

Appendix 1

Client Questionnaire Results: Stonham

1 Results based on 18 responses:

What does your support worker help you with?

Form filling, Home & Living Issues, Benefits
Advice on domestic issues
Paperwork, illness, housing
Motivation, getting involved with local group stuff
Form Filling, dealing with bills, solving other problems as they arise
Housing and **personal issues**
Goals for the future, risks if I have complaints about house
Living skills, budgeting, house hold issues, voluntary work
Filling in forms, benefits available, other agencies available
Household repairs/problem money issues etc.
Filling in forms, anything to do with flat & social interaction
Form filling, resettlement, budgeting sorting out repairs, emotional support
Financial, housing
Housing register, benefits, sorting out housing
Address housing problems
Filling in forms, chance to talk over problems, checking flat is ok, sort out problems with paperwork, bills etc.
Form filling, advice, suggesting things to do
Any problems I encounter

94% of clients thought that working with the support worker had made a difference to their life. This is how:

I have become more independent & confident
Keeps me in my own home
Nice Company
Has helped person cope with problems which if left alone I might not have been able to solve.
Talking about how I am coping with someone has been a great help
Encourages me to look to the future. Works to stay out of hospital
I am now moving to a self contained flat, my first home for many years and am moving forward with confidence thanks to my support worker
It has given me the knowledge & ability to undertake tasks on my own
My support worker has given me a boost when I've needed assistance with my issues
I have found it invaluable for building my confidence
It has been a great help
Big difference

Has become more confident, more independent, now feels I can cope with life

Confidence about living alone, cheers me up when depressed

He has offered me help & