



Brighton & Hove
Learning Disability Partnership Board
www.brightpart.org

Person Centred Planning Feedback Report 2010-11

A summary of the Person Centred Plan Feedback Forms received by the
Person Centred Approaches Sub Group in 2010-11

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1. Introduction

Context of report

2010/11 is the fourth fiscal year during which learning disability service providers in Brighton & Hove have been asked to send in Person-Centred Feedback (PCF) forms. The PCF form has been sent to all providers of learning disability services in the city. The form is also available for download from the Learning Disability Partnership Board's website at www.brightpart.org/pca.php. Service providers are asked to return the PCF form every time they review one of their service user's person-centred plans.

This year 68 PCF forms were received and entered into our PCF database. 28% of this year's forms were from respondents who had never responded before (last year 70% of responses were from respondents who had never returned a PCF before and the year before 80%).

The purpose of this report is to convey the collected data to the Learning Disability Partnership Board. The Partnership Board can then use this information when planning and directing service improvements and changes, thus allowing people with learning disabilities to influence the future provision of services through the medium of person-centred planning.

The Person Centred Feedback Forms (PCF Forms)

In the PCF forms the respondents were prompted to supply information on themselves as well as the progress of various aspects of their lives. Support staff assist respondents with the completion and return of PCF forms but the responses are from the service user's perspective and based on the service user's person-centred plan.

The Narrative Response Matrix

At the core of the PCF form is a 7x4 matrix within which respondents are invited to write a set of narrative responses. The row headings of this matrix are topics based on seven aspects of a person's life; respondents are encouraged to address these topics in their narrative. These topics are as follows:

- 1) Work or Unpaid Work
- 2) Learning
- 3) Leisure and Fun
- 4) Choices Controls and Rights
- 5) Feeling Well and Good About Myself
- 6) Friends, Family and Relationships
- 7) Where and How I Live

The 4 column headings of the matrix suggest particular questions that should be answered in relation to each topic. These questions are the following:

- 1) 'What things are like for me now / what has been achieved since last time'
- 2) 'What I really want to change or do is...'
- 3) 'Action people agreed to take at my review'
- 4) 'What is stopping this change happening?'

Statement Selection from a Delimited List via Tick Boxes & Etc.

The Person Centred Feedback Form also prompts respondents to supply demographic information (e.g. age, gender, religion, etc.). This information is typically elicited by asking respondents to tick boxes next to statements that apply to the respondent.

Collation method for narrative responses

Assignment to categories

Data is extracted from narrative responses via a process of categorisation. Each narrative response is assigned membership of particular categories depending on the content of the response. Each category was created to encapsulate and describe some generic feature indicated in the responses given. The statement 'I am currently unemployed but I would like to get paid work in a book shop', for example, would be assigned membership of the following categories:

- Currently Unemployed
- Change Since Last Time was Not Indicated
- Is Seeking Paid Employment
- Is Seeking Employment in a Book-shop

Category schematisation and simplification

Most of the categories used to classify responses were conceived on demand to match the responses that were given. A process then went on whereby the various categories were reviewed and grouped together under more broadly defined super-categories. For example categories such as 'is seeking employment in a book-shop' and 'is seeking employment in a shoe shop' would be grouped together under the super-category 'is seeking employment in a shop'. This was the primary method by which the diverse responses were collated into a concise and simpler form.

The Data that is presented in this report

Respondent Counts

Much of the data obtained from the PCF Forms is presented as a series of totals. These totals indicate the number of respondents who gave a response belonging to a particular category. These counts are usually represented in charts comparing response counts for related groups of categories.

What People Said: grouped responses

As a means of illustrating the content of particular categories – and to render available for scrutiny the particulars of some responses – some responses are reproduced in list form. Such responses are given verbatim save for the removal of personally identifiable information and the occasional explanatory insertion given within square brackets.

Mutually exclusive result-sets

Information was recorded in mutually-exclusive and non-mutually-exclusive sets of categories. The idea behind the mutually-exclusive sets is that they should represent a delimited collection of predicates of which at least one, and only one, would be true for any given respondent. For example, the categories ‘Currently Unemployed’, ‘Currently Employed’ and ‘Not Indicating Current Employment Status’ comprise a mutually-exclusive grouping of categories; only one should be true of any one respondent at any one time. Section headings are labelled with the text ‘[mutex]’ when they present the results for mutually-exclusive category sets.

Non-mutually exclusive result-sets

Non-mutually-exclusive sets were also used; any presentation that is not labelled with the text ‘[mutex]’ can be assumed to be of this group. In ‘non-mutually-exclusive’ sets it was allowed that more than one item from the set might apply to a single response. This means that the response given by a single respondent might contribute to the count for more than one of the categories shown together as a set. In the ‘desired leisure activities’ grouping, for example, a single respondent who identified rock-climbing and pub-going as desirable leisure activities will have contributed to the totals for both the ‘physical activity’ and ‘eating and drinking out’ categories.

Summaries

Most sections of the report are preceded with an account of the distinctive features of the information presented in that section. This summary presents the information more concisely but it does not include explanations of the categories used; nor does

it present the full set of numbers and responses belonging to each relevant data set.

Additional notes

Results from previous years may have been re-collated and altered slightly to coincide with categorisation changes; hence some figures in this report covering previous years will not tally exactly with the corresponding result presented in previous years' reports. Also some responses were added for the 2007-08 year after the report was produced for that year. In cases where the data for 2007-08 was re-collated these new responses are represented in the figures for that year. In other cases the results from the original report for that year are used.

Additions to the report for 2010-2011 include a section on Choices, Controls and Rights and a section of Manager's Responses and the summaries at the beginning of some sections.

Credit

This report was written by David Lucas, who also designed the database, compiled the data received and wrote the previous years' reports. Karen Kingsland also contributed to this report.

2. Front Page: My Message To You Is....

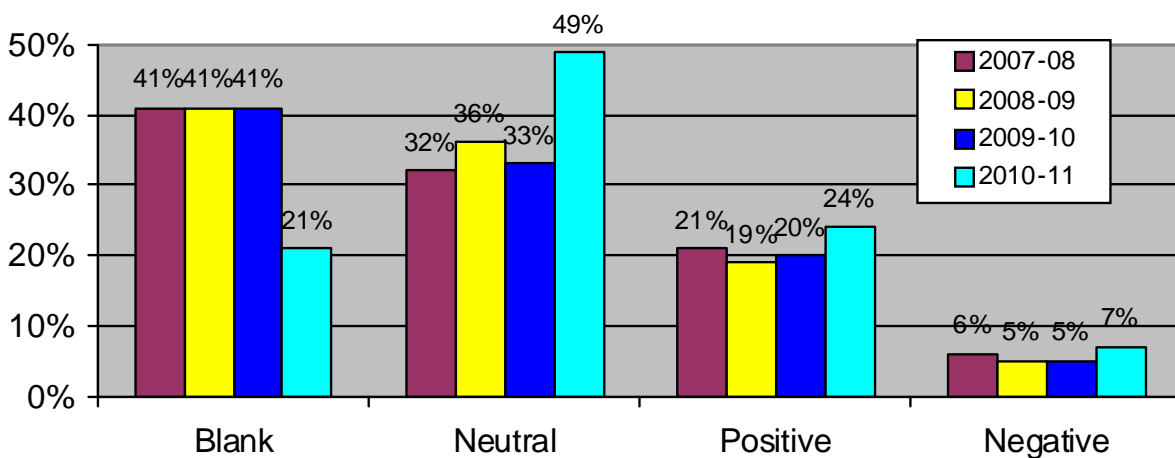
Tone of responses [mutex]

On the front page of the PCF form respondents are prompted to write a short message for managers and planners. Responses to this question were categorised as either 'positive', 'negative' or 'neutral' depending on the overall tone of the response. This time:

- 24% of returns contained a positive response
- 7% of returns indicated a negative response
- 49% of returns were classed as neutral
- 21% of people returning a PCF form did not write anything in response to this prompt

These results are compared against the results for the previous 3 years in Figure 1 below.

Figure 1 : Tone of the front page messages given by respondents.



What people said

Responses to this question were further categorised depending on whether they indicated:

- A request or a description of an ambition the respondent would like to see fulfilled

- Indicated a specific problem or complaint that the respondent would like addressed
- Consisted of a statement of fact

The responses are given verbatim in the next section and grouped according to the aforementioned categories.

Requests and ambitions

- 'I would like my day services reviewed and have access to a hydrotherapy pool.'
- 'I want live with my girlfriend and one day get married.'
- 'I want better access to an occupational therapist to meet my health care needs.'
- 'I would like more health appointments available after mid-day.'
- 'I would like a long term advocate.'
- 'I need somewhere else to live as I don't like sharing with the people here.'
- 'I want people to stop being noseys!'
- 'I want to see my boyfriend at the weekends.'
- 'I don't want to miss church again.'
- 'I want to work in a shop.'
- 'I like walking and I want to go on holiday again!'
- 'I will like quicker solutions for my physical discomfort'
- 'wheelchair/comfy chair.'
- 'I would like to travel independently'
- 'I am looking forward to having my day services run from my home.'

Complaints and problems:

- 'I find communal living difficult it makes me anxious.'
- 'I like [residence] and what I do in the day times. Sometimes I have difficulty sharing my home with others.'
- 'I need somewhere else to live as I don't like sharing with the people here.'
- 'That is a shame that shared ownership came to an end.'
- 'I am happy but I find communal living difficult sometimes. [2] I like my life but shared living is difficult'
- 'I am really happy mostly. [2] I like living here but the people I live with sometimes upset me. I also had to wait 4 months for dental treatment, and I was in pain'
- 'I don't like non drivers! Why do I have to have them?'

Statements:

- 'I am enjoying having my day services from my home.'
- 'I am happy here'
- 'I like living in [town] in my own flat'
- 'It was not easy to move but I am glad I did it.'
- 'I like living in my flat'
- 'I am receiving good support from LD Nurses at the hospital to resolve ongoing health issues.'
- 'I find hearing and understanding difficult. Staff are looking at new ways to help me.'
- 'I'm quite happy here and enjoy all the activities I choose to do. I like being near my family so I can see them more often.'
- 'I am very happy with where I live and all the people that I live with.'
- 'I like to spend time with my family and [name].'
- 'I live at [place].'
- 'I am working for [organisation]'
- 'I pull faces at people.'
- 'I am going to compete in the next special olympics.'
- 'I love singing!'
- 'I like my new key worker.'
- 'I am looking forward to moving into my new flat soon.'
- 'My work is very important to me.'
- 'I am really good at computer games'
- 'I work for [organisation] and I really like it.'
- 'I am happy at the moment. [2] I like spending time cooking.'
- 'I am doing well at my jobs. [2] I'm really excited about starting my new Job!'
- 'I have started work at [organisation].'
- 'I'm doing fine at the moment'
- 'I am going to be [age] next year.'
- 'I have a new boyfriend.'
- 'I am [age] and I am happy.'
- 'It was nice to be asked what I want to do in my life and go back to [activity]. Only for myself.'
- 'no specific message'
- 'I am very happy at the moment and would like that to continue'

3. Work or Unpaid Work

Summary

There was a decrease in those indicating they were unemployed this year and a rise in those indicating they were employed. Roughly a third of respondents indicated they were employed and a quarter indicated that they were unemployed. This is a reversal of the four year average: on average a quarter indicated that they were employed and a third indicated that they were unemployed.

As with previous years relatively few (1%) indicated that they were being paid for their work. At the same time very few respondents explicitly indicate that they were not being paid for their work (6%).

Only 1 respondent who was unemployed indicated that he/she was seeking employment. This is fewer than those indicating the same in the last year. Also roughly half of those who were unemployed clearly stated they wished to remain so; this is an increase on the last year.

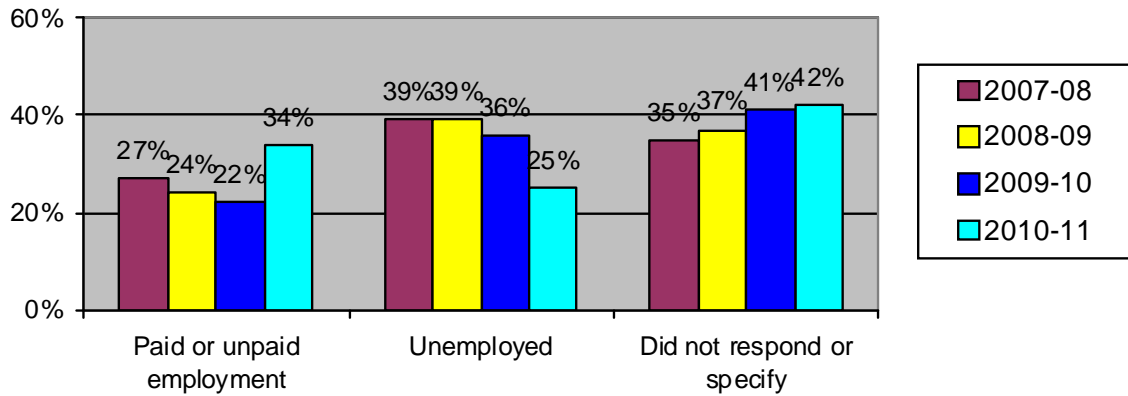
Most of those seeking employment were service users who were already employed and were seeking a change. (Many of those indicating that they were seeking employment did not however indicate whether they were currently employed or not.)

Overall 40% of respondents were seeking either to remain or to become employed. 15% wished to stay unemployed. This is consistent with the average for all four years combined, which is 42% seeking either to remain or to become employed against 15% wishing to stay unemployed.

Only 5 respondents described an obstacle to achieving their ambitions.

Work or Unpaid Work: What things are like /what has changed

Figure 2: Employment status of respondents [mutex]

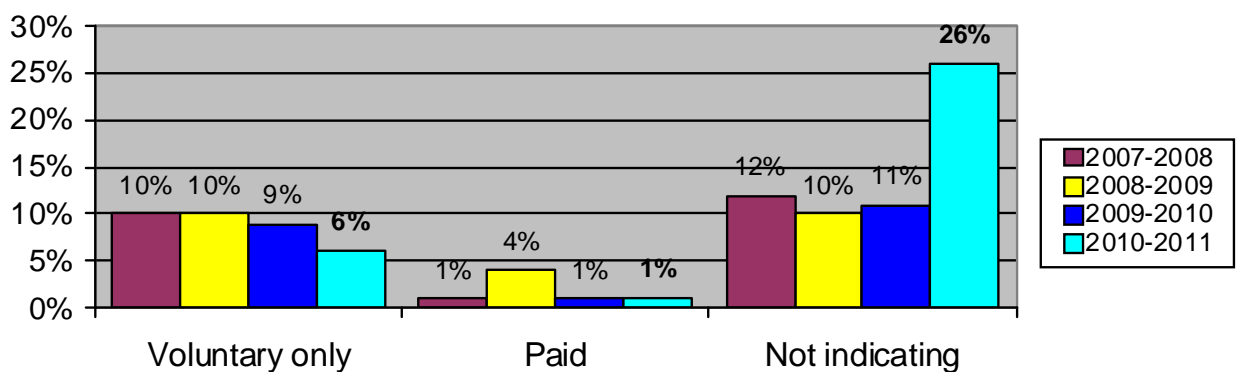


Of the 68 who returned the feedback form this year:

- 📊 34% indicated that they were in paid or unpaid employment.
- 📊 25% indicated that they were unemployed.
- 📊 42% did not respond or specify their current employment status

Figure 2 represents these numbers as a percentage of total responses in 2010-11 alongside the corresponding percentages from previous years.

Figure 3: Remuneration of respondents in work [mutex]



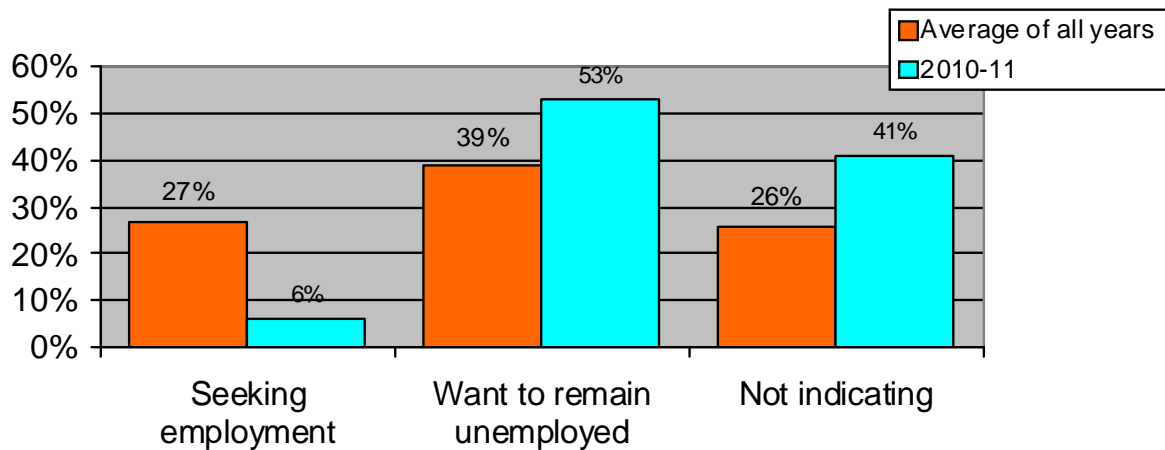
23 respondents indicated that they were in paid or unpaid employment. Of these:

- 📊 4 respondents explicitly stated that their work was unpaid/voluntary only
- 📊 1 indicated their work was paid
- 📊 18 did not specify

These totals are represented in Figure 3 as percentage of total responses alongside the results for previous years.

Work or Unpaid Work: What I really want to change or do is...

