

## PEOPLE'S EXPERIENCE - CARING

### KEY QUESTION:

CARING

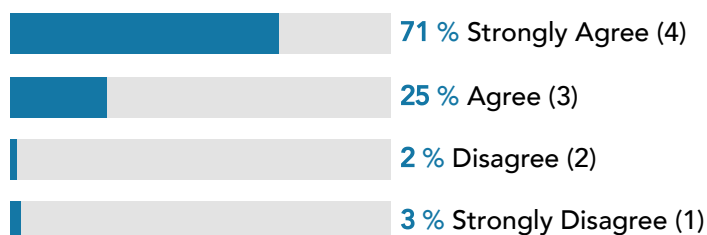
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

KINDNESS, COMPASSION AND DIGNITY

**Question:** Staff are kind, compassionate and empathetic towards me...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.6. 25% of respondents selected "Agree" and 71% selected "Strongly Agree" for this question. When comparing the results Client respondents scored 3.7 in comparison to 3.6 for Family respondents.

### RESPONDENT COMMENTS:

“ Staff support me and they are always compassionate to me. ”

*Client*

“ Staff are very helpful in every area that I need help with. Especially in the community. ”

*Client*

“ Staff are kind, compassionate, empathetic, patient, listen to me and provide emotional support. They are always there for me. ”

*Client*

“ All his carers have helped him so much to settle in. Things are going well and that is all due to the staff. ”

*Family*

“ I feel staff understand my son's needs and behaviour very well. ”

*Family*

“ My daughter's care is excellent. Staff are caring, helpful and give the support she needs. I couldn't wish for a better team. ”

*Family*

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - CARING

### KEY QUESTION:

CARING

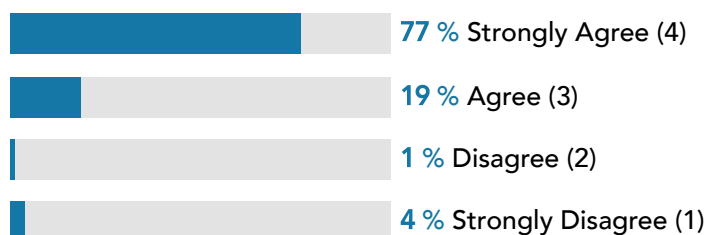
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

KINDNESS, COMPASSION AND DIGNITY

**Question:** Staff treat me with dignity and respect...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 19% of respondents selected "Agree" and 77% selected "Strongly Agree" for this question. Further analysis showed that Client respondents scored 3.7 in comparison to 3.7 for Family respondents.

### RESPONDENT COMMENTS:

“ Staff treat me with respect, dignity and value my feelings, choices and individuality. ”

*Client*

“ Staff definitely give me my dignity and respect in all areas of my care and others in the home and out of the home. ”

*Client*

“ I feel respected and loved. ”

*Client*

“ They respect my privacy and speak with me calmly. ”

*Client*

“ My son is respected. ”

*Family*

“ All my daughters needs are met. They work well with her helping her to get where she wants to be. ”

*Family*

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - CARING

### KEY QUESTION:

CARING

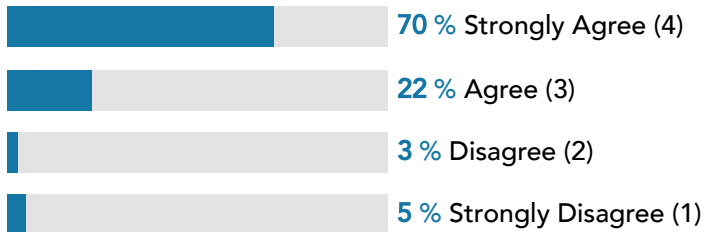
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

TREATING PEOPLE AS INDIVIDUALS

**Question:** My care is delivered in a way that suits me and meets my needs...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.6. 22% of respondents selected "Agree" and 70% selected "Strongly Agree" for this question. The results show that Client respondents scored 3.6 while Family respondents scored 3.5.

### RESPONDENT COMMENTS:

|   |  |  |
|---|--|--|
| <p>“ My care suits me and is well delivered. ”</p> <p><i>Client</i></p> | <p>“ The staff take the time to understand my preferences, ensuring I feel comfortable, supported, and valued. ”</p> <p><i>Client</i></p>                  | <p>“ I have a support plan that reflects my unique needs and preferences. All staff members are guided by the plan and follow it. ”</p> <p><i>Client</i></p> |
| <p>“ The service is excellent. ”</p> <p><i>Family</i></p>               | <p>“ Her team have developed a good, positive relationship with her and she likes them. It benefits her to see the same people. ”</p> <p><i>Family</i></p> | <p>“ It is all going well. All her needs are met and having staff that are so caring and happy is the best thing. ”</p> <p><i>Family</i></p>                 |

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - CARING

### KEY QUESTION:

CARING

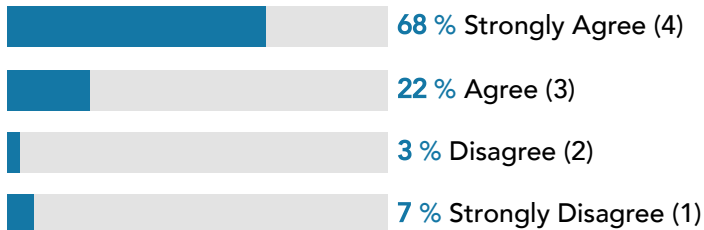
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

INDEPENDENCE, CHOICE AND CONTROL

**Question:** I am supported to be independent and to make choices about the care I receive...



Care Research Analysis: The results of this question are Good with an average score of 3.5. 22% of respondents selected "Agree" and 68% selected "Strongly Agree" for this question. The results show that Client respondents scored 3.5 while Family respondents scored 3.4.

### RESPONDENT COMMENTS:

“ Staff continue to support me to be independent and to make choices about the care I receive. ”

*Client*

“ Staff support me to make decisions and they are always there all night, always making sure that I am safe at the service. ”

*Client*

“ Staff give me space to do things myself. ”

*Client*

“ I am supported to choose what I want. ”

*Client*

“ Staff always ask me what I want and if anything needs to change around my support. I feel very supported in that aspect. ”

*Client*

“ She gets to do her cooking, washing and cleaning. If she needs help, she only has to ask and staff are always there to help. ”

*Family*

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - SAFE

### KEY QUESTION:

SAFE

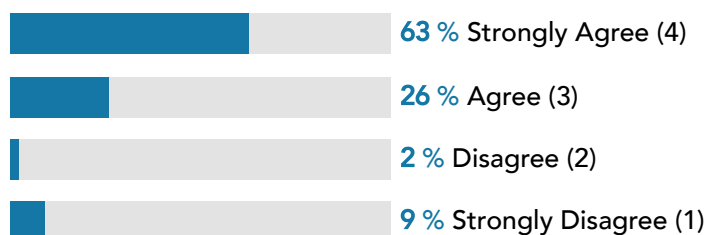
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

INVOLVING PEOPLE TO MANAGE RISKS

**Question:** I am involved and consulted in decisions around managing risks...



Care Research Analysis: The results of this question are Good with an average score of 3.4. 26% of respondents selected "Agree" and 63% selected "Strongly Agree" for this question. Further analysis showed that Client respondents scored 3.5 in comparison to 3.1 for Family respondents.

