

## **Appendix 2**

### **Clients Questionnaire Results: Christian Respite Centre**

#### **1. Results based on 12 responses:**

**A) 100%** of clients felt that the staff are nice to them and are listened to.

**B) 75%** of clients were that an explanation of what Supporting People was given to them at the beginning of their support.

**C) 83%** of clients said they had a support plan (**8%** of clients informed the review officer that they are working towards one)

**D) 83%** of clients had received guidance on how to keep safe at home. (**17%** did not answer the question)

**E) 83%** of clients said that they knew how to complain (**17%** of clients did not answer the question).

**F) 75%** of clients felt that this service had made a real difference to their lives (**25%** did not answer the question).

**G) 66%** of clients knew that they could look at their file when requested. (**8 %** were unsure)

**H) 66%** of clients said they were offered copies of information about them.

Below are some of the comments that were made by the clients.

- My support worker made me feel safe in my environment
- There is always someone to talk to
- The support workers have helped me being who I am and not judging any individual
- Just moved in and have had good support already

#### **Actions:**

Action G is explained in the full report.