

Appendix 1
Client Questionnaire Results: HDA

1 Results based on 8 responses:

What does your support worker help you with?

Shopping & Phoning

Access medical care, nurse, hospital, food information, help with kitchen & heating

Letter writing, benefits & Budgeting, phone calls

Budgeting, shopping

Benefits, housing need, phone calls, doctor visits

Phone calls, housing needs, dietary requirements, doctor appointments, support with all my needs

100% of clients thought that working with the support worker had made a difference to their life. This is how:

Someone there to talk to & seeing a friendly face

Read my letters, get all info

Allowed me to access things otherwise couldn't. Help me to get out debt.

Gets me out of the house

Helped me to move house & put my benefits in place. Helped me with all the forms to fill in and phone calls. Assisted in communication.

I am disabled and I could not have got through without the girls

100% of clients thought that they were treated fairly and their rights were listened to when their support worker/service provider spoke to, or worked with them.

100% of clients received an information pack when they first began receiving support.

100% stated that they have a support plan in place.

75% of clients stated they always felt safe in their home.

88% of clients stated that they have been given advice on how to stay safe in their home

100% stated that they have never been treated badly.

88 % stated that they would know who to complain to if needed?

2. Client Comment:

“I would like later visit times.” This will be discussed at the Action Plan meeting.

3 Actions:

3.1) To ensure that clients have had home risk assessments carried out

3.2) To ensure that clients receive guidance in staying safe in their home