### RESPONDENT COMMENTS:

“ I'm always feel safe at home and if I don't, I can tell staff. ”

*Client*

“ I attend meetings where decisions about my care needs are discussed and I am able contribute my views. ”

*Client*

“ My staff involve me in decision making process. ”

*Client*

“ Staff acknowledge my right to make decisions about my care. They make sure I understand the implications of my choices. ”

*Client*

“ She is encouraged to think about something if there is risk. She is closely supported and observed to keep her safe. ”

*Family*

“ I cannot fault this service provider in all aspects of the care consideration and dedication they have for my daughter. ”

*Family*

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - SAFE

### KEY QUESTION:

SAFE

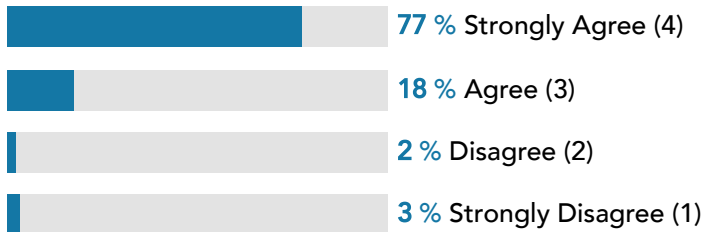
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

SAFE ENVIRONMENTS

**Question:** I feel safe at home...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 18% of respondents selected "Agree" and 77% selected "Strongly Agree" for this question. The results show that Client respondents scored 3.7 while Family respondents scored 3.6.

### RESPONDENT COMMENTS:

|  |   |  |
|--|---|--|
| <p>“ I love my home and feel safe with my staff supporting me and looking after me. ”</p> <p><i>Client</i></p> | <p>“ My home feels secure and safe. ”</p> <p><i>Client</i></p>  | <p>“ I feel safe at home as the staff create a warm, homely and happy environment. I am reassured that I am safe and supported. ”</p> <p><i>Client</i></p> |
| <p>“ The service is excellent. ”</p> <p><i>Family</i></p>  | <p>“ She is understood and observed in her home, allowing her to enjoy her independence whilst staying safe. ”</p> <p><i>Family</i></p> | <p>“ My daughter has 24 hour care and they are dedicated to serve her every need. ”</p> <p><i>Family</i></p>   |

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - SAFE

### KEY QUESTION:

SAFE

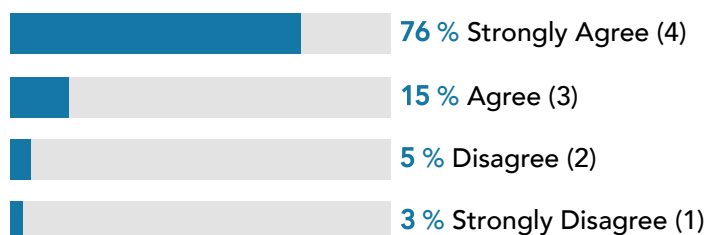
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

SAFE AND EFFECTIVE STAFFING

**Question:** There are enough care staff to support me...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 15% of respondents selected "Agree" and 76% selected "Strongly Agree" for this question. A closer review of the results demonstrated that Client respondents scored 3.7 while Family respondents scored 3.4.

### RESPONDENT COMMENTS:

“ There are enough staff to support me. ”  
*Client*

“ There are always enough staff to support and take care of me at all times which makes me feel safe. ”  
*Client*

“ I have 1:1 staff at home and 2:1 staff in the community. ”  
*Client*

“ She has a consistent team which works really well for her. ”  
*Family*

“ My son requires 2:1 care and this is always given. ”  
*Family*

“ There are enough staff to cover any needs. Whatever she needs she only has to ask and staff are always there for her. ”  
*Family*

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - SAFE

### KEY QUESTION:

SAFE

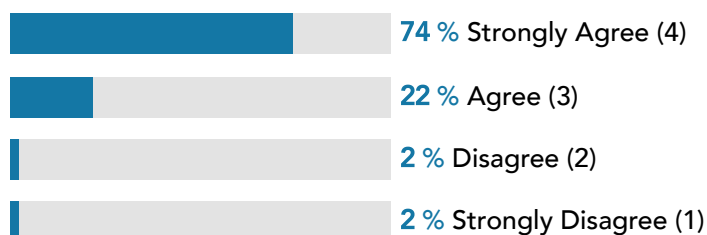
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

SAFE AND EFFECTIVE STAFFING

**Question:** Care staff are competent and keep me safe...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 22% of respondents selected "Agree" and 74% selected "Strongly Agree" for this question. When comparing the results Client respondents scored 3.7 in comparison to 3.5 for Family respondents.

### RESPONDENT COMMENTS:

“ Staff support me and they are all competent and understand my support plans. ”

*Client*

“ Staffs are well trained to meet my needs. ”

*Client*

“ My support staff are trained to care for me and I also know about care plans and safety. ”

*Client*

“ My staff are competent. ”

*Client*

“ The care staff are highly competent and skilled, ensuring that I receive the best possible care. ”

*Client*

“ They are attentive, supportive and well trained. They are kind and understanding of her difficulties. ”

*Family*

### SERVICE RESPONSE:



## PEOPLE'S EXPERIENCE - SAFE

### KEY QUESTION:

SAFE

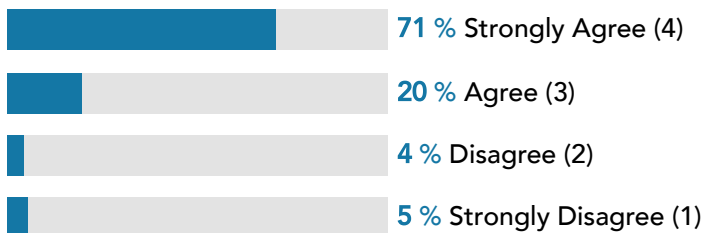
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

SAFEGUARDING

**Question:** The service would listen and respond quickly if I had concerns for my safety or other people's safety...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.6. 20% of respondents selected "Agree" and 71% selected "Strongly Agree" for this question. Further analysis showed that Client respondents scored 3.6 in comparison to 3.5 for Family respondents.

### RESPONDENT COMMENTS:

“ Staff listen to me when I put a request in and they action them promptly. ”

*Client*

“ The service would always listen and act quickly to help me. ”

*Client*

“ My requests are attended to in good time. ”

*Client*

“ We feel we have a good line of communication and can have open discussions about any concerns we may have. ”

*Family*

“ We all have a good rapport with cares and service providers. Excellent communication. 100% satisfied. ”

*Family*

“ The staff are always there if any safety issues need to be addressed. I have always been happy with this. ”

*Family*

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - RESPONSIVE

### KEY QUESTION:

RESPONSIVE

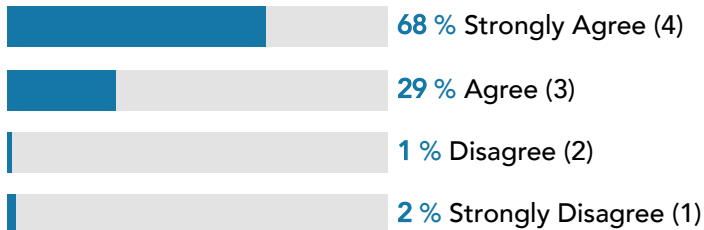
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

EQUITY IN EXPERIENCES AND OUTCOMES

**Question:** The service treats me fairly. If I reported discrimination the team would respond appropriately...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.6. 29% of respondents selected "Agree" and 68% selected "Strongly Agree" for this question. When comparing the results Client respondents scored 3.6 while Family respondents scored 3.6.

### RESPONDENT COMMENTS:

“ I receive fair treatment from staff. ”

*Client*

“ I am treated fairly. ”

*Client*

“ I am given the same treatment as everyone. Staff do not discriminate. ”

*Client*

“ We have not experienced any discrimination. However, we are confident we could discuss concerns should there be an issue. ”

*Family*

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - WELL-LED

### KEY QUESTION:

WELL-LED

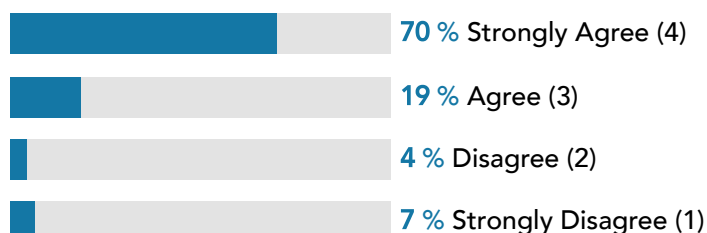
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

PARTNERSHIPS AND COMMUNITIES

**Question:** The service works effectively with other organisations that support me...



Care Research Analysis: The results of this question are Good with an average score of 3.5. 19% of respondents selected "Agree" and 70% selected "Strongly Agree" for this question. The results show that Family respondents scored 3.6 in comparison to 3.5 for Client respondents.

### RESPONDENT COMMENTS:

“ Yes staff has always contacted professionals that include my GP and social worker when I need them. ”  
*Client*

“ The organisation liaises effectively with my professionals. ”  
*Client*

“ The service has referred me to healthcare professionals. They work with my social worker to create effective support for me. ”  
*Client*

“ There is collaboration with the hospitals, pharmacies and other organisations. ”  
*Client*

“ The staff support me to go for appointments with other organisations. ”  
*Client*

“ Never has my daughter had such a perfect care package. I know I'll never have to worry about her. ”  
*Family*

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - EFFECTIVE

### KEY QUESTION:

EFFECTIVE

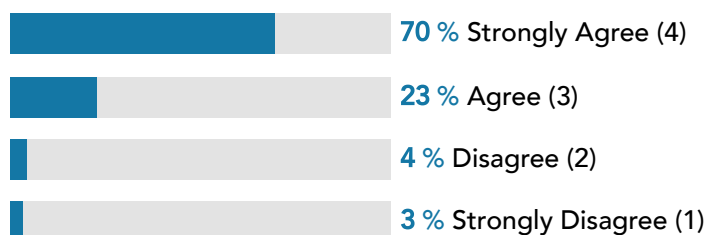
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

ASSESSING NEEDS

**Question:** The service assesses my needs effectively and care plans are kept up to date...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.6. 23% of respondents selected "Agree" and 70% selected "Strongly Agree" for this question. When comparing the results Client respondents scored 3.6 while Family respondents scored 3.6.

### RESPONDENT COMMENTS:

“ All my support plans are up-to-date and I am involved when planning. ”  
*Client*

“ My care is always updated. ”  
*Client*

“ My needs are always met and the care plan is updated accordingly. ”  
*Client*

“ My staff regularly update my support plans. My family and I are involved as well. ”  
*Client*

“ Support documents are kept up to date. ”  
*Family*

“ All paper work is always done. They are up to date with all training, care plans and medication reviews. ”  
*Family*

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - EFFECTIVE

### KEY QUESTION:

EFFECTIVE

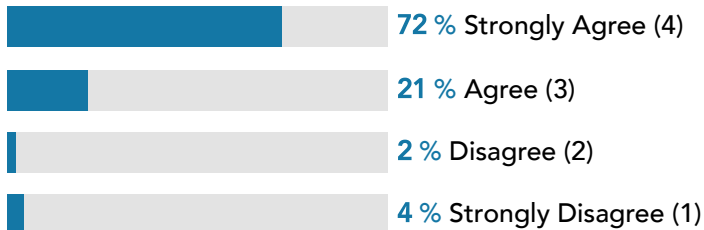
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

SUPPORTING PEOPLE TO LIVE HEALTHIER LIVES

**Question:** I am supported to manage my health and wellbeing and make healthy choices...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.6. 21% of respondents selected "Agree" and 72% selected "Strongly Agree" for this question. The results show that Client respondents scored 3.7 in comparison to 3.2 for Family respondents.

### RESPONDENT COMMENTS:

“ Staff advice me on eating healthy and ensure that I take my medication as prescribed by my GP. ”

*Client*

“ I am able to manage health needs and seek support when needed. ”

*Client*

“ The support im getting is excellent for my health and wellbeing. ”

*Client*

“ I have maintained eating healthy and staff support me in preparing healthy meals to help with my weight loss. ”

*Client*

“ I'm supported by staff to make sure I make healthy meal choices. ”

*Client*

“ Her medication and health appointments are tracked to ensure she is on track. She is encouraged to make healthy choices. ”

*Family*

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - EFFECTIVE

### KEY QUESTION:

EFFECTIVE

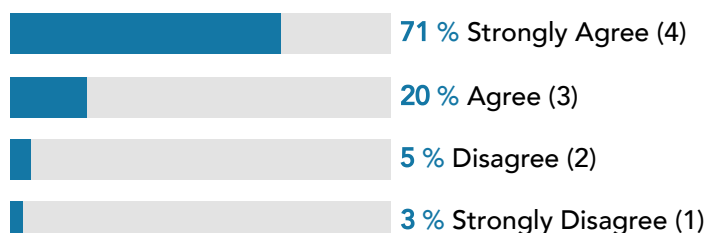
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

MONITORING AND IMPROVING  
OUTCOMES

**Question:** The care I receive has a positive impact upon my life and care quality continues to improve...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.6. 20% of respondents selected "Agree" and 71% selected "Strongly Agree" for this question. The results show that Client respondents scored 3.6 in comparison to 3.3 for Family respondents.

### RESPONDENT COMMENTS:

“ Staff have supported me to live positively and this has helped improve my mental and physical health. ”

*Client*

“ I can't believe how much my life has changed, in a positive way. ”

*Client*

“ I feel like I am becoming a better person everyday, hopefully I will be independent one day. ”

*Client*

“ Staff encourage me to be a better person and to improve my behaviour all the time. ”

*Client*

“ Staff and managers have turned my daughter back into the daughter and mother she used to be. I can't thank Time 4 U enough. ”

*Family*

“ She is happy and healthy so we know she is getting the right support. ”

*Family*

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - EFFECTIVE

### KEY QUESTION:

EFFECTIVE

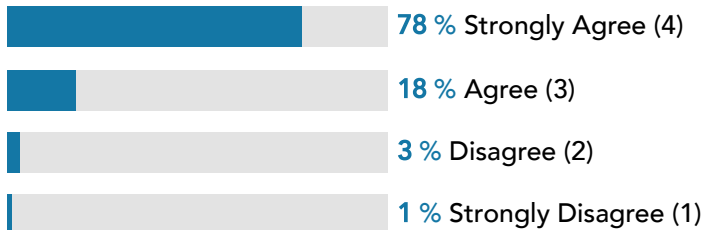
### EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

### QUALITY STATEMENT:

CONSENT TO CARE AND  
TREATMENT

**Question:** Care staff ask for my consent when providing care and ensure I understand the care being delivered...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 18% of respondents selected "Agree" and 78% selected "Strongly Agree" for this question. Further analysis showed that Client respondents scored 3.8 in comparison to 3.4 for Family respondents.

### RESPONDENT COMMENTS:

“ Staff communicate well with me. ”

*Client*

“ Staff always seek my consent during my care and are always aware when I need help. ”

*Client*

“ Staff consult me when they want to do anything and I give them consent. ”

*Client*

“ The staff never do anything without my consent. I appreciate how they do this even when providing support with personal care. ”

*Client*

“ Staff make sure that they say my name when they want to administer medication and wait for me to agree. ”

*Client*

“ We have observed this and are pleased with how she receives her support. ”

*Family*

### SERVICE RESPONSE: