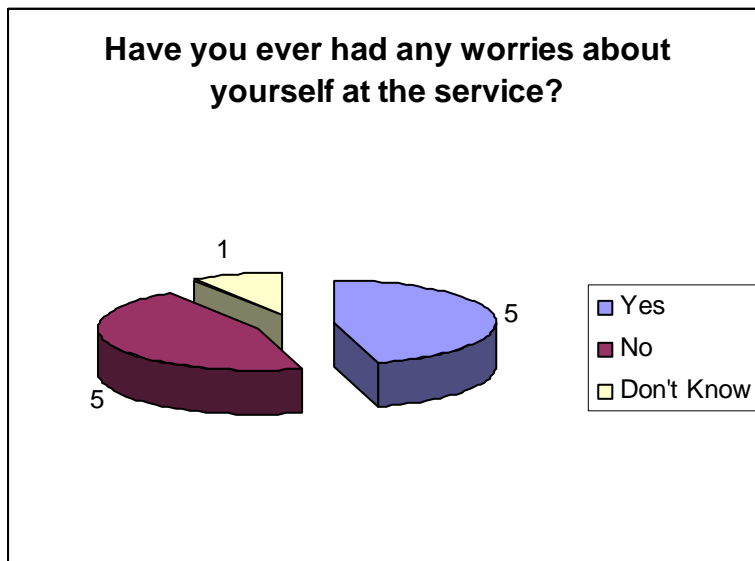
The graph shows that 45% of service users feel that staff regularly speak to them about how the service will be run in the future. 9% of service users feel that this is sometimes discussed with them. 18% of service users felt that this was not discussed with them. 9% did not if this issue was discussed with them and 18% felt that this question was not applicable.

20.



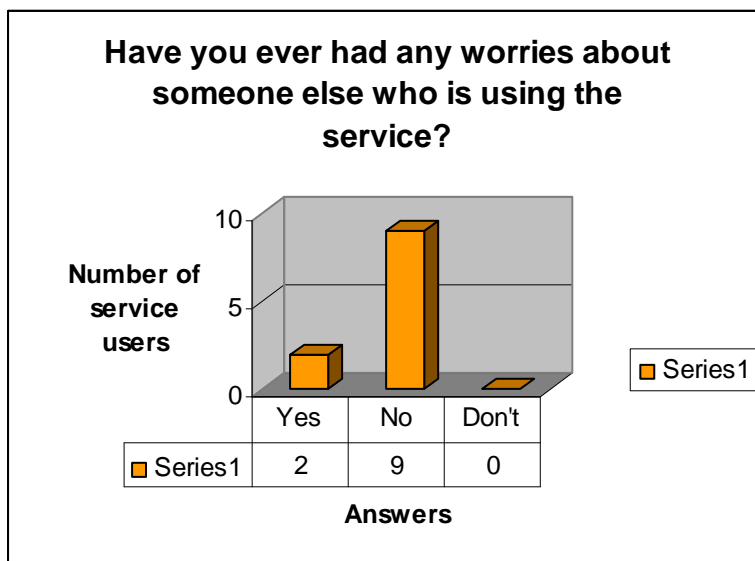
This chart shows that 27% of service users know that if they have any ideas about their service that staff will regularly carry out their ideas. 45% of service users feel that this is sometimes done. 9% of service users feel that this is not done, 9% do not know whether this is done or not and 9% felt that this question was not applicable to them.

21.



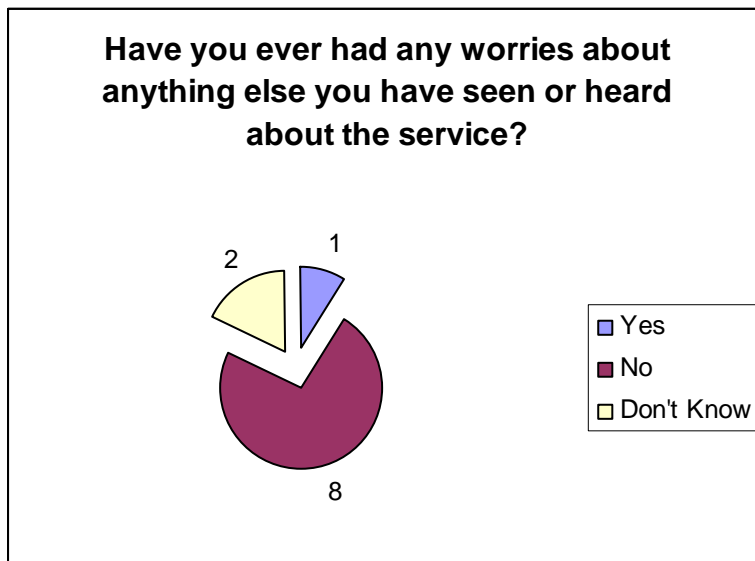
The chart above shows 45% of service users have had worries about themselves at our services, 45% have not had worries about themselves at our services. 10% of service users did not know if they had ever had any worries about the services they receive.

22.



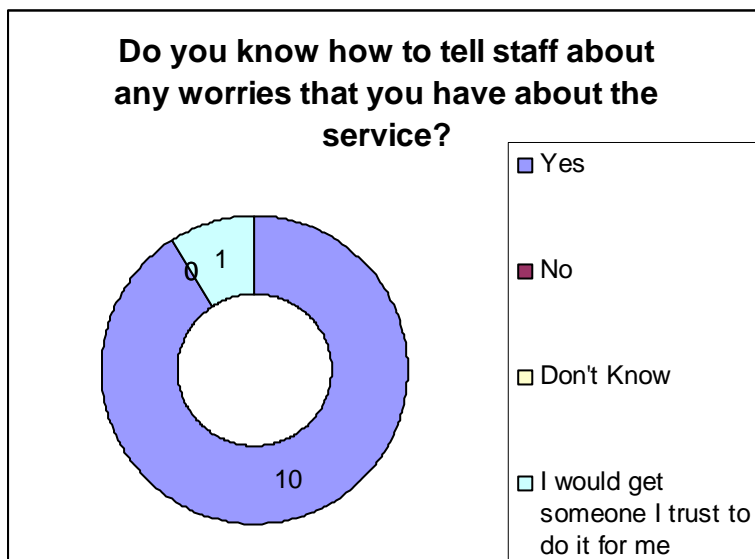
This graph shows that 82% of service users have not had any worries about someone else using our services, 18% of service users have had worries about another service user using our service.

23.



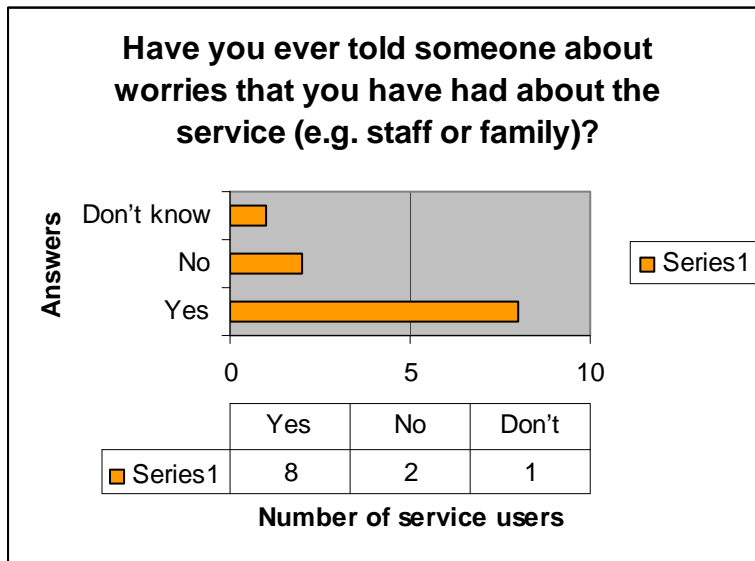
This chart shows that 73% of service users have not had any worries about anything else that they have seen or heard about the service. 18% of service users do not know if they have had any worries about anything else that they have seen or heard about the service. Only 9% of service users stated that they had worries about something else that they had seen or heard about the service.

24.



This chart shows that 91% of service users know how to tell their staff about any worries that they have about the service. 9% of service users would get a person they trust to tell Aspects Care Ltd about their worries regarding the service.

25.



This graph shows us that 73% of service users have told staff or a member of family about their worries regarding the service. 18% have not told anyone about their worries and 9% did not know if they had told someone or not.

26.

Any other comments given by service users:

- I think Aspects are very supportive, honest and caring. Will help you when you have got a problem.
- I think I get a very good service from Aspects Care.
- Need my staff to have enough hours (12hours) working in my flat.
- I think Aspects Care is a good service because I get loads of support and the staff are very friendly as well.

Analysis

By looking at the results given on the questionnaires, most service users are well informed about the services that they receive although a small number are not.

By comparing this to the previous report that was conducted this has not declined or improved.

Results show that the majority of our service users are White British Males. When analysing whether or not service users were happy with the services that were provided to them, all service users were either very satisfied or quite satisfied with the service provided.

By comparing this survey's results to the survey conducted in 2008 it is clear to see that there has been a decline in the number of service users that think that they have a choice in regards to which company provides them with a service. In 2008 82% of service users were aware of this choice. The survey conducted this year shows that 64% of service users are aware of this choice. 18% were not aware and 18% did not know. This would suggest that Aspects Care Ltd and its partners need to ensure at all times that service users are aware of the choices that they have available to them.

Results have shown that all service users know how to report any issues or worries that they have. Only 9% of service users stated that they would get someone that they trust to report the problem. This means that any issues are reported to Aspects Care Ltd immediately and that the service users are aware of how to do this.

All service users should be aware of what is in their personal plan and any changes that are to be made in regards to their service. Service users should be provided with a copy of their own care plan. 72% of service users have a copy of their plan. 18% stated that they do not have a copy of their care plan and 9% stated that they did not know. This issue should be rectified and Aspects Care Ltd should ensure that the service users have a copy of the plan regarding their support. 91% of service users stated that they are consulted of any changes that are made to their plan, 9% stated that they did not know if they were consulted or not. This shows a vast improvement in regards to communication if this result is compared to the 27% of service users from the previous years that were not aware of any changes.

Overall results show that the majority of service users are happy with the services that they receive. One improvement that was needed is the fact that some service users felt that they sometimes could not participate in their desired activities due to a lack of staff. This is an issue that needs to be addressed in order for service users to remain active within the community.