



2011 Survey Results

In January 2011, Medway Shared Lives Scheme devised a questionnaire aimed at gaining an understanding of how the Scheme's carers viewed the running of the scheme, and where improvements could be made.

The questionnaire was sent out to 39 carers, the majority who have been with the scheme for over a year.

14 questionnaires were received before the cut off point. This is a good response, being in excess of 30% of those sent out. A higher response rate would possibly have been achieved if the survey was carried out face to face, however this would have lost the anonymity aspect of the survey. In the case of a postal survey, 30% can be accepted as a valid response rate.

The questionnaire was divided into categories covering responses to questions about the approval process, matching process, the Team's response to phone queries, responses to 'out of hours' calls, support & monitoring (carer supervision), paperwork, carer support meetings, carer social events and an additional comments box where carers were invited to make comments and suggestions about the service provided by the Scheme.

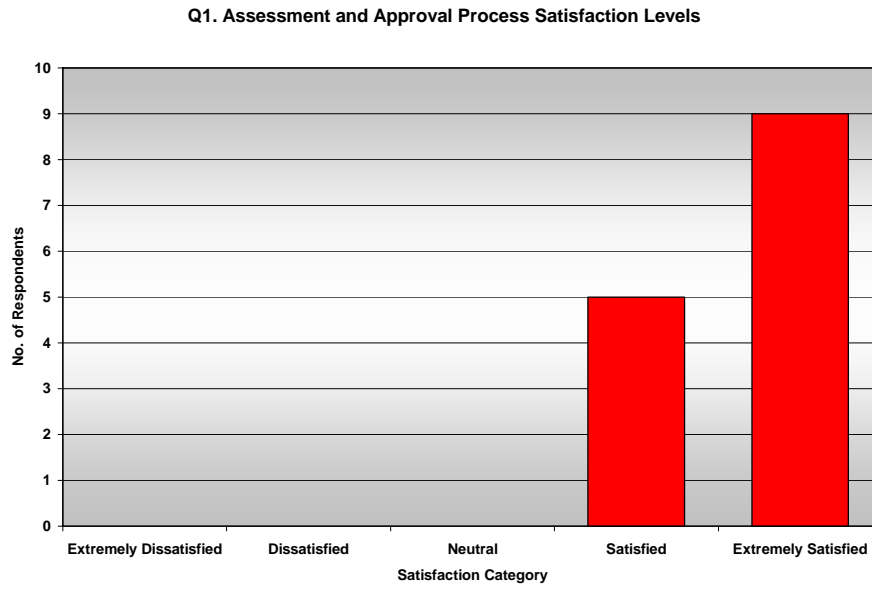
The questionnaire was set out with a combination of quantitative (tick box) and qualitative (free writing) response boxes. This left respondents free to contribute as much or as little as they wished. This was also the method that had the most potential for gathering the maximum amount of information.

As can be seen from the results, not all questions were answered by every respondent on each questionnaire. This is likely to have been determined by factors including the length of time the carer has been with Shared Lives and what experiences they have had during their time with the Scheme.

The following pages show the results of the survey and assumptions that may be made from the responses.

Question 1: On a scale of 1 – 5, how satisfied were you with the assessment and approval process? (1= Extremely dissatisfied – 5= Extremely satisfied)

- 5 people rated – 4
- 9 people rated – 5

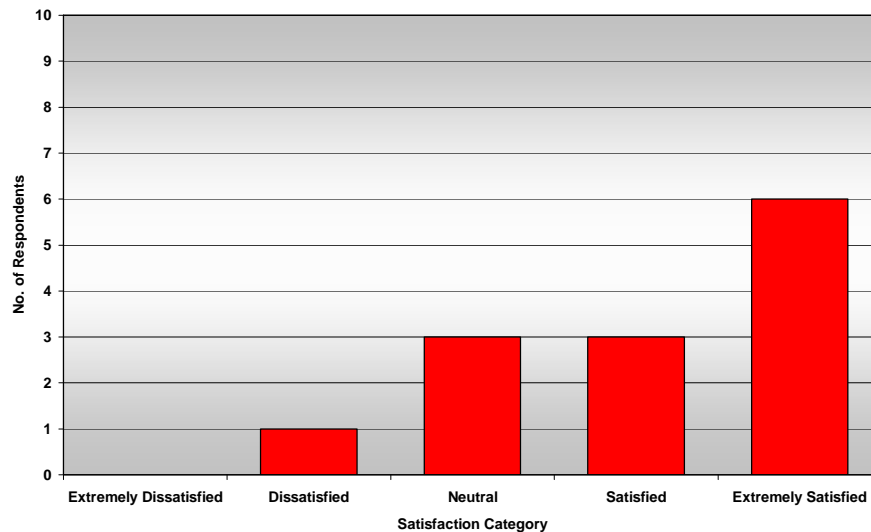


Overall, respondents appear to be satisfied with the assessment and approval process.

Question 2: On a scale of 1 – 5, how satisfied were you with the placement/matching process? (1= Extremely dissatisfied – 5= Extremely satisfied)

- 1 person rated – 2
- 3 people rated – 3
- 3 people rated – 4
- 6 people rated – 5

Q2. Placement/Matching Process Satisfaction Levels



- 4 people said they were happy with the process
- 1 person said that a few years ago, it would have been nice if Shared Lives had listened more to the carers
- 1 person said it would have been nice to have the process explained beforehand
- 1 person commented on allowing for the matching process to work and a bond of trust to form.
- 7 people did not leave a comment

Most respondents appear to be happy with the process, although Shared Lives could explain the process more thoroughly to new carers

Question 3: What are your expectations of the support and monitoring visits by your social worker?

Expectations ranged as follows:

- Supervision every 6 weeks
- Phone support
- Alternative support if the supervising social worker is unavailable
- Full support and guidance
- Clear advice
- Emotional support
- Social worker to deal with problems immediately
- For the social worker to act on carer's behalf with care manager and the office

The respondents were generally happy with the support and monitoring.

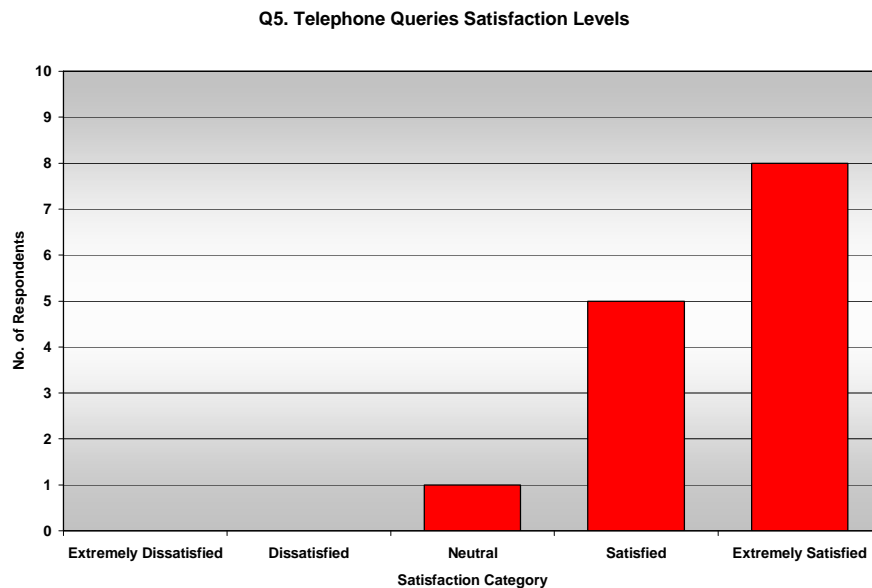
Question 4: How satisfied are you with the number of visits you receive from the team throughout the year?

- 10 people thought the number of visits are about right
- 1 person thought they are too often/too many
- 3 people did not respond to this question

Respondents are generally happy with the number of visits

**Question 5: On a scale of 1 – 5, how satisfied are you with how your telephone queries are dealt with?
(1= Extremely dissatisfied – 5= Extremely satisfied)**

- 1 person rated – 3
- 5 people rated – 4
- 8 people rated – 5



All comments left indicate the service is “prompt”, “helpful”, “friendly” and “always there if needed”.

Respondents were generally satisfied with how telephone enquiries are dealt with.

Question 6: Have you had cause to use the Shared Lives ‘On-Call’ service?

- 6 people have used the on-call service
- 7 people have not used the on-call service
- 1 person did not respond to this question

Out of these 13 respondents:

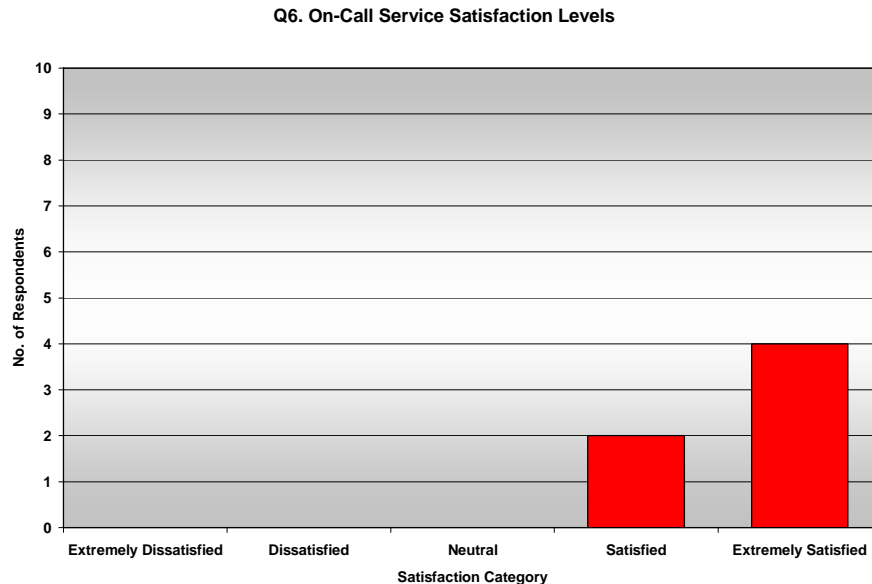
- 1 person used it within the first three months of a placement, and
- 2 people used it within the first year of a placement.

People used the on-call service for the following reasons:

- To notify Shared Lives of admission to hospital [not specified whether service user or carer] and various unspecified reasons at all times of day and night, while providing respite and for long-term placements.

On a scale of 1 – 5 how satisfied were you with your experience of using the Shared Lives ‘On-Call’ service (1= Extremely dissatisfied – 5= Extremely satisfied)

- 2 people rated – 4
- 4 respondents rated – 5



Most respondents thought the on-call service supportive, good and helpful. It is seen as an “excellent service” and one carer said it is good to know they are speaking to “our team” and not an unknown social worker. One respondent highlighted that in the past, on-call had been very slow to respond, but felt this has improved over the past year.

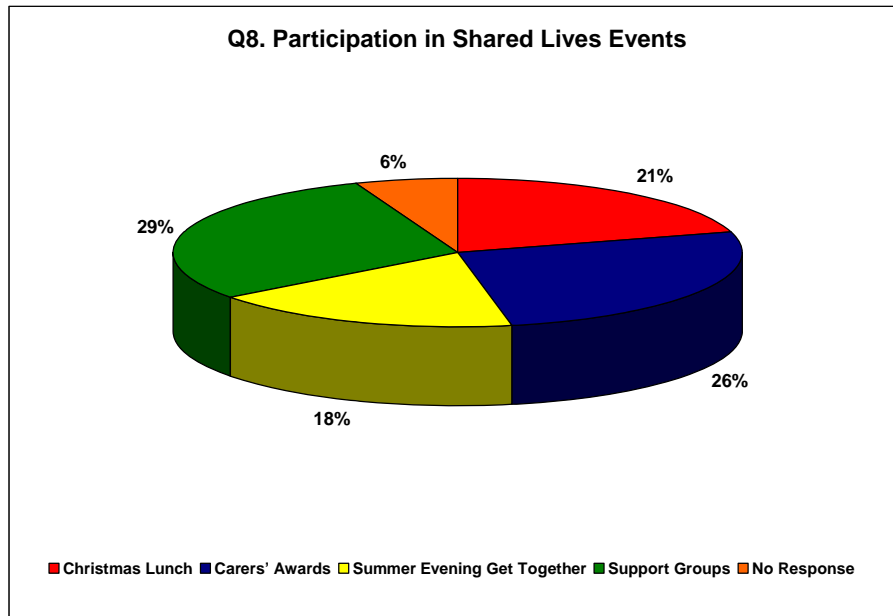
Question 7: How do you find coping with the paperwork once a placement has been made?

- 2 people felt there is too much paperwork
- 9 people felt confident and have a good system
- 3 people did not respond to this question

Respondents felt they can ask for help if needed. People, on the whole, did not think there was too much paperwork, but some people thought the end of the month forms are a chore and the diaries are monotonous (“Could carers make ‘significant’ entries when necessary?”)

Question 8: Please indicate which of the events Shared Lives holds, that you would like to attend [even if you are usually unable]

Figure Q8, below, shows percentages of respondents wishing to participate in Shared Lives events:



Reasons for non-attendance

- Clashes with Day Service/Kinship provision
- Clashes with other commitments e.g.: holidays etc
- Difficulty in finding cover for service users
- Summer Evening should be closer i.e. in the Medway area
- Reliance on lifts from others

Question 9: What changes if any would you like to see made to the regular support groups held throughout the year?

- No respondents thought there should be more meetings
- 1 person thought there should be fewer meetings
- 3 people thought there should be some evening meetings
- 2 people thought they should be held in different venues
- 5 people thought they should be held on different days
- 6 people thought there should be more training-based meetings
- 1 person thought there should be fewer training-based meetings
- No respondents thought there should be less staff present
- 1 person thought staff should only be present for part of the meetings
- 4 people did not respond to this question

Question 10: Please tell us what are your expectations from the support groups?

Responses to this question overwhelmingly expect Support Group meetings to be somewhere where carers can share experiences, receive advice and support for problems, information sharing, discussing issues with other carers and sharing ideas. Respondents also thought it should be a time for socialising with other carers.

One respondent thought the meetings should be confidential and there should be less discussion about individual service user details.

Question 11: Are there any other comments you would like to make about the Shared Lives service?

All respondents indicated that people are happy with the service provided by Shared Lives. Respondents think the training is useful and feel supported and valued.

Respondents find staff "approachable, professional and very helpful".

One respondent suggested that nominations from parents/carers/clients should be sought for the Carers' Awards.

One respondent voiced the desire for more holidays.