

Appendix 2

Clients Questionnaire Results: Cross Keys Support Group.

1. Results based on 10 responses:

A) 60% of clients felt that the staff are always nice to them and are listened to.

B) 40% of clients were given an information pack when their support commenced (**20%** of clients were not asked/did not answer the question)

C) 80% of clients had a support plan in place (**10%** of clients however were not aware of the plan)

D) 60% of clients had received guidance on how to keep safe at home. (**20%** did not answer the question/ were not asked the question)

E) 90% of clients said that they knew how to complain (**10%** of clients did not answer the question). Although it was reported by **50%** of clients that feedback or a response is not given.

F) 80% of clients felt that this service had made a real difference to their lives (

G) 50% of clients knew that they could look at their file when requested. (**20 %** did not answer the question)

H) 50% of clients said they were offered copies of information about them (**20%** did not answer the question)

I) 40% of clients felt there was a breach of Confidentiality from Staff members.

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

- Made it possible to face life with all the turmoil over children.
- Made it a lot better for my future & Health has improved also my drinking
- Made me feel back to my usual self. I had a bad marriage, but my support worker made me feel human again.
- I feel if I ever have a problem or something is bothering me, I feel there is always someone to help me
- I would like to know when they are coming; I get no feedback, gets frustrating. Staff are hard to get hold of.
- I would like regular visits and to be pre arranged, confidentiality is a worry for me, I would like some sort of re-assurance that I will not be talked about to other service users. Issues raised, to be acted upon and not just forgotten about and ignored.
- There are issues regarding the lack of confidentiality.

Actions (also included in main body of report) :

- Ensure that all new clients are offered information about the service.
- Offer all clients the opportunity to have pre-arranged, regular visits.
- Ensure complainants are given clear feedback about their concerns. (Written evidence is required in client files).
- Ensure all clients are offered copies of the information about them and they are aware they can look at their file on request.
- Ensure the confidentiality policy is not breached (please see main report).