Figure 4: Unemployed re: seeking employment [mutex]

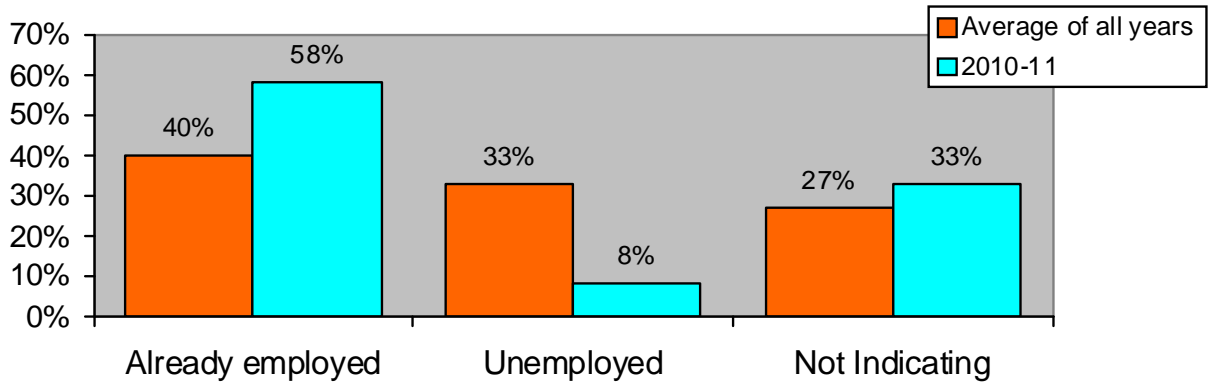


Of the 17 indicating that they were unemployed:

- 👤 1 indicated that they were seeking some form of employment
- 👤 9 explicitly stated that they wanted to remain unemployed
- 👤 7 did not indicate their desired employment status

These totals are represented above (Figure 4) as percentage of respondents indicating they were seeking employment in 2010 -11 alongside the corresponding average for all years surveyed.

Figure 5: Groups seeking new employment in 2010-11

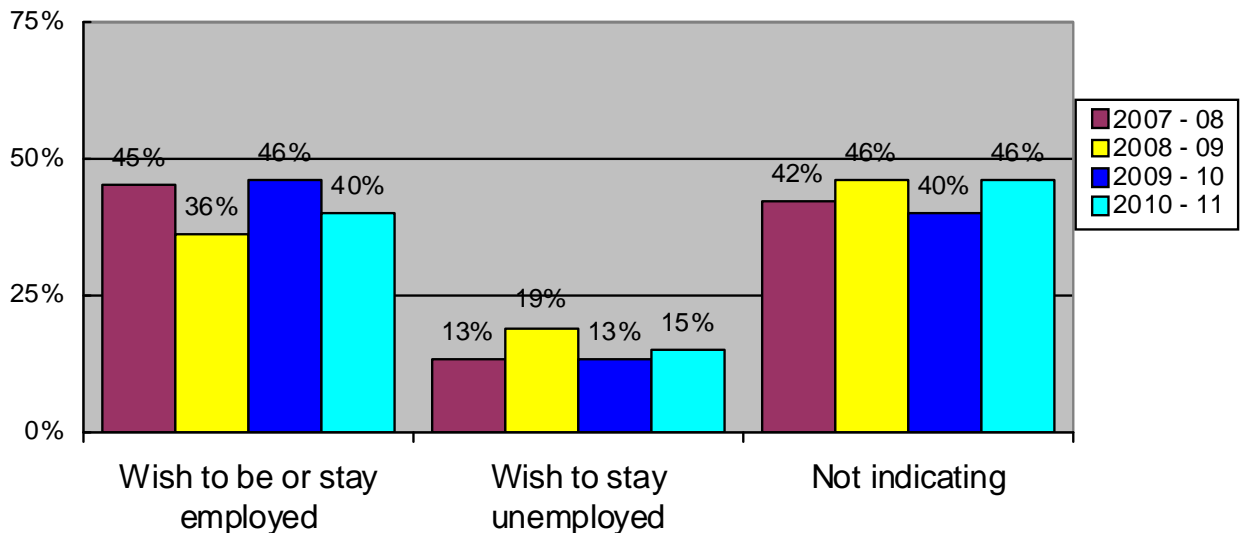


In total 12 respondents stated that they were seeking new employment in 2010-11

- 👤 7 were already employed
- 👤 1 was unemployed
- 👤 4 did not indicate their current employment status

These totals are represented above (Figure 5) as percentage of respondents indicating they were seeking employment in 2010-11 alongside the corresponding average for all years surveyed.

Figure 6: Desired employment status: comparison of all years [mutex]



The graph above (Figure 6) shows the employment status sought by respondents as a percentage of total responses for each year data has been gathered. In addition to those seeking new employment, the responses counted in the 'wishing to be or stay employed' group include people who are currently employed and indicating that they wish to remain so.

Work or Unpaid Work: What is stopping this change from happening?

What people said

5 of the respondents seeking a change gave an applicable response to the 'What is stopping this change happening?' question. The responses they gave are listed below.

- 'It's very difficult to do voluntary work in a bar/pub due to **insurances reasons.**'
- 'Staff have supported [respondent] to look into many jobs, [respondent] is **initially interested but then reluctant to carry on** and take up any opportunities. [Respondent] has also been reluctant to go back to [location] to share [respondent's] gardening experiences there.'
- 'The **job doesn't exist.**' [re: an ambition to work with animals]
- 'Issues **regarding restricted contact with another day service user** currently effect [respondent's] opportunities of working in the [location]. Working more hours at [another location] would **adversely affect [respondent's] benefits.**'
- [Respondent] would first **need to undertake a course** to prepare [respondent] for working within the [location].'

4. Learning

Summary

At roughly two thirds, the proportion of respondents indicating that they were in learning of some sort was the highest it has been for all four years surveyed. At 0%, the proportion of respondents indicating that they were not engaged in learning of any sort was the lowest it has been for all four years.

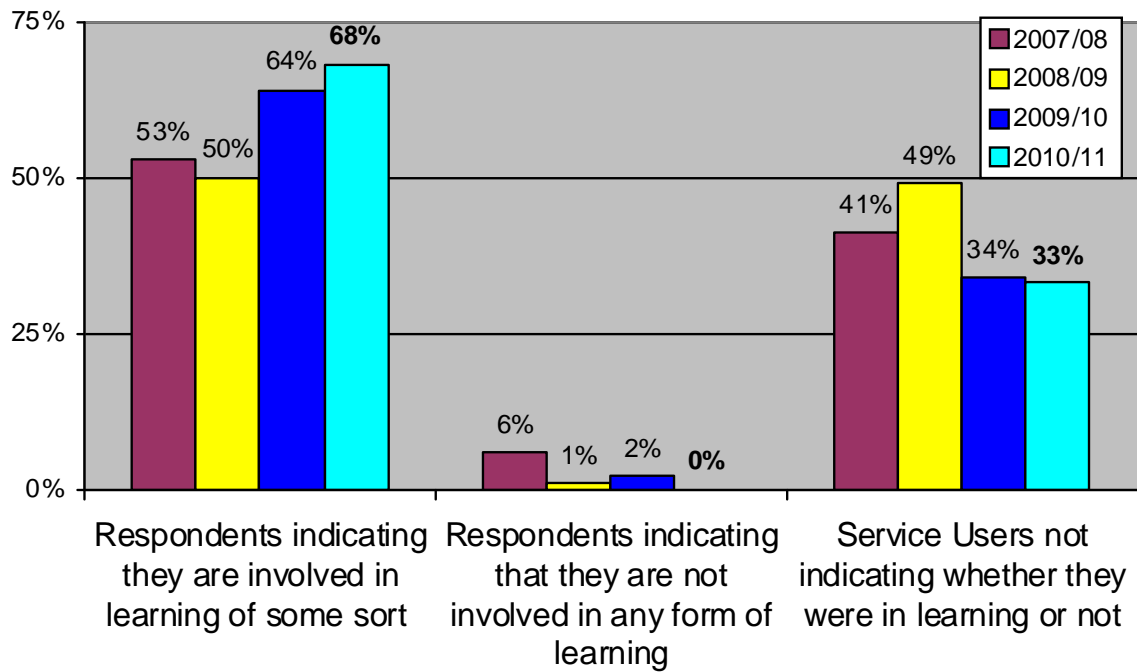
However the proportion of respondents indicating that they were enrolled in college was at the lowest it has been for all four years. The number of those indicating that day-services or residential homes supplied the venue for their learning activity was at its highest. Also, unlike in previous years, responses indicating that day-services provided the venue for learning activities exceeded those mentioning college.

Roughly 60% of respondents expressed a positive desire for educational activities; this is in line with the 62% average for all four years surveyed.

Only 5 respondents described an obstacle to their achieving their ambitions.

Learning: What things are like /what has changed

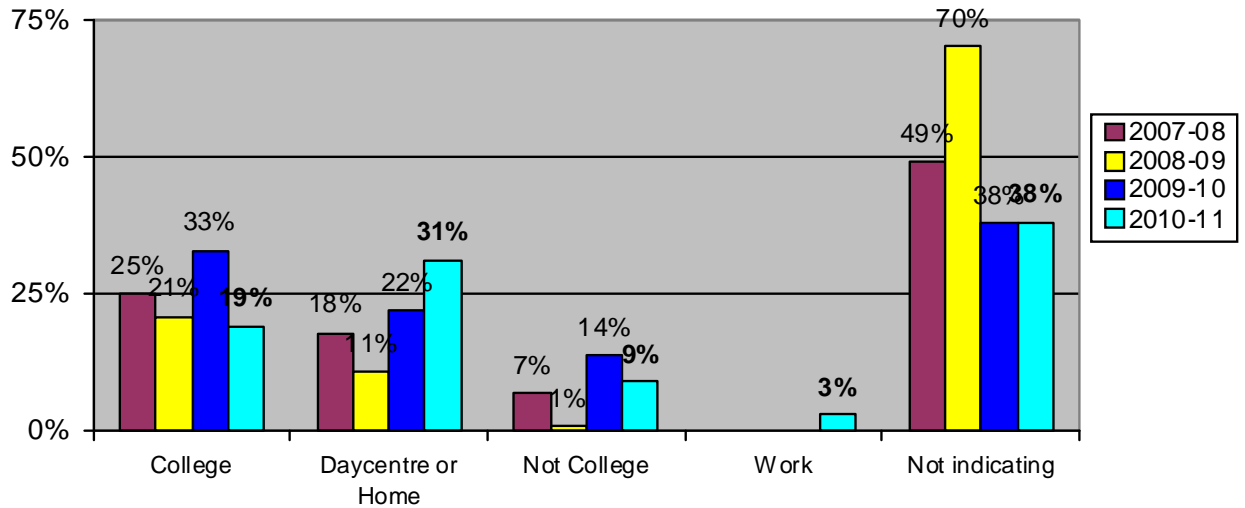
Figure 7: Current enrolment status [mutex]



Of all the people who returned a checklist in the 2010-11 year:

- 68% indicated that they were involved in learning of some sort.
- 0% said that they were not involved in any sort of learning.
- 33% did not indicate strongly either way.

Figure 8: Learning venues [mutex]



42 respondents chose to indicate the venue of their learning activities in 2010-11.

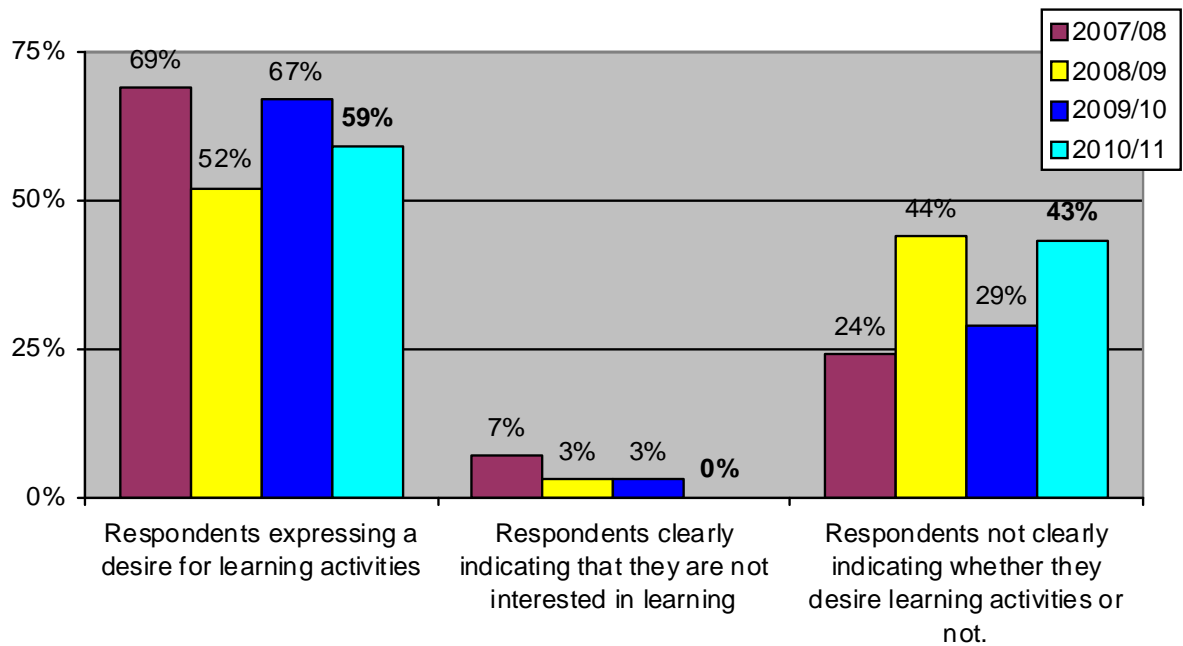
- 13 indicated that they were enrolled at college.
- 21 indicated that day services or residential homes were supplying venues for their education.
- 6 indicated that that the venue of their education was not college (e.g. responding ' I do not go to college' rather than indicating where they do go)
- 2 suggested that their work-place provided learning opportunities
- 26 did not indicate where they were studying

These figures are represented above (Figure 8) alongside corresponding results from previous years.

Unlike in previous years, responses indicating that day-services provided the venue for learning activities exceeded those mentioning college.

Learning: What I really want to change or do is...

Figure 9: Respondents desiring learning activities [mutex]



Of all the people who returned a checklist in the 2010-11 year:

- ✚ 40 expressed a positive desire for educational activities (This includes those respondents who simply wanted to continue with their current programme – as well as those seeking additional learning activities).
- ✚ 0 indicated that they were unwilling to join any learning programme.
- ✚ 28 gave no clear specification of what they wanted in this area.

These figures are represented above (Figure 9) alongside corresponding results from previous years.

Learning: What is stopping this change from happening?

What people said

5 people gave an applicable response to the 'what is stopping this change happening?' question (fewer than last year). What they said is shown below:

- 'To protect service computers [organisation's] IT **policy prohibits** us from **downloading** material from sites **without prior permission** [in relation to an attempt to acquire educational material]. [Staff] will speak to them to OK this. They have agreed that the TES website is reputable and can be used.'
- 'Finding appropriate LD material, that's not for children.' [in relation to an attempt to acquire educational material]
- 'May have missed applications for this year.' [in relation to applying for a course]
- 'There is a photography sessions on Thurs a.m. but [respondent] does not want to give up going to [service provider] on this day.' [in relation to a desire to attend a photography session]
- '[respondent] reported to have lost interest '

5. Leisure and Fun

Summary

Most respondents chose to respond by indicating some of the leisure activities they engaged in.

As with previous years, 'Getting Out and About', 'Social Events', and 'Town Activities', were the most commonly referenced leisure types. Sport and Exercise was also frequently mentioned but less so than in previous years.

The numbers seeking more choice or variety or control over when and how often they did things were in-line with the 19% average for all four years surveyed.

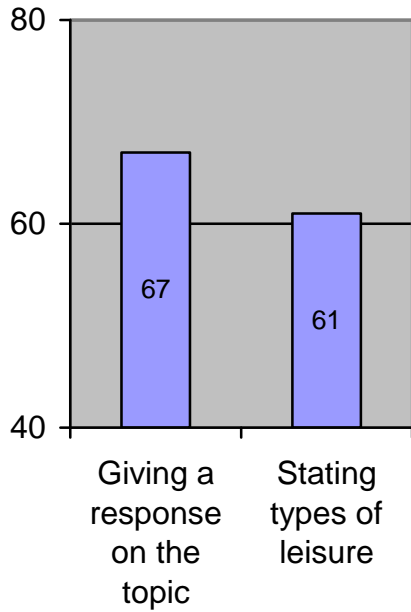
At just over two thirds, the proportion of those not wanting any change or simply wishing to pursue a particular activity was a little above the average for all years surveyed.

As with previous years, 'Getting Out and About', 'Social Events', 'Sport and Exercise', and 'Town Activities', were the most frequently mentioned type of activity in the 'what I really want to change or do is' section.

9 respondents described an obstacle to achieving their ambitions.

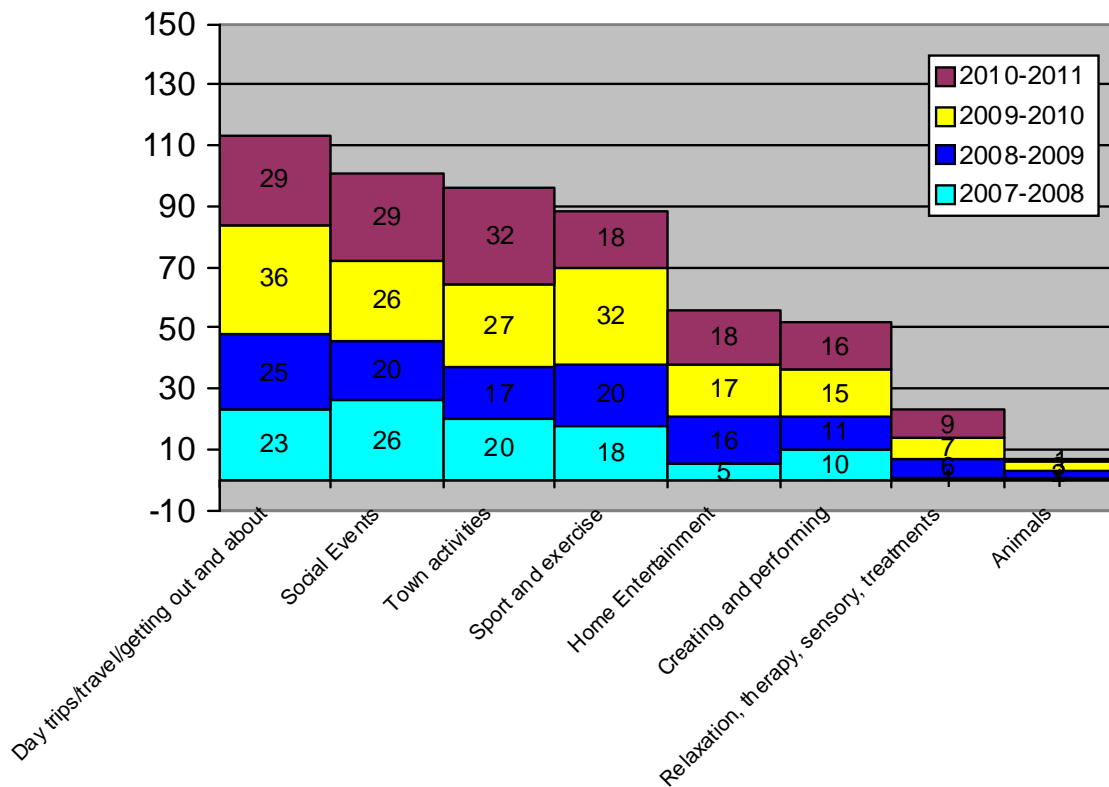
Leisure and Fun 1: What things are like /what has been achieved

Figure 10: Typical response type



Like previous years, the majority of responses to the first question – 61 out of 67 - contained a statement of the respondent’s current leisure activities. A handful of respondents also described their leisure in terms of quantity or quality (e.g. ‘I have lots of fun leisure activities’). This information is represented in Figure 10

Figure 11: Current leisure activities




61 respondents took the opportunity to indicate some of the leisure activities they engaged in for the 2010-11 year. Above is a representation of the number of service user's indicating participation in different kinds of leisure activity over the four years the survey has been conducted. The numbers for each year are stacked.

Types of activities

The kinds of activities comprising the categories in which leisure activities were grouped are listed below along with the numbers indicating participation for each category of activity.


32 Town Activities

-  11 Meals and drinks out

-  10 Shopping

-  15 Public Performance:

e.g. cinema, concerts, football matches, horse racing, live music, puzzles, shows, stock car racing, theatre & pantomime, wrestling

-  5 Other attractions:

e.g. art gallery, bar-karaoke, bingo, gambling, garden-centre, library, museum

29 Getting out and about

e.g. boat-trips, bus/train journeys, camping, day trips, drives, foreign trips, holidays, respite, unsupported outings, walking

29 Social events

e.g. clubs, communication & interaction, community, meeting with family, meeting with friends, romance, parties/discos

7 Religious, cultural and political groups

e.g. carol service, church, LGBT-group, pride involvement, political clubs, religious/ethnic festivals

18 Sport and exercise

e.g. basket-ball, belly dancing, bowling, bowls, boxing, climbing, competing in Special Olympics, cricket, cycling, dancing, darts, exercise, fishing, football, gym, horse-riding, hydrotherapy, ice skating, karate, line dancing, paint-balling, pole dancing, pool, running, sailing, snooker, sports, swimming, table tennis, tennis, trike, weight-lifting

18 Home Entertainment

e.g. being read to, board games, e-mail, computers, cooking, games consoles, garden games, jigsaw puzzles, knitting, listening to music, radio, reading, scalextric, sensory items at home, TV & video, word-searches

16 Creating and performing

e.g. colouring, decoration, knitting, needlework, painting, pottery, art/craft, choir, colouring, drama, embroidery, film making, gardening, music, photography, sculpture, singing, story-telling, writing

9 Relaxation, therapy, sensory, treatments

e.g. aromatherapy, Massage (receiving), music therapy, reflexology, sensory room, spa/makeover/pedicure, sunbathing, bathing, relaxing at home, resting

3 Animals

e.g. cat cuddling, dog walking, feeding baby lambs, pets, tropical fish keeping, visiting horses

Leisure and Fun: What I really want to change or do is...

Figure 12: Types of response to what I really want to change or do is [mutex]

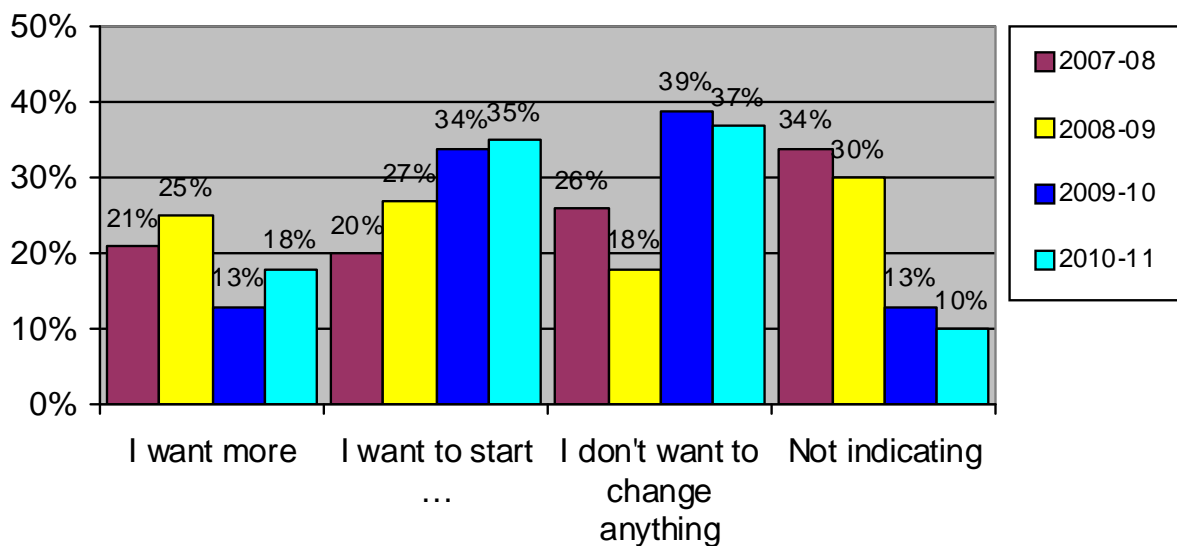


Figure 12 represents the numbers seeking some kind of change as well as those not seeking any kind of change. The responses are grouped according to resemblance to one of the following statements:

'I want more choice, variety and/or control over when and how often I do things'

'I just want to commence the following activities...'

'I don't want to change anything'

The numbers

🧩 37 respondents indicated that they wanted to expand the range of activities and options available to them. In other words, 37 respondents were seeking some form of change; this by providing a response resembling either the first or the second of the previous statements.

🧩 25 of this group (the 37 wanting some form of change) simply identified new activities they wanted to participate in. In other words they provided a response resembling the second of the above statements.

🧩 12 of this group (the 37 wanting some form of change) indicated they were seeking more choice and control over their activities.

7 of this group (the 12 indicating they were seeking more choice and control) wanted either to engage in a current activity more often or to have more control over the times at which their activities were scheduled (e.g. 'I want to be able to go out in the evenings more')

0 just wanted to increase the variety and options available to them

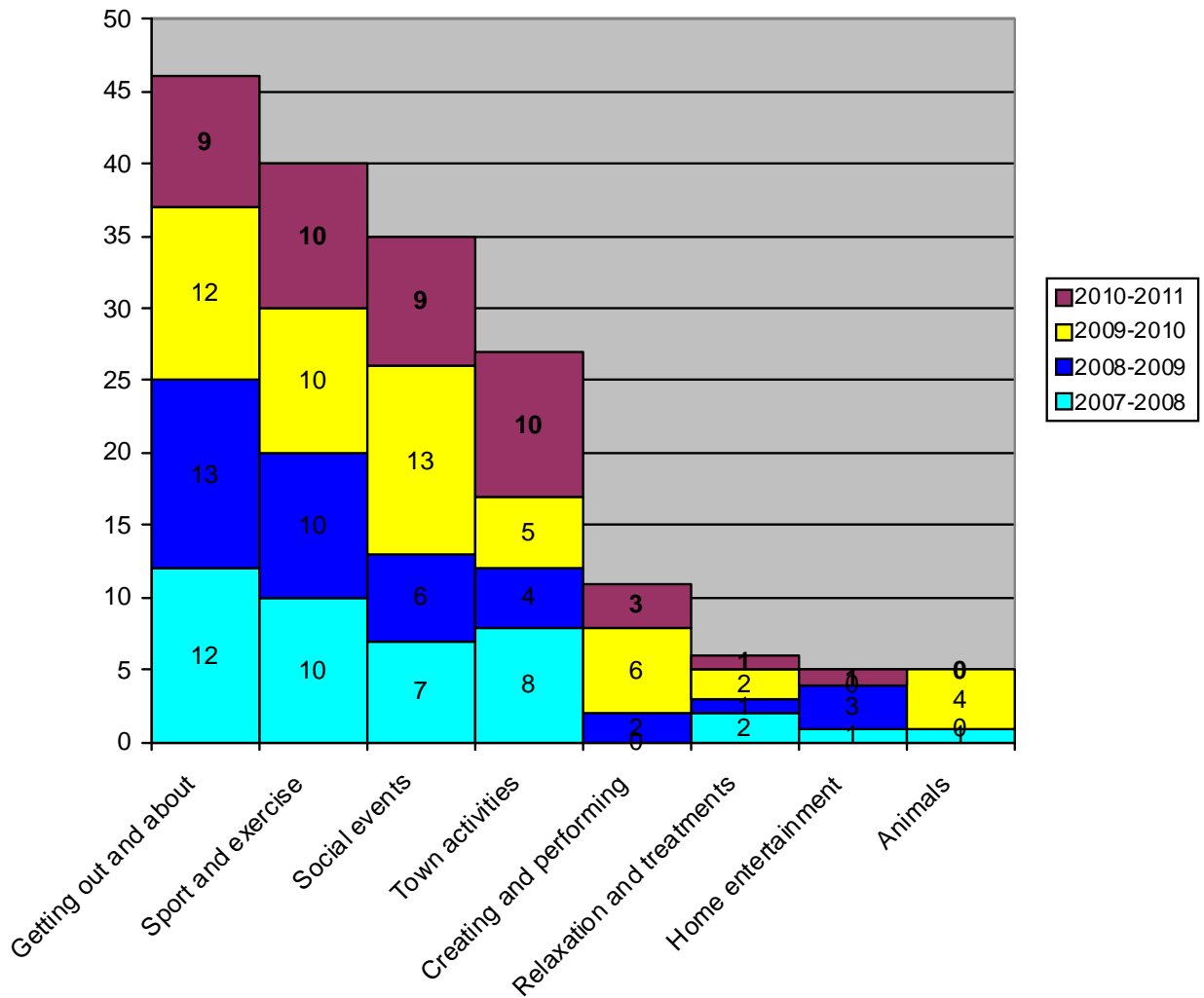
5 suggested they were interested in both these things (a greater variety and more control over the scheduling of their leisure activities)

🧩 24 explicitly indicated they did not want any kind of change to their current routine

🧩 7 did not indicate whether they wanted a change or not

NB The reader should be careful not to interpret the 25 responses indicating pursuit of new activities or wanting more activities as being indicative of frustrated ambitions. In many cases the new activity was apparently being pursued without delay; apparently as part of a routine whereby the respondent was regularly able to select a range of new leisure activities.

Figure 13: Desired leisure activities



33 respondents specified a particular activity that they either wanted to commence anew or do more of. The graph above (Figure 13) shows the numbers showing an interest in a particular activity over the past 4 years. The numbers for each year are stacked.

What people said

I want more...

- 'Provide **new** opportunities.'
- 'See my girlfriend **every day**.'
- 'To take **more** exercise, when I would like to, in the form of cycling and walking.'
- 'Eat out **more** and holidays.'

- 'Going out where I feel safe and secure with 2:1 Support. Opportunities for **more** swimming would be good.'
- 'I would like to go to the new ground **more** next season...'
- 'I would like to talk **more** to people. I love to talk and joke.'
- 'Anything'
- 'I would like to go out **at the weekend** with my boyfriend.'
- 'I would like to see my best friend **outside of the centre.**'
- 'I would like to go out **at the weekend** with my parents.'

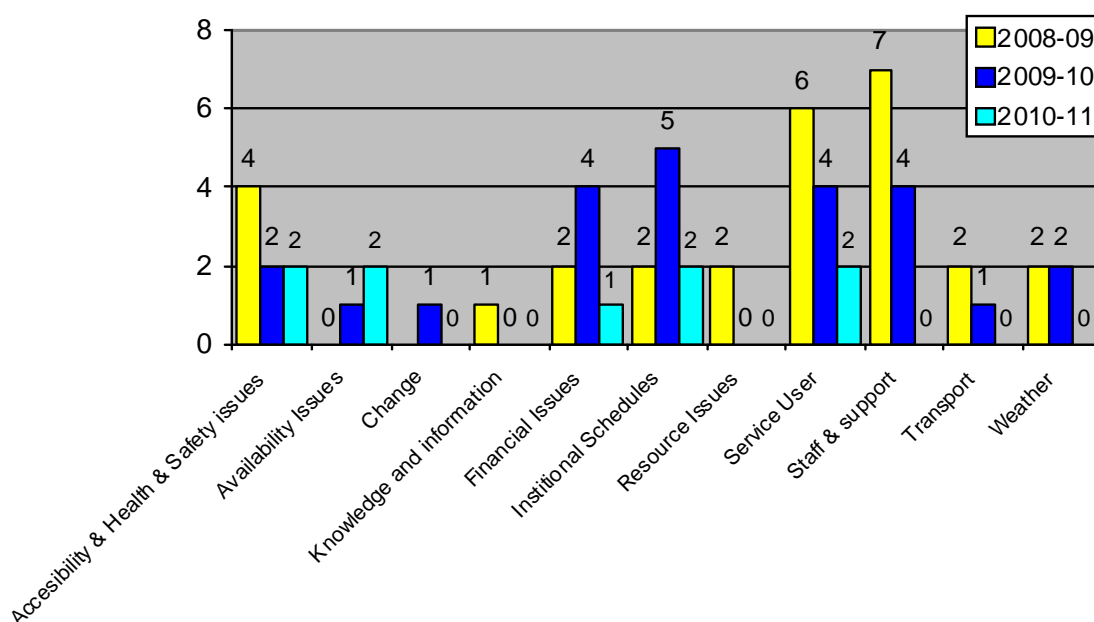
Looking to pursue a particular activity:

- 'Carry on trying a variety of leisure activities. Attend a hydrotherapy pool.'
- 'I used to really enjoy the Aromatherapy massage once a month but have recently used much of my savings on a new comfy chair. When my savings have increased again I would like to start the sessions again.'
- 'I would like to go on holiday. I would like to go to Egypt.'
- '[Respondent] has said that [he/she] would like to go on an open top bus. [Respondent] also requests trips to the cinema and bowling but this can only take place when is in a very calm and relaxed frame of mind.'
- 'I want to do Karaoke at a bar.'
- 'I want to go to the cinema on the bus.'
- 'I want to train for the special olympics.'
- 'I want sing at the Xmas performance.'
- 'I want to go to [provided activity] and [provided activity].'
- 'I would like to play cricket in the park.'
- '[Respondent] informed me that [he/she] would like to go to [local interest group]'
- 'Discussed horse riding.'
- 'I would like to make my own film.'
- 'I want to go bowling to the pictures and the pub. I am going to get community support.'
- 'I want to visit an ambulance station.'
- 'I would like to go to the library. '
- 'I want to go to the cinema with [name]. I would like to go shopping on my own.'
- 'I would like to try running.'
- 'I want to try to dance and going to the library.'
- 'I want to go to a bridal shop to look at the dresses.'
- 'organise a day trip out of Brighton'

- 'I would like to go to a gay disco. Would like to go back to [provided activity].'
- '[Respondent] expressed an interest in attending art, writing/literacy and numeracy. In addition, [Respondent] also said [he/she] wanted to meet new people including a girlfriend.'
- '[Respondent] said [he/she] would like to partake in a drama class.'

Leisure and Fun: What is stopping this change from happening?

Figure 14: Categories and numbers



The graph above (Figure 14) shows the numbers indicating particular types of barrier for the 'What is stopping this change from happening?' question for this and previous years. Only 9 people gave an applicable response on the subject this year.

What people said

- 'My girlfriend's support needs mean I can't see her everyday.'
- '[Respondent] has changeable/low moods due to ongoing poor mental health.'
- '[Respondent's] behaviour regarding ban issue at [provided activity].'
- 'Financial restraints.'
- 'Swimming pools can be inaccessible. Often unable to get onto waiting list for use at appropriate pools due to demand. Rescue training may be difficult to access - no longer available in Brighton.'
- 'Possible health & safety issues. We will liaise with the Health & Safety group before we buy sensory items.'
- 'May be difficult to arrange'. [in relation to desire to visit an ambulance station].
- 'Further discussion between PCP Worker and Key Worker is needed.'
- 'Further discussion needed between Key worker and PCP worker.'

6. Feeling Well and Good About Myself

Summary

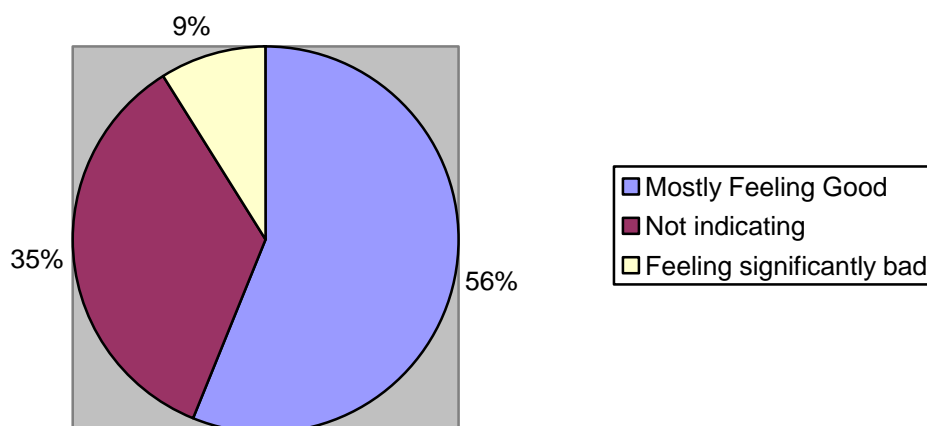
At 56%, the proportion of responses indicating that the service user was 'mostly feeling good' was much the same as it was in previous years. At 9%, the proportion of responses indicating that the service user was 'feeling significantly bad' was also in line with the average.

More exercise and a healthier diet were again the most frequently mentioned ambitions in the 'what I really want to change or do is' section.

6 respondents described an obstacle to their achieving their ambitions.

Feeling Well & Good: What things are like / what has changed

Figure 15: Tone of responses this year



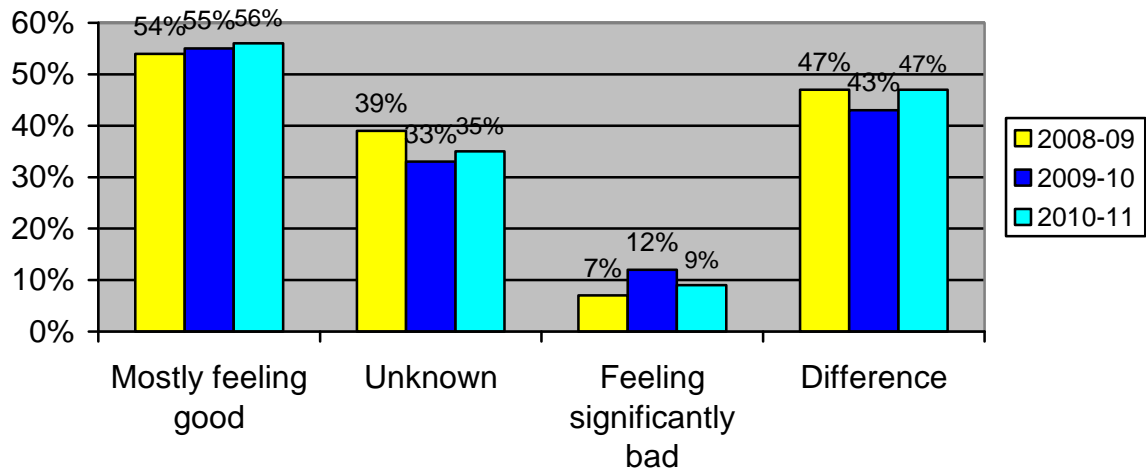
All survey respondents were divided into three groups based on their responses. Those who were judged as indicating a generally adequate well-being, or better, - were categorised as 'mostly feeling good'¹. 56% of respondents were judged as having given a response that fell into this category.

Responses in which problems dominated and responses in which 'feeling well' was suggested to be untypical for the service user were categorised as 'Feeling Significantly Bad'. 9% of respondents were classified as having given such a response.

¹ Generally responses are categorised as such if the respondent used a superlative term to describe their general well-being suggesting that this was the typical state of affairs. They will also be categorised as such if they have indicated an improvement in their well being (and did not meet any of the 'feeling significantly bad criteria'). Responses such as 'I have a regular health check-up' – although they may be fairly interpreted as positive - are not classified as 'mostly feeling good' if they do not contain a corresponding appraisal of the service user's physical or emotional well-being: they would instead be put into the 'not indicating' category.

Respondents who could not be confidently judged as belonging in either of these groups are represented by the category 'others' above. 35% of responses fell into this category.

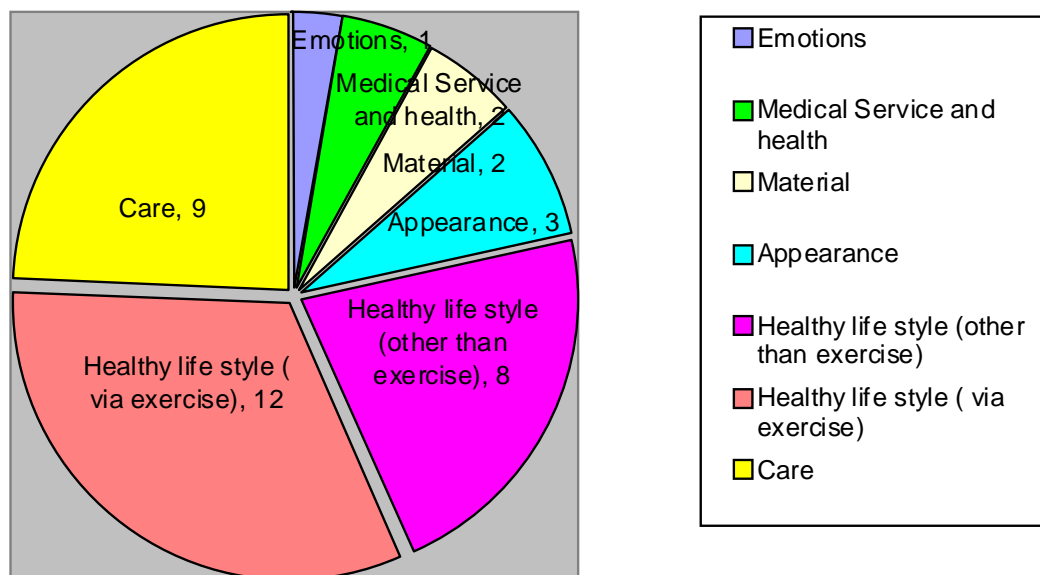
Figure 16: Tone of responses: comparison with previous years



The graph above compares the 2010-11 results shown on the previous pages with the corresponding results for last year. The amount by which the percentage of respondents indicating they were mostly feeling good exceeded those feeling significantly bad is shown under 'difference'.

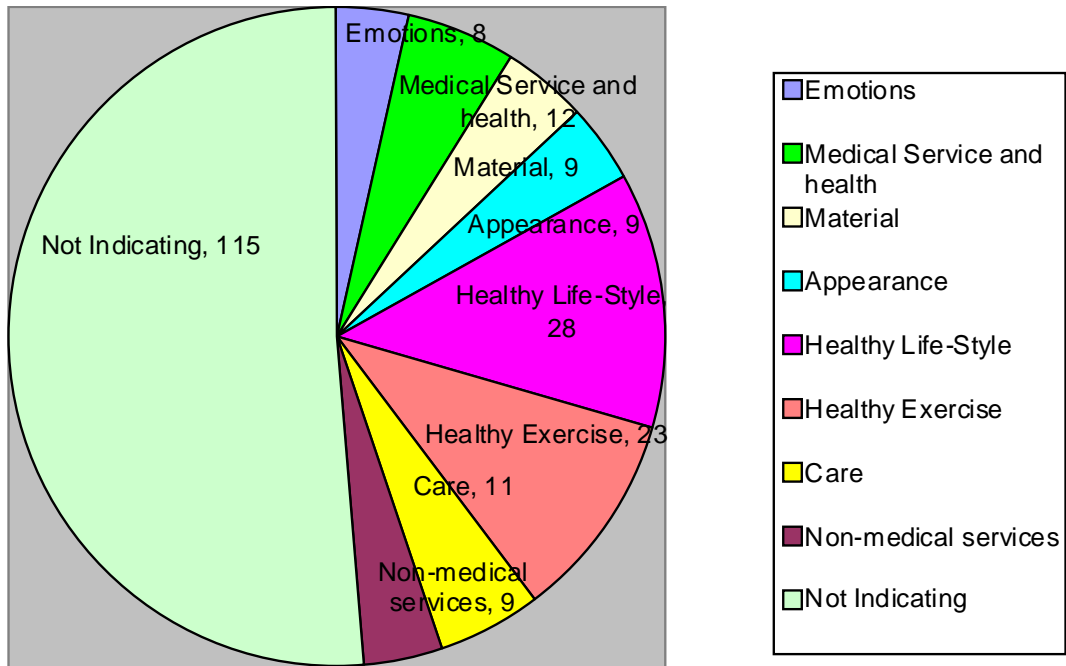
Feeling Well & Good: What I really want to change or do is...

Figure 17: What people really wanted to change or do this year



- 37 indicated things they particularly wanted to 'change or do' in relation to health and well-being in the 2010-2011 year. (21 of this group suggested that the thing they particularly wanted to do was something they already did).
 - 1 respondent was seeking to improve his/her emotional well-being, e.g. to feel happier or more confident.
 - 2 were seeking medical services or improvement in an underlying health condition.
 - 2 were seeking to acquire or retain an item of relevant equipment e.g. comfy-chair, wheelchair
 - 9 were keen to maintain or increase the quantity or quality of their care. E.g. 'more 1 to 1 time', 'staff to talk to me when I feel anxious', 'staff to have better understanding of my condition'.
 - 3 expressed a particular interest in maintaining their personal appearance.
 - 0 this year were seeking some sort of 'non-medical service' such as chiropody, dentistry, optician or physiotherapy.
 - 18 were seeking a healthier life-style e.g. more exercise, a better diet, less alcohol, better hygiene. Of these:
 - 12 were seeking a healthier life-style through exercises such as yoga, swimming and weight-lifting.
 - 7 were seeking a better diet and/or to gain/lose weight.
 - 1 was looking to sleep better.

Figure 18: Combined results for 2007 to 2011.



Over the four years the survey has been conducted, 43% of those returning a form returned an applicable response to this question at some point. 57% conversely did not provide an applicable response. The above shows the accumulated responses to this question for all years that data has been collected so far.

NB 47 respondents gave a response falling into the 'healthy life style (via exercise)' category and/or the 'healthy lifestyle (other than exercise)' category. 4 of the 51 represented above were interested in both, consequently the actual number of respondents expressing an interest in at least one of these two groups as a group is 4 less than the figure that would be obtained by adding the two groups as represented above.

Feeling Well & Good: What is stopping this change?

What people said

There were 6 applicable responses to this question:

Resource Availability

- [With regard a frustrated ambition to obtain a comfy chair] 'One part time Occupational therapist employed by council. High workload and residents in registered care are not a priority case. Comfy chair cannot be purchase without OT and physiotherapist input due to high level of needs to be considered'
- [With regard an ambition to attend hydrotherapy sessions] 'Lack of suitable hydrotherapy pools with appropriate access and hoisting equipment.'

Service user related

- [In response to an apparent ambition to take more exercise] '[Respondent] is still quite difficult to motivate. [He/she] often seems very keen on an activity beforehand but then refuses to do it.'
- [In response to a desire to get married] 'My girlfriend is too young and has high support needs.'

Other

- [With regard an apparent ambition to eat more] 'burgers, chips and coke', [and an apparently contrary ambition on the part of service staff] 'Sometimes I'm quite determined'.
- [With regard an offer for counselling, given in response to a stated ambition to] 'Have sw's understand my condition and have contact with other sufferers', [the respondent wrote] 'I declined it.'

7. Choices Controls & Rights

Choices, Controls and Rights: What things are like /what has changed

Types of response received

- 🗨️ 58 respondents addressed the subject of 'choices, controls and rights' with regards to the service user's current circumstances and achievements since last time. Of these:
 - 🗨️ 24 described the method by which the service user communicated choices or the support the service user received for making choices. (e.g. 'I try to do different things and depending on my reaction staff supporting me can tell if I like the activity or not.')
 - 🗨️ 28 gave account of the kinds of choices, control and rights the service user had (e.g. 'I make very clear choices verbally about what music I want to play, food I want to eat and where and when I want to eat.')
 - 🗨️ 4 conversely suggested kinds of choices, control and rights the service user did not have (e.g. 'Sometimes I feel that people are nosey' : suggesting a lack of privacy)
 - 🗨️ 15 at least², indicated the amount of choice/control/rights available to the service user (e.g. 'I have lots of control and choices'), and/or the service user's feelings regarding the choices, controls and rights available to them (e.g. 'I'm happy with my choices, control and rights').

The kinds of things described in relation to the service user's method and support for making choices included:

- a communication passport
- a bell for summoning assistance
- picture based communication
- body language
- verbal communication

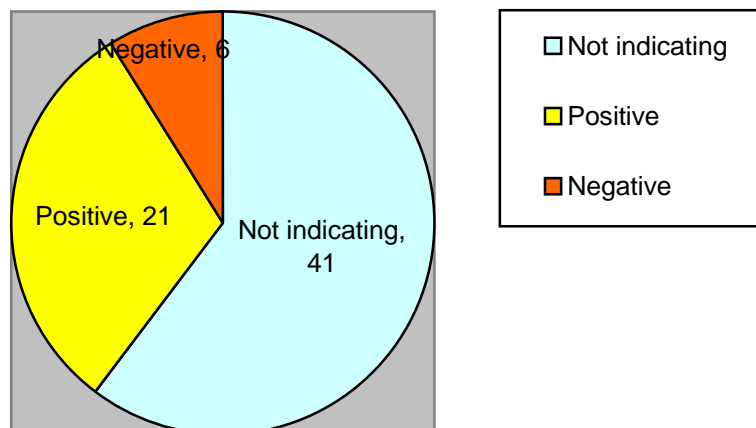
² the exact number was not recorded

- PCP meetings
- resident's meetings
- help filling out forms

The kinds of choices, control and rights described included:

- Control over **home environment**, for example the music that was played, the TV channels put on, and the way the place was decorated.
- Control and rights over **finances and property**. Some respondents, for example, described having access to a personal bank account. Others indicated that they felt free to buy what they wanted with their own money.
- Choice of meals and drinks.
- Access to **health care**.
- **Freedom of movement**: for example the service user indicating that he/she could go where he/she liked when he/she liked.
- Ability to choose own **clothes**.
- Privacy and security e.g. lock on door.
- Freedom of association.
- Freedom to take risks.

Figure 19: Quantity, quality and feelings about choice



Responses were divided into three groups.

- a) positive
- b) negative
- c) not indicating

A response would be classified as 'positive' if it met any one of the following criteria:

- at least 3 substantially different types of choice/control/right were described in the response
- the respondent used a term indicating relative abundance to describe the amount of choices/control/rights the service-user had. In other words, a response would be classified as positive if it contained a word like 'lots' and 'plenty' for example
- the respondent used a superlative term to describe the service-user's choices/control/rights: e.g. 'I have a good control over everything'
- the service-user indicated satisfaction with his/her choices/controls/rights: e.g. 'I am happy with my choices, controls and rights'

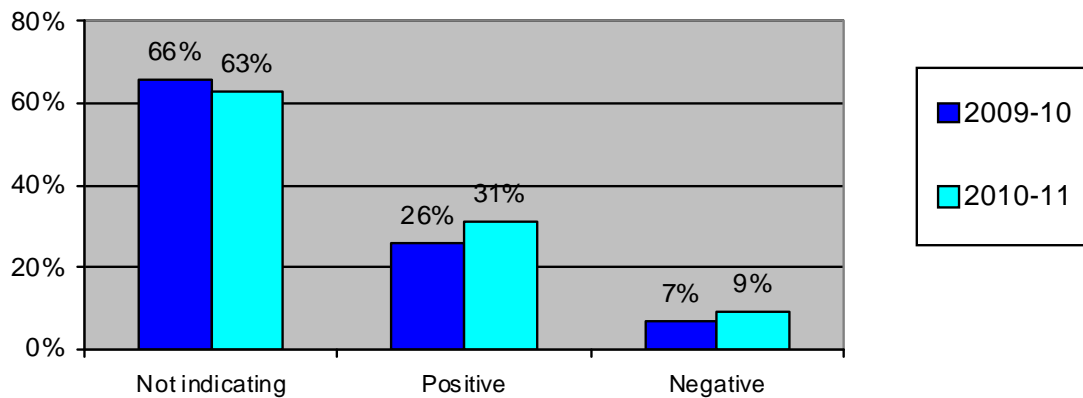
A response would be classified as 'negative' conversely if it met any of the following criteria:

- the respondent used language that suggested that the service user's choices/control/rights were little. e.g. 'I have little choice'
- the respondent used a pejorative term to describe the service-user's choices/control /rights, or otherwise indicated dissatisfaction: e.g. 'the choices I'm given are appalling, I'm very cross'
- the response appeared to focus on choices that were not available

In some cases the negative response was explained in terms of limitations imposed by learning disability.

Figure 19 shows the number of the responses falling into each group definition. Figure 20 shows the percentage of responses falling into each category and compares this year's results with the results from the previous year.

Figure 20 : comparison with previous years



Choices, Controls & Rights: What I really want to change or do is...

31 respondents in 2010-11 described something that they really wanted to change or do in relation to choices, control and rights. (**NB** 24 of these respondents indicated that the thing they wanted to do was something that they were not already doing).

- ✚ 8 respondents indicated a desire for more support or assistance.
- ✚ 6 respondents indicated an interest in exercising control over their finances.
- ✚ 4 respondents indicated that they sometimes felt pressured, either by staff or other service users, into doing things that they did not want to.
- ✚ 3 indicated they wanted a change in the quantity or quality of choices available to them:
 - ✚ 2 of which wanted more choices
 - ✚ 1 wanted a 'more consistent approach & support from staff when making decisions'.
- ✚ 3 respondents indicated a desire for control over what they ate and drank each day.
 - ✚ 1 of whom was interested in preparing his own food and drink.
- ✚ 1 respondent wanted support to make complaints
- ✚ 1 respondent wanted another contraceptive job

A number of responses also covered topics that are dealt with in other sections of the feedback form (accommodation, leisure and learning). Of these:

- ✚ 8 respondents indicated a desire to change some of their leisure activities, or the days on which those activities were engaged in.
- ✚ 3 respondents expressed a desire to redecorate their home environment.
- ✚ 1 respondent wanted to do independent travel training.

Choices, Controls and Rights: What is stopping this change from happening?

What people said

4 applicable responses were given on this topic. These are explained below.

- 💡 'Doctor's advice' [with regard a frustrated ambition to have a contraceptive job]
- 💡 'Transport home could be a problem as the session is run on a [weekday] afternoon'
- 💡 '[Respondent] currently on travel training [weekday] morning - would be beneficial to stay on course' [with regard an ambition to pursue a particular leisure activity on the same morning]
- 💡 'needs of other residents' [with regards a service user's ambition to have his/her home decorated a particular way]

8. Friends Family & Relationships

Summary

12% of respondents indicated that they were involved in romantic relationships. Half indicated that they had friendships. Nearly two thirds indicated that they had contact with family members. This is similar to the results of previous years.

60% of respondents were categorised as providing a positive response and 20% a negative response. This is also similar to the results for previous years.

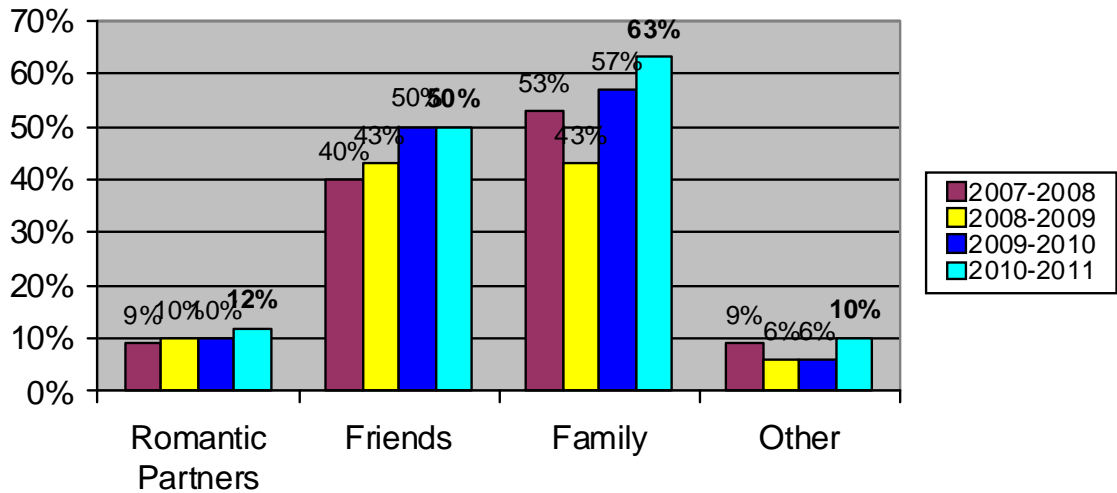
Explanations for negative responses most often fell into the 'Antagonism and Friction' and 'Separation and Loss' categories. 'Loneliness or Difficulty Making Friends' and 'Inadequate Contact with Significant Other' were other categories into which negative responses fell. As with previous years most negative responses fell into one of these four categories.

Most respondents seeking a change indicated they wanted to meet or make new friends, have more contact with someone they knew already, or organise that contact around a given activity, venue or schedule.

33 respondents described a desirable change to their circumstances. 7 described an impediment to that change.

Friends, Family and Relationships: What things are like /what has changed

Figure 21: Current relationship types

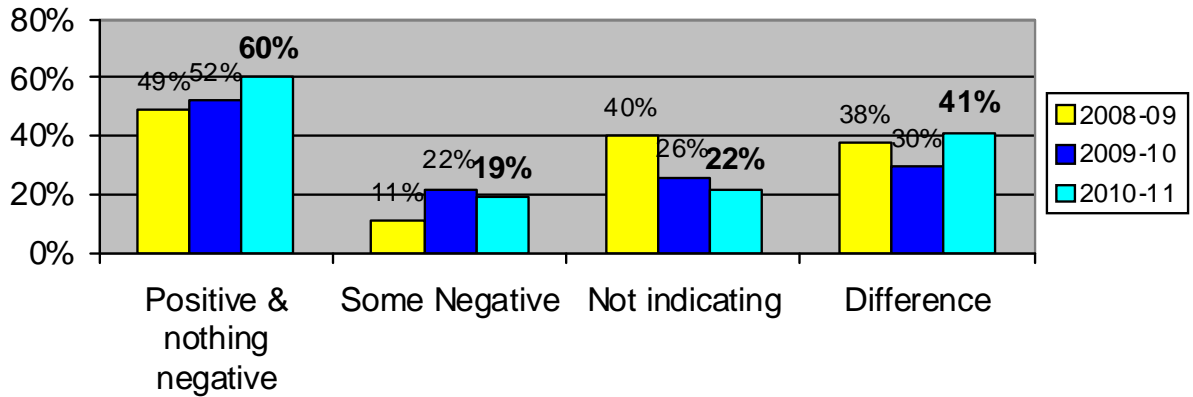


60 of those responding to this question indicated they were involved in relationships of a particular type:

- 8 indicated they were in a romantic relationship
- 34 indicated they had contact with friends
- 43 indicated they had contact with family
- 7 described other types of relationships

The results are given above (Figure 21) as a percentage of total responses alongside the corresponding results from previous years.

Figure 22: Tone of responses [mutex]



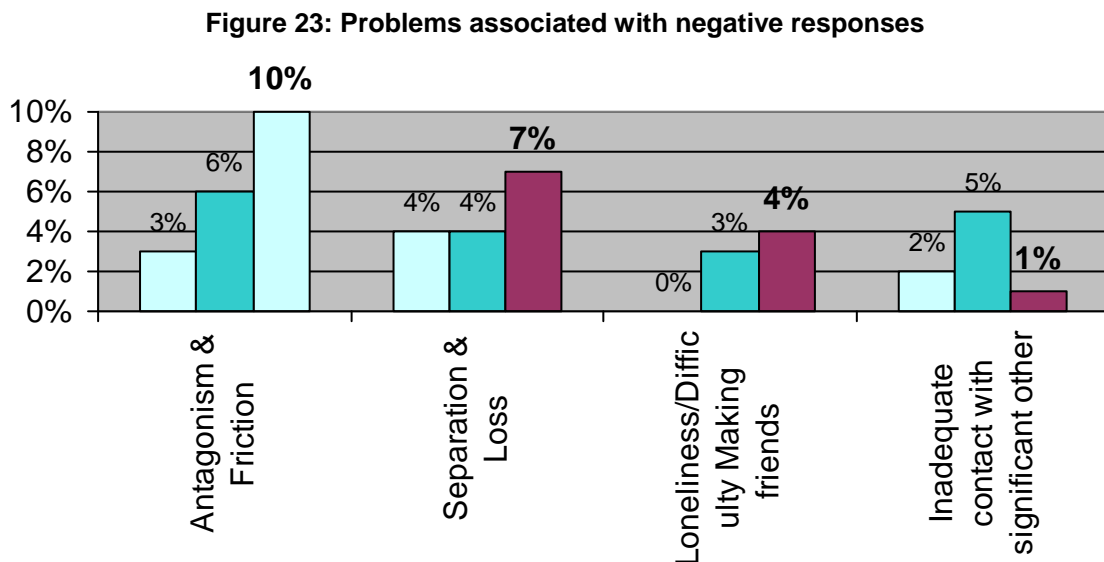
41 responses were categorised as being ‘positive and nothing negative’. Responses were categorised as positive if:

- 1) The response did not indicate any point on which the respondent thought there was a problem, was unhappy about or felt something was lacking.
- 2) At least one of the following statements applied:
 - a) The response used a superlative term to appraise the situation e.g. ‘I have a great family’
 - b) The response indicated a good feeling in regard some aspect of the situation ‘I enjoy going out with my friends’
 - c) The response used a term indicating relative abundance e.g. ‘I see my family regularly’³.

12 responses were broadly categorised as ‘some negative’ – responses were classified as such if there were any points on which the respondent thought there was a problem, was unhappy or felt something was lacking.

³ a factual response such as ‘I have 220 friends, see my family 5 days a week, and have 4 romantic partners’ would not have been counted as a positive response – although it may be reasonably interpreted as such – as it contains no indication of the service user’s relative evaluation of these quantities.

These results are represented as a percentage of total responses in **Error! Reference source not found.** alongside the corresponding percentages from previous years. The amount by which the percentage of those providing a positive response exceeded the percentage of those providing a negative response in each year is shown under 'difference'.



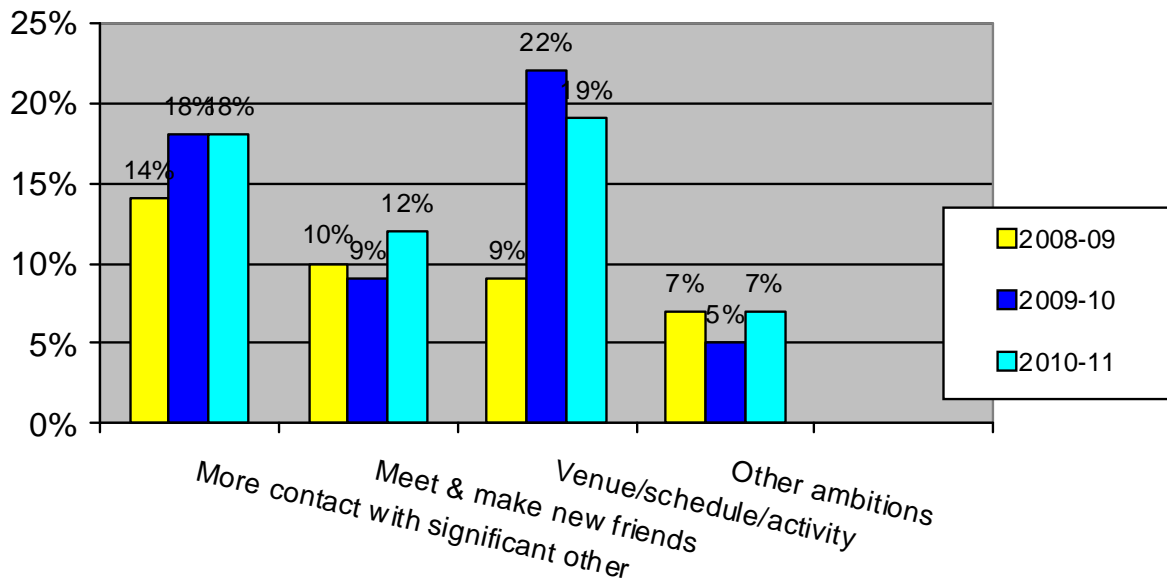
Expositions of the negative responses – were organised into 4 groups: ‘Antagonism & Friction’, ‘Separation & Loss’, ‘Loneliness/Difficulty Making friends’ and ‘Inadequate Contact with Significant Other’.

- 📊 7 responses fell into the ‘Antagonism & Friction’ category – this covered responses that indicated either that the service user had been irritated in some way by the actions of others or that the service user had a tendency to do things that upset other people. Noise was indicated to be a problem on a few occasions.
- 📊 5 responses expressed bereavement or sadness over somebody’s departure.
- 📊 3 responses indicated that the service user had difficulty making friends.
- 📊 1 response indicated inadequate contact with a significant other.

These results are represented as a percentage of total responses alongside the corresponding percentages from previous years in **Error! Reference source not found.**

Friends, Family and Relationships: What I really want to change or do is

Figure 24: Things people wanted to change



33 respondents indicated they were seeking some specific change in their relationships (as opposed to simply maintaining current routines).

- 👤 12 were seeking more contact with a significant other
- 👤 8 were wanting to meet and make new friends
- 👤 13 wanted to co-ordinate their relationships within a given schedule, venue, or activity.
- 👤 5 had other ambitions.

These figures are given as percentages of total responses in **Error! Reference source not found.** alongside the corresponding result from previous years.

What people said to 'what I really want to change or do is'

Seeking more contact with friends, family or partners:

- 💡 '[Respondent] informed me that [he/she] sees family only over the Christmas period and said that [he/she] would like to see them more often.'
- 💡 'Have my family call me or visit me' [as opposed to service user having to travel to other part of country to see family]

- 'Get the train to [place] again so I can visit my Mum and Dad on my own.'
- 'I would like to visit my friend [name] from church.'
- 'I would like to see my sister. '
- 'Visit friends in other services. See [name]'
- 'To see my friends at the day centre'
- 'I would like to see my boyfriend at the weekend.'
- 'Go to visit my Gran in [place].'
- 'I would like to spend time with my sister'
- 'To spend time with staff at the centre.'
- 'I'd like to see my family more'

Meet new people and make new friends or romantic ties:

- '[Respondent] expressed a wish to make new friendships'
- 'I would like to have or meet a boyfriend.'
- 'Get a girlfriend.'
- 'I would like to make more friends but not yet.'
- 'Increase circle of friends.'
- 'I would like to make new friends at the centre.'
- 'I like talking to people I would like to talk more.'
- 'Broaden my social network'

Relationships co-ordinated around a given time, venue, or activity:

- 'I would like to plan a party for both our birthdays next year.'
- 'I would still like to arrange to visit my Sister in [place]. We are having an anniversary party in the spring and I would like to make the invitation to send to everyone.'
- 'Go out for a drive with just mum + dad. Go to visit my Gran in [place].'
- 'I would like to see my friends at [provided activity].'
- 'I would like to see [name] outside of the centre.'
- 'To see my friends at the day centre'
- 'I would like to see my boyfriend at the weekend. '
- 'Go shopping with mum to Churchill square on the bus.'
- 'To try & have regular curry nights with [name].'
- 'Maybe look at opportunities to go out with [name] a very sociable lady who lives next door.'
- 'Get the train to [place] again so I can visit my Mum and Dad on my own.'

- 'To spend some social time with her.'

Others:

Communication Tools

- '[Respondent] would like to e-mail [his/her] sisters more. [He/she] may enjoy using Skype to communicate with them as [he/she] is unable to communicate by the phone.'
- 'We have looked into the possibility of Skype and this is something we will investigate further over the coming months'

Counselling

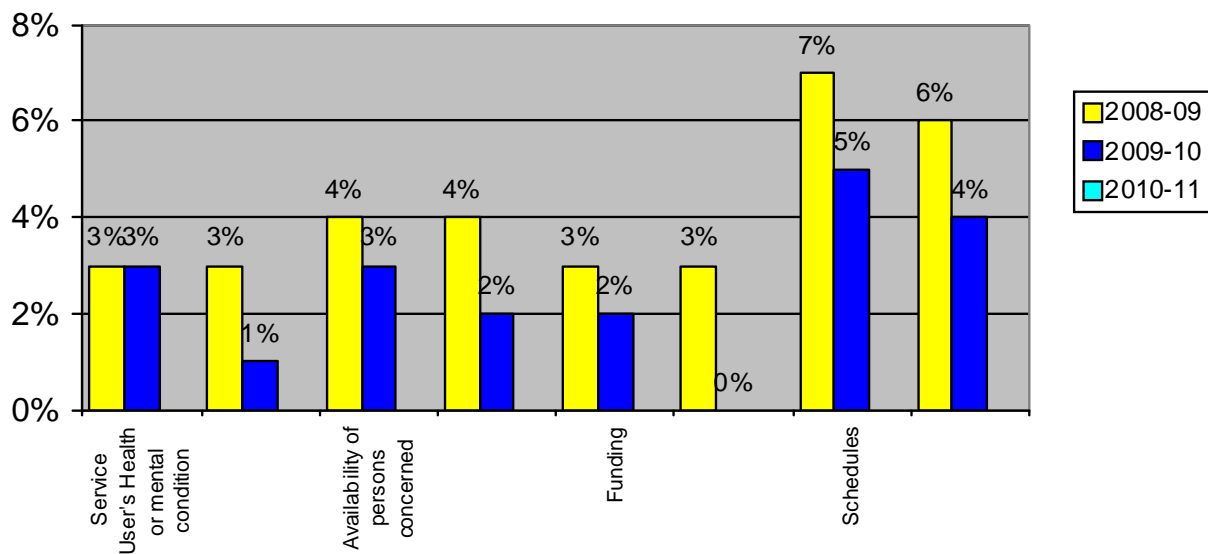
- 'I would like to talk to someone about relationships.'
- 'I understand that [Respondent] had previously received some bereavement counselling for the death of [his/her] father. However, further bereavement counselling may be beneficial in regard to experiencing loss/sadness around the death of [his/her] friend.'

Miscellaneous

- 'Sometimes I want to live near my Family. One day I want to live with my girlfriend. Get married.'
- 'I understand that there is still an outstanding issue around arranging for [Respondent]'s father's ashes to be put to rest which [Respondent] had previously expressed a wish to be part of.'

Friends, Family and Relationships: What is stopping this change from happening?

Figure 25: What is stopping change



What people said this year

7 responses in 2010-11 pinpointed an obstacle inhibiting progress. These responses, which have not been added to **Error! Reference source not found.**, are explained overleaf.

1 Respondent's disposition:

- 'Attachment to home.' [with reference an ambition to meet new people]

2 Schedules:

- 'Key and PCP worker to meet/discuss further.' [with regard ambition to see family more]
- 'To be discussed/arranged.' [with regard ambition to meet new people and get a girl-friend].

3 Availability of other people

- 'My family have other commitments/ live abroad.' [with regard ambition to see family more]

4 Others:

- 'Limited opportunities for Gay people with LD to meet in Brighton or the South East.' [with regard ambition to meet boyfriend]
- 'After many years [respondent] has decided not see [his/her] family any more. Since moving to [place] [respondent] has made the journey to see them many times, they have not been to see [respondent] at all. There have been issues around money with the family which Duty are aware of.' [with reference desire for family to visit respondent for a change]
- 'My girlfriend is too young and has high support needs.' [with regard ambition to marry and move in with girlfriend]

9. Where and How I Live

Summary

57% of respondents gave a response indicating a positive evaluation of their current accommodation. In previous years the proportion of respondents categorised as providing a positive evaluation ranged between 40% and 51%; this year has therefore seen the largest proportion of positive responses of all the years surveyed.

3% of respondents were categorised as providing a negative evaluation of their present accommodation. This is in line with the average from previous years.

21% of respondents reported being pleased by a change which had occurred during the last year; this compares with the three year average of 17%.

85% of respondents indicated they were 'happy with their accommodation and did not want to move'. The difference between respondents indicating they were 'happy with their accommodation ...', and those indicating that they wanted to move was also more than double what it was for the 2008-2009 year.

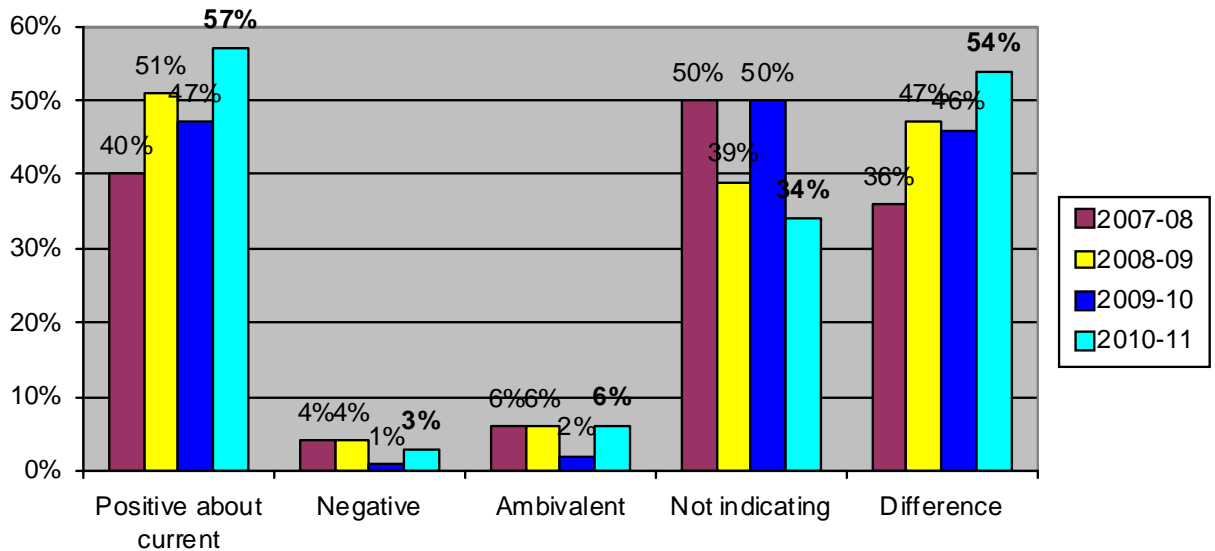
Of those indicating that they wanted some kind of change the largest proportion indicated that that they wanted to change the 'rooms, spaces or contents of their accommodation'. The second largest proportion wanted to change some aspect of their relationship with the other residents.

In response to the 'I want to know what choices I have of where I could live' the proportion of those ticking no was 24% greater than it was in the last year; nearly two thirds ticked no this year.

7 respondents described an obstacle that had been preventing them from fulfilling their ambitions.

Where and How I Live: What things are like / what has changed

Figure 26: Feelings about current accommodation [mutex]



In 2010-11

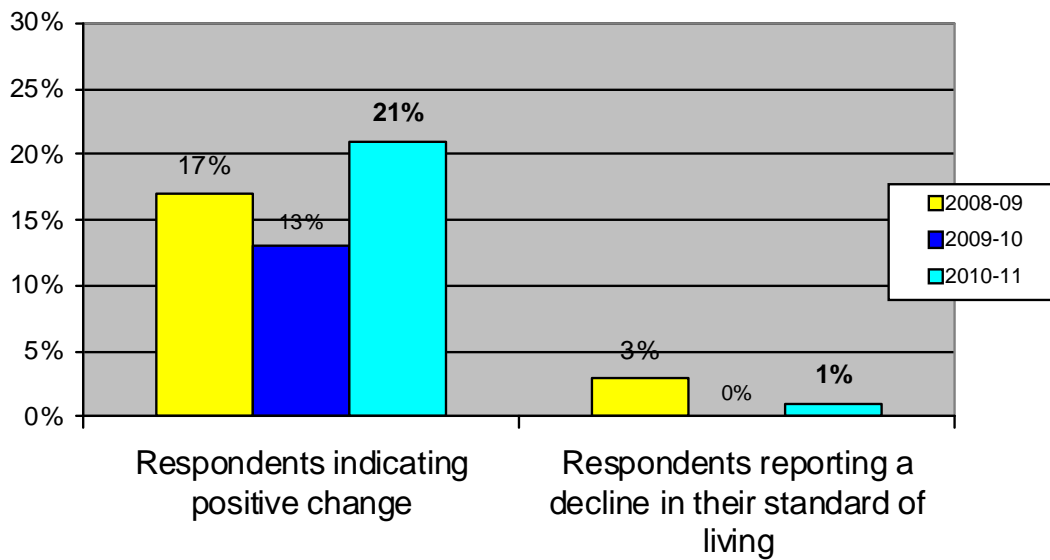
45 responses expressed feelings about, or a general evaluation of, the respondents current accommodation⁴

- 39 indicated that the service-user was satisfied with at least some aspect of their accommodation and did not indicate anything negative.
- 2 respondents indicated problems with their accommodation and did not indicate anything positive. Both these respondents indicated that they had difficulties with communal living suggesting that they did not like the company of fellow residents.
- 4 indicated some good feelings and some negative things about their current accommodation. These respondents also indicated that the principle problem had been a difficult relationship with a fellow resident.

⁴ Results obtained only from narrative responses. In other words the numbers circling the 'I am happy where I live and do not want to move' have not been not included in this figure.

This information is represented as a percentage value alongside the corresponding results from previous years in **Error! Reference source not found.** above. The amount by which the percentage of respondents indicating they were positive about their current accommodation exceeded those who were negative is shown under 'difference'.

Figure 27: Respondents reporting improvement/decline in standard of accommodation

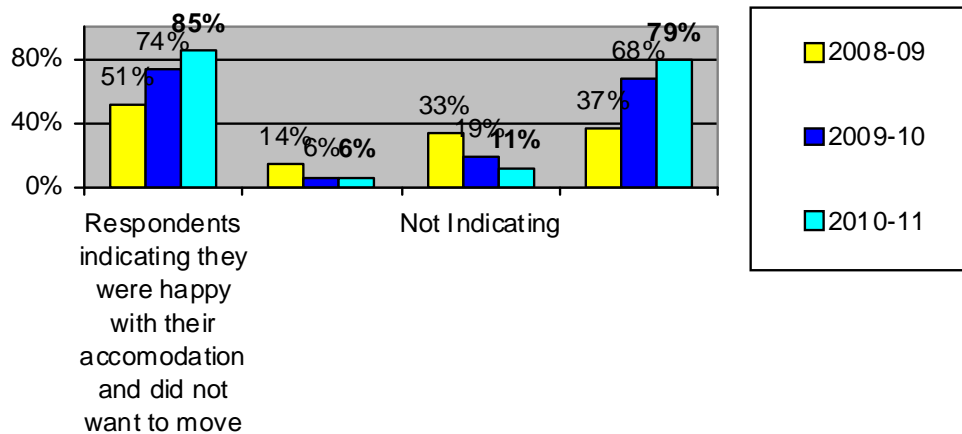


- 14 respondents indicated being pleased with some kind of change occurring in the last year. A number of respondents had been pleased by some recent redecorating for example.
- 1 respondent indicated some form of newly arising dissatisfaction with his current accommodation: specifically a new resident who he found to be occasionally annoying.

This information is represented as a percentage value alongside the corresponding results from previous years in **Error! Reference source not found.** above.

Where and How I Live: What I really want to change or do is...

Figure 28: Respondents wanting to move / not move [mutex]



In 2010-11:

- 🏠 58 indicated that they were happy with their current accommodation and did not want to move⁵
- 🏠 4 indicated that they wanted to move
- 🏠 7 did not indicate either way

These numbers are represented **Error! Reference source not found.** as percentage of total responses alongside the corresponding percentage from previous years. The amount by which the percentage of respondents indicating they were happy with their accommodation exceeded the percentage of those wanting to move is shown under 'difference'.

⁵ Respondents indicated they were happy and did not want to move by: A) circling the 'I am happy where I live and do not want to move' statement provided with the accommodation questions addendum at the end of the PCF; or B) indicating the same in their narrative responses.

Where and How I Live: What I really want to change or do is...

Figure 29: Desired improvements

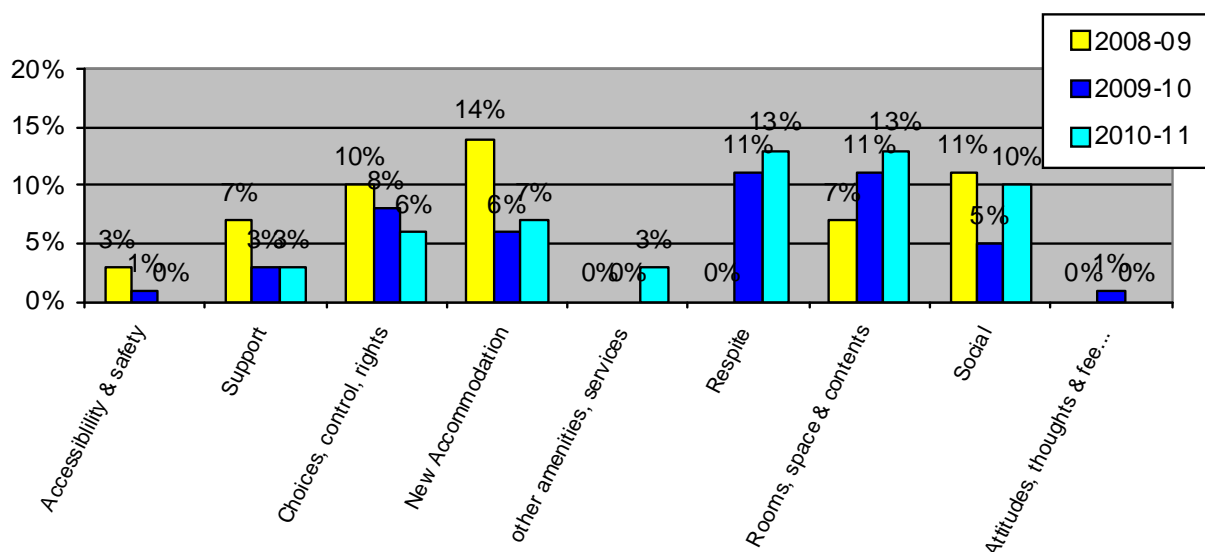


Figure 29 shows the number of respondents seeking improvement in particular categories.

- ✚ No respondents this year were seeking a change to the accessibility or safety of their accommodation.
- ✚ 2 respondents were seeking some, often small, change in their support arrangements.
- ✚ 4 respondents were seeking some change to the choices, control, rights and independence they had with regard their current accommodation.
- ✚ 5 respondents were seeking new accommodation
- ✚ 1 respondent was looking to increase the range of home activities available during the day (this response is represented under 'other amenities, services' in **Error! Reference source not found.**).
- ✚ 2 respondents were seeking more respite time
- ✚ 9 respondents were seeking a change to the rooms and spaces in their accommodation or a change to the contents of their accommodation. This category covers such things as room re-decorating, building extensions, and new Televisions.
- ✚ 7 respondents were seeking a 'social improvement'. The category 'Social Improvement' refers to such things as 'moving in with friend/partner' or 'get on with housemates better'.
- ✚ No respondents this year indicated a desire to change the way felt about their current accommodation. No service users - for example -indicated a desire to feel more confident or 'at home' in their accommodation.

Figure 29 represents these results as percentages of total responses alongside the results from the previous year.

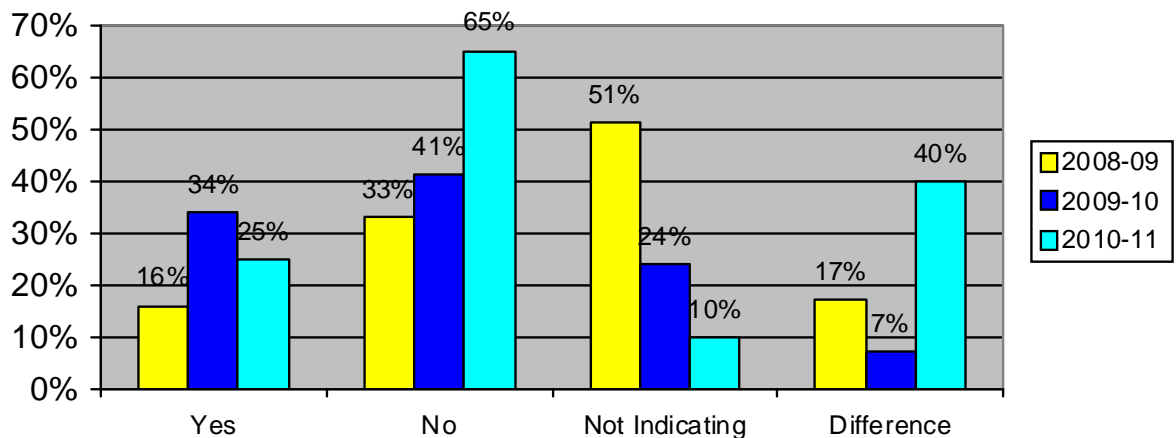
Accommodation questions addendum

For all forms an addendum was sent out on the subject of accommodation. Here respondents were presented with a set of statements and invited to circle 'yes' or 'no' depending on whether they agreed that the statement represented their own attitude. These statements were worded as follows:

- 'I am happy where I am and don't want to move on at the moment.'
- 'I would like to know what choices I have of where I could live.'
- 'I want to move because I want to be more independent.'
- 'I want to move because I need more support.'
- 'I want to move because I am very unhappy where I live.'

The responses to the first question were represented in **Error! Reference source not found.** shown previously.

Figure 30: I do/not want to know what choices I have of where I could live

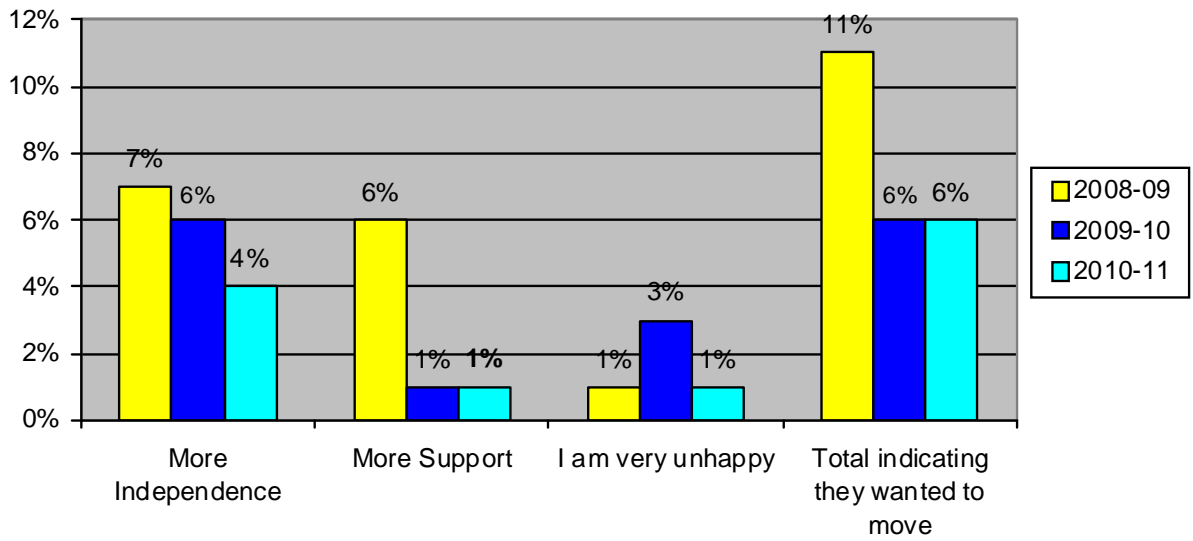


61 people gave an applicable response to the question of whether they wanted to know what choices they had of where they could live

- 📊 17 indicated that they would like to know what choices they had
- 📊 44 indicated that they would not like to know what choices they had
- 📊 The amount by which the percentage of respondents indicating they did not want to know exceeded those who did is shown under 'difference'.

These results are shown as a percentage of total responses alongside the corresponding results from previous year, in Figure 30

Figure 31: I want to move because...



4 respondents circled yes for at least one of the statements beginning ‘I want to move because...’

- 3 indicated that they were seeking more independence
- 1 indicated he/she was seeking more support
- 1 was very unhappy where he/she lived

These results are shown as a percentage of total responses alongside the corresponding results from previous year, in Figure 31.

Where and How I Live: What is stopping this change from happening?

What was said

7 respondents described a barrier to a desired change, their responses are given below.

Institutional Schedules

- 'PCP Worker to **contact**/Carer/Shared Lives Worker in regard to [respondent]'s wishes and **risk assessment**.'
- '**Waiting** for funds but planning now.'
- '**Time** it takes to build flat.'

Resource Availability

- 'Waiting for **funds** but planning now.'
- 'Not enough **funding**?'
- 'Possible **grant** available but **I don't qualify**.'

Personal, emotional, psychological

- 'At the moment [respondent] would **not be able to live independently**.'
- '[Respondent] is **unsure whether** [he/she] **wants to move**, or just gain more independence at [his/her] present residence.'

10. Making Things Happen: Manager's responses

Introduction

The final section of the Person Centred Feedback Form requested input from the manager of the service supporting the service user to fill in the form (where applicable). Three pairs of questions were asked, two of which were explicitly related to 'blocks' identified in the main body of the form. The question pairs were:

- 1)
 - a) 'Have you suggested any other action that could be taken to address these blocks? '
 - b) 'If so what have you suggested?'
- 2)
 - a) 'Are YOU personally taking any action to try to address the blocks?'
 - b) 'If so what are you doing?'
- 3)
 - a) 'Do you think there is anything planners/commissioners could do that would really help?'
 - b) 'If so what should they do?'

For the first part of each question managers were invited to tick either a 'yes' or 'no' box. For the second part of each question respondents were asked to write out a response.

Summary

29% of respondents said that they had not suggested any other action to address blocks, 24% said they had. The remaining 47% did not respond.

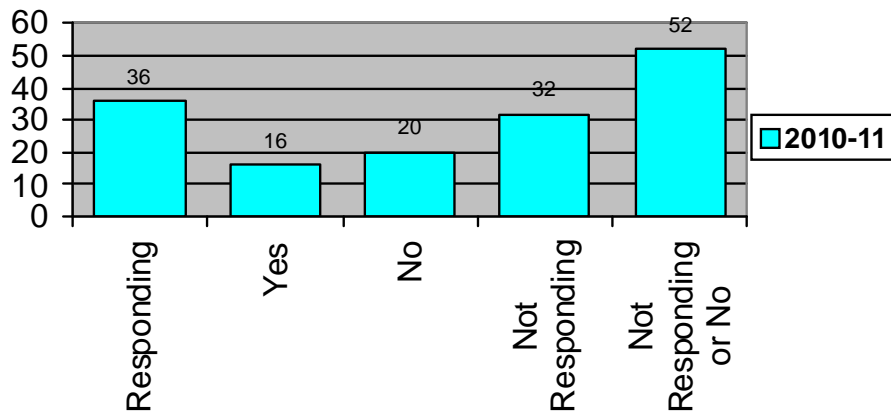
Of those who did make a suggestion, 'research & monitoring' and 'networking' were the categories into which responses most often fell.

32% of respondents said that they had not personally taken any other action to address blocks, 16% said they had. The remaining 52% did not respond.

Of the 9 who said yes to the 'is there anything planners/commissioners can do to help' question, 'improve resource quality and delivery systems' was the category into which responses most often fell.

Have you suggested any other action that could be taken to address these blocks?

Figure 32: Numbers Responding either yes or no



36 people ticked either a yes or no in response to the first part of the first question

- 20 of these ticked no
- 16 ticked yes
- 32 ticked neither yes nor no in response to the first part of the question

These numbers are represented in **Error! Reference source not found.**

What was said

Some of those ticking 'no' commented that this was because no 'blocks' had been identified. It can be assumed that some of those not responding might have followed a similar reasoning

Of the 16 who ticked 'yes', in response to the first question, 14 described a suggestion they had made. These suggestions were organised into 4 groups depending on their focus:

- Research & Monitoring
- Policy
- Networking
- Other

A suggestion was categorised under **Research & Monitoring** if it recommended that service proceed by acquiring greater knowledge of the requirements of the situation or by investigating possible solutions to the blocks. The responses falling into this category were:

- 'Review of placement.'
- 'Continuing to **look into** daytime opportunities for [respondent]'
- 'Follow-up alternative **sources of professional advice** to resolve ongoing occupational therapy support. Arrange for deputy to **review access** to other swimming pools, and availability of Rescue training outside Brighton.'
- 'Continually, proactively **reviewing situations** as they arise - personally, team meetings supervision with line manager etc'
- '**Look into** redevelopment of [home].'
- '[Respondent] made a comment that [he/she] sometimes had choices at the Day service. I have asked [staff] to **meet again** with [respondent] **to find out** if [respondent]'s needs are being met by the day service or whether there are other activities that [he/she] would prefer to be doing.'
- 'I suggested to the ... worker that [he/she] **explores** whether [respondent] would like to see her boyfriend outside of the day service.'
- 'Service **Review**'
- 'Talk to family about respite housing etc'

A suggestion was categorised as a **Policy** if it consisted of a recommendation that the service abide by certain rules and routines. A suggestion was also classified as a **Policy** if it implied that the service ought to react in particular way to a specified circumstance. 1 response fell into this category

- 'Redevelopment Plans to **allow more self contained space**' [This was in relation to occasionally problematic relationships between service-users in shared accommodation]

A suggestion was categorised as '**networking**' if it suggested the service proceed by building or utilising networks and relationships with other agencies and people.

- '**Friendship building** with other people who live at the same complex.'
- 'Continually, proactively reviewing situations as they arise - personally, **team meetings, supervision** with line manager etc'
- 'I have suggested to the **Shared Lives worker** that [respondent] is supported **to speak to** ... worker to look at all employment options including working more at [employer].'
- 'I have suggested that a **referral** is made **to the ... worker....**'

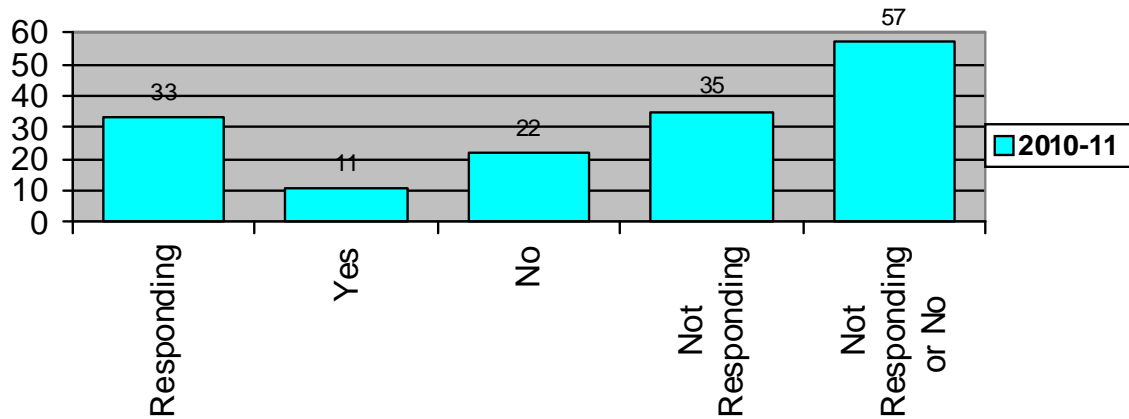
- **'Care Management are referring [respondent] for a residential service.'**
- **'Talk to family about respite housing etc'**

1 response fell into neither of the above categories

- '[Respondent] could catch a bus or arrange a taxi to collect [him/her] from the [activity]. ' [suggestion related to transport from location]

Are YOU personally taking any action to try to address the blocks?

Figure 33: Numbers Responding either yes or no



- 33 people ticked either a yes or no in response to the first part of the second question
 - 22 of these ticked no
 - 11 ticked yes
- 35 ticked neither yes nor no in response in to the first part of the question

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What was said

- 11 ticked 'yes', in response to the first question.
 - 10 of these described an action they had taken.
 - 4 of these indicate that this action was making or assisting with the carrying out of the suggestion they had described in response to the first question.

The remaining responses fell into categories similar to those that the responses to the first question did.

Research & Monitoring

- 'Continually **listening** to residents and being open to changes - flexible approach to service '

Networking

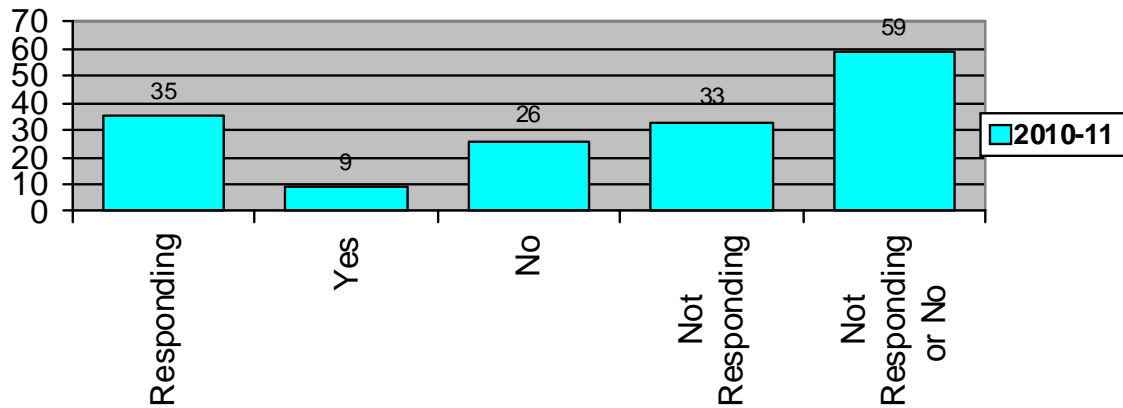
- 'Supporting the family with the process and **liaising** with Care Management.'
- 'Conversations with [name] + [name]'

Other

- 'Implementing new day services.'
- '...being open to changes - **flexible** approach to service'
- 'Enabling staff to seek out possible relationships with new people.'
- 'Enabling staff to continue to look for opportunities'

Is there anything planners/commissioners could do to help?

Figure 34: Numbers Responding either yes or no



The third question asked whether the respondent thought there was something planners or commissioners could do that would help.

35 people ticked either a yes or no in response

26 ticked no

9 ticked yes

8 of these described something that Planners/Commissioners might do.

33 did not tick either

These numbers are represented in **Error! Reference source not found.**

What was said

Improve resource quality and delivery systems

- 'We are finding it impossible to **get a long term advocate** for [respondent]. We can get advocates on a short, issue based, criteria. However, [respondent]'s needs are complex, and [he/she] would benefit from **someone (experienced) on a long term basis** who could get to know [his/her] needs. It takes a long time for [respondent] to build a relationship up with people, and when they leave after a short period this can increase [his/her] anxieties.'
- '[Respondent] decided to move over three years ago, the process then took a long time for [respondent] to actually move, this caused [him/her] anxiety. We worked with outside agencies to help **speed up the move** so that someone else could have [his/her] flat who needed extra support. The system with Brighton and Hove Council appeared long and it would be good if there was an **easier quicker system for people when they are ready and able to move on.**'
- '**Review occupational support** available in Brighton from **DALS team to meet high demand** within the city.'
- 'Support the above' [meaning support **redevelopment of home**]

Provide resource

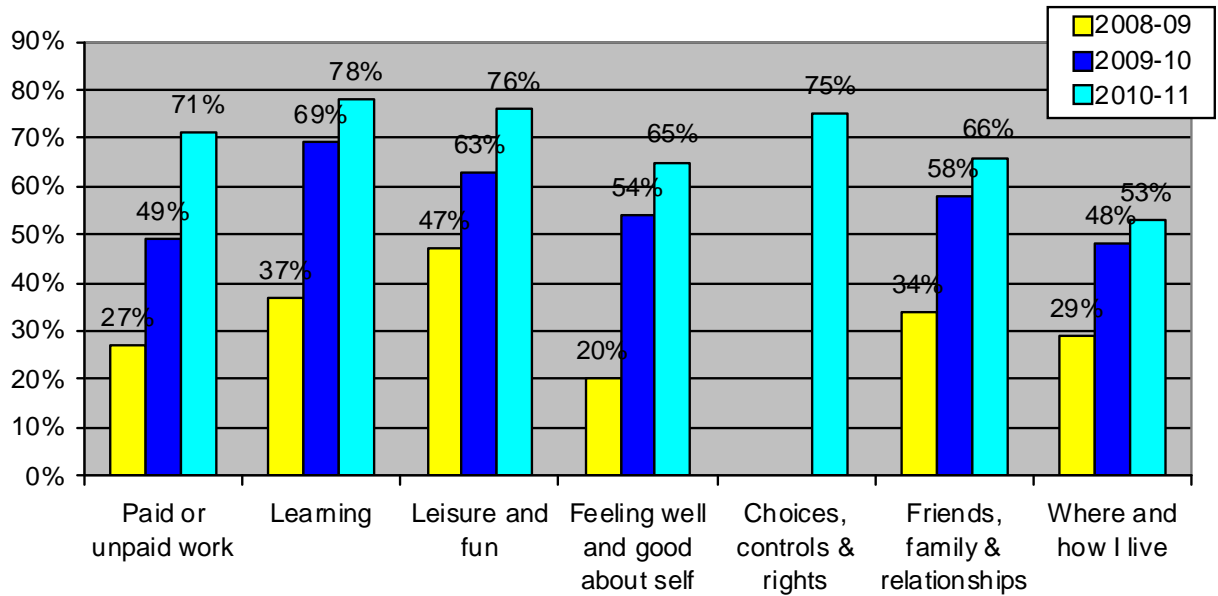
- 'With regard to [respondent] accessing gay clubs at night, [he/she] would need **appropriate support to ensure** [his/her] **safety**. [Respondent] may benefit from a **personalised budget** that allows [him/her] to creatively employ support to enable [him/her] to go to the kind of night time activity that [he/she] would like to attend.'

Research & Monitor

- 'Actively **be part of** [respondent]'s **review** of [his/her] new day services.'
- '**Finding out** what is available for [respondent].' [not explicitly specified but possibly in relation to respondent's dissatisfaction with accommodation]
- 'Involved in above' [i.e. get involved in service review]

11. Action Plans for all categories

Figure 35: Respondents agreeing an action plan at PCP review



The above graph represents the percentage of respondents in each year who indicated that they had agreed on some sort of action plan at interview and described it. The proportion of respondents indicating that they had agreed on action plan is consistently higher this year than it was in previous years.

12. Demographic Information

Summary

Things that were the same

The gender make-up, ethnic origin, and religion of respondents were roughly the same this year as in previous years: most respondents indicated 'White/UK Irish' as their ethnic origin and ticked either 'Church of England' or 'No Religion'; more males than females responded.

The proportions indicating mobility, sensory, and communication disabilities, were close to the average of previous years.

The proportion of respondents indicating that they had a health action plan was similar to the proportion indicating such last year

The proportion of respondents indicating they needed support when they went out, or had long-term health problems, although the largest it has ever been, was also roughly the same as it was in the previous year.

Things that were a little different

As a proportion of total respondents, the number of respondents under 34 this year was larger than it has been for any other year. Unlike in previous years, those under 34 also represented the largest proportion of respondents this year (28%). This year also saw the smallest proportion of respondents between the ages of 34 and 54 compared with previous years. The number of respondents over 54 however was in line with the average for all years surveyed.

Figure 36: Gender of respondents

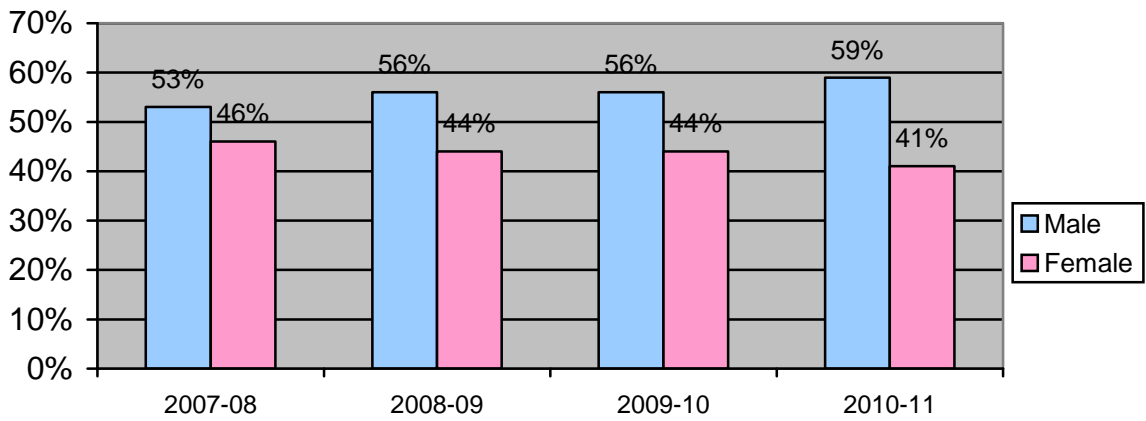


Figure 37: Age

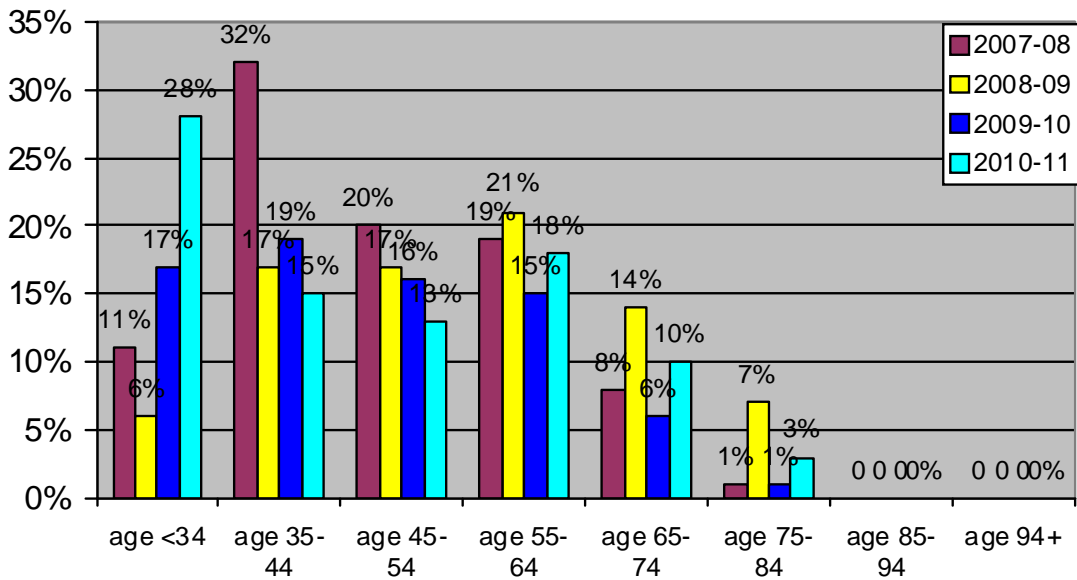


Figure 38: Ethnic Origin

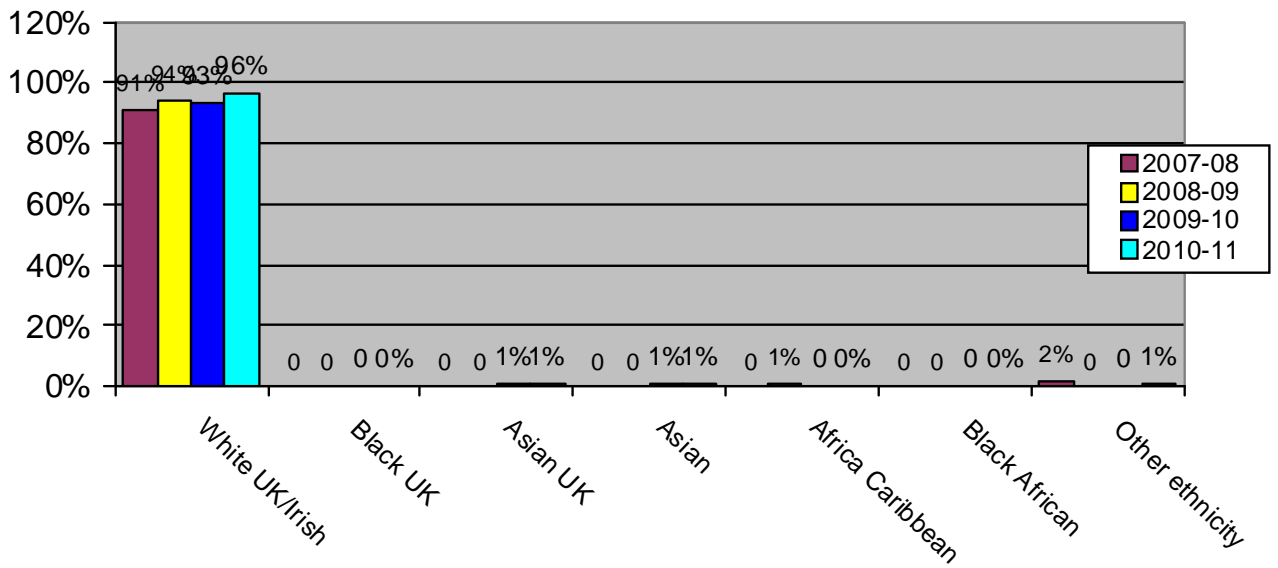
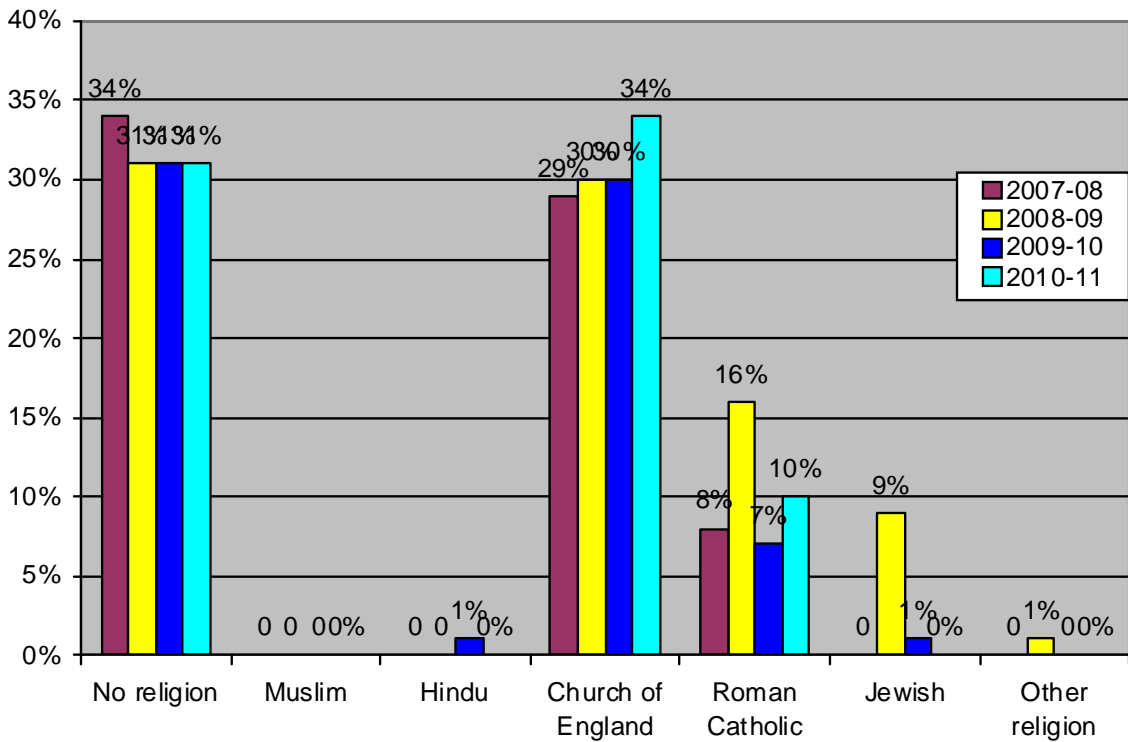


Figure 39: Religion



Abilities

Figure 40: Mobility

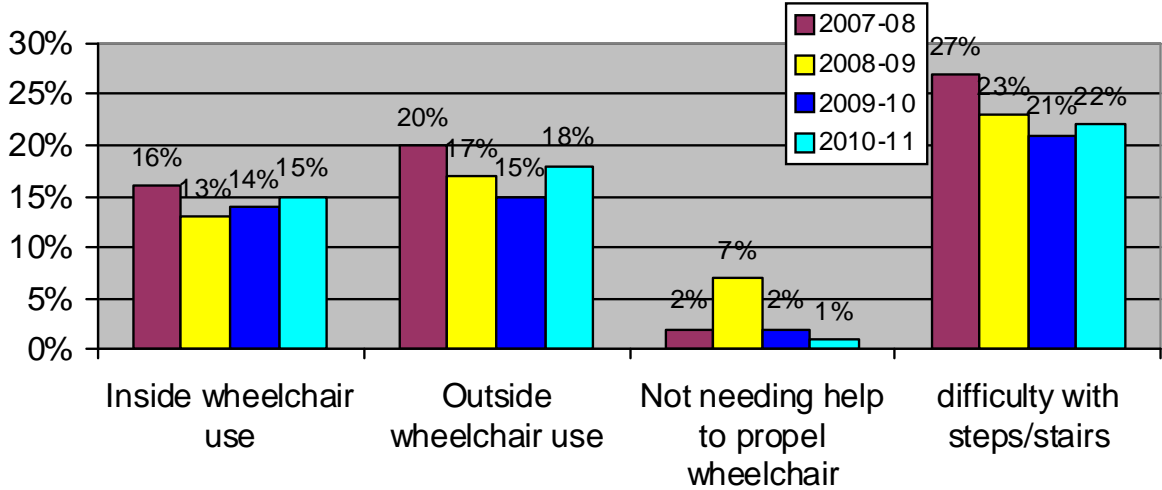


Figure 41: Sensory

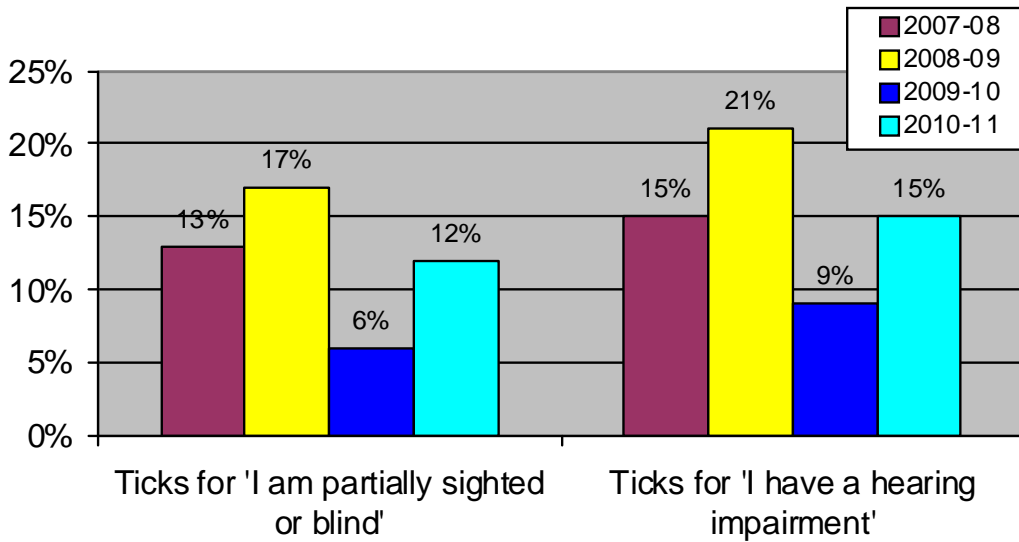


Figure 42: Communicative

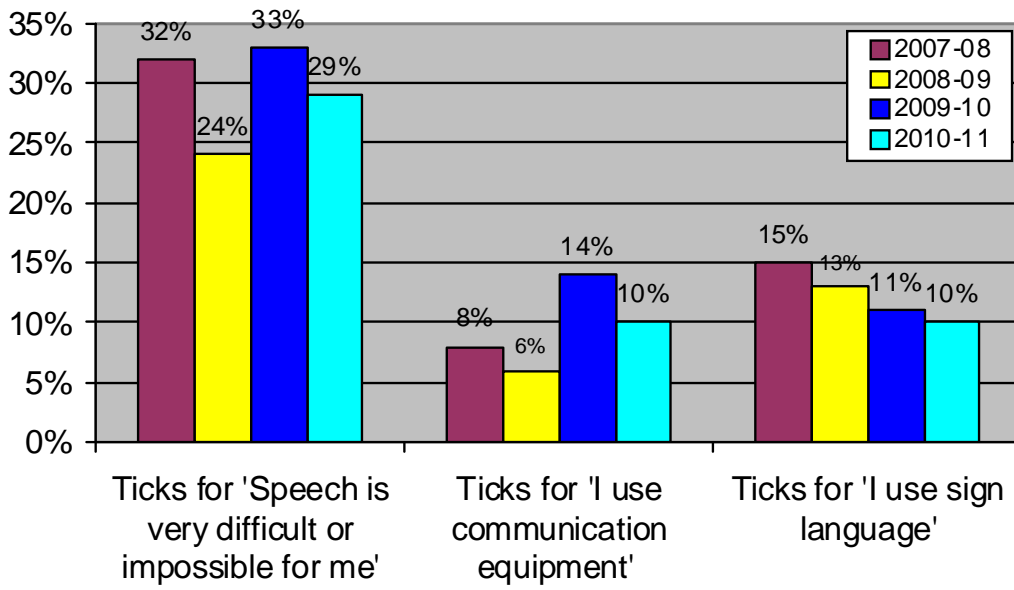


Figure 43: Support needs

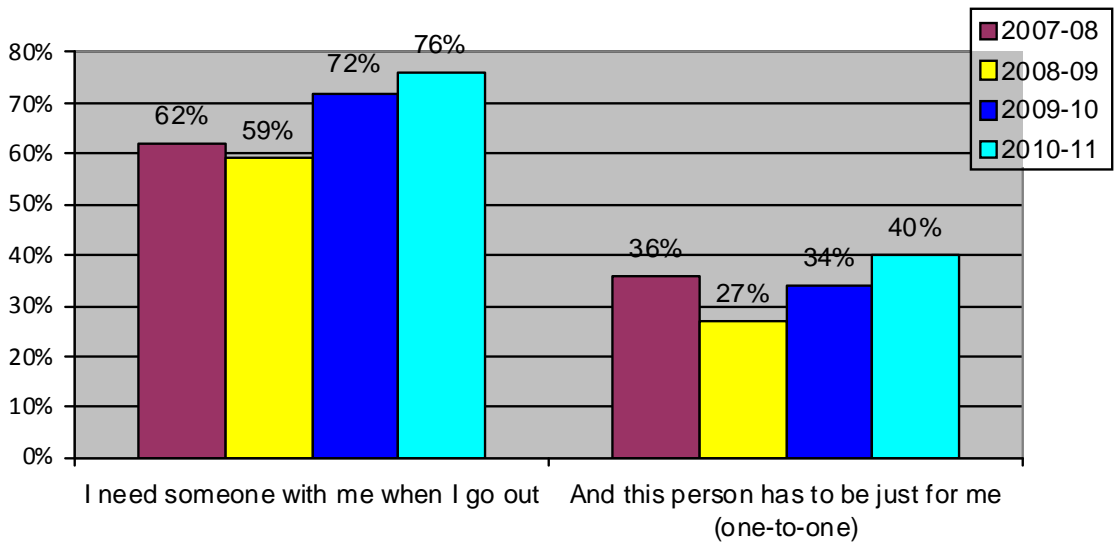
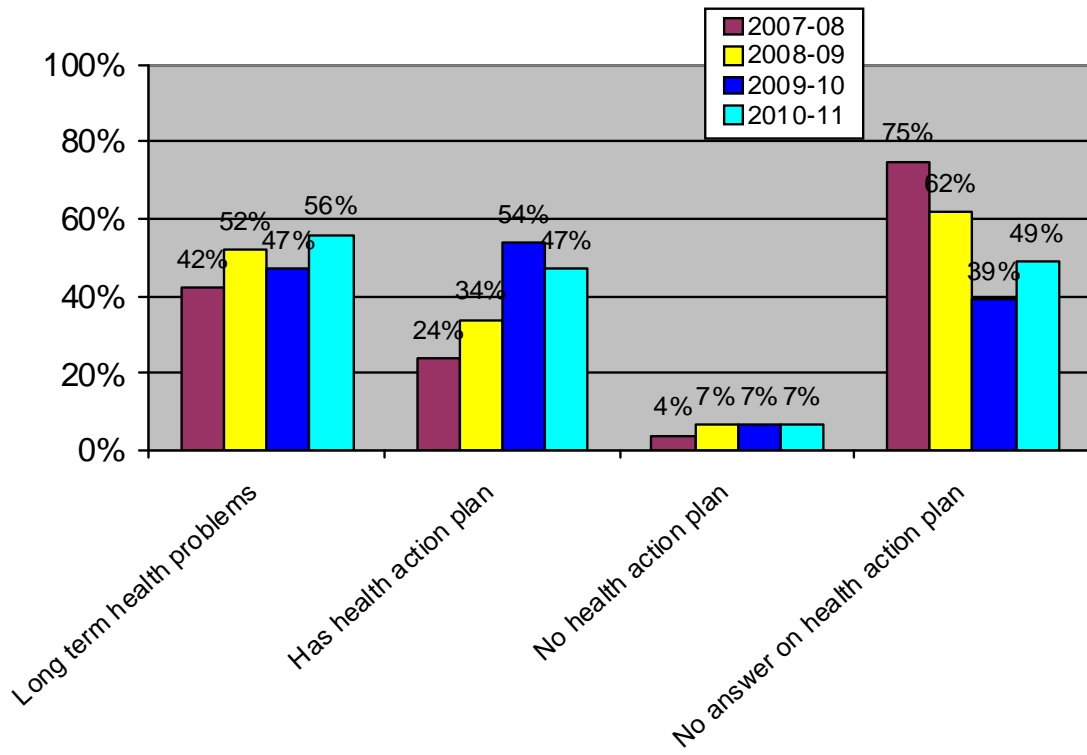


Figure 44: Health



13. Organisations that send PCP feedback forms

Support worker's organisation	2007-08	2008-09	2009-10	2010-11	Total
BHCC Accommodation Services	7	4	12	3	26
BHCC Day Options	23	11	16	2	52
Francis Taylor Foundation		9			9
Grace Eyre	9	1	20	32	62
Independent Sector	11	8	3	2	22
Mencap		11			11
Other / not specified / unclear	4	8	2	1	15
Community Support Team	6				6
Outlook Foundation			12		12
Southdown Housing	15	7	18	28	68
TOTAL	75	59	83	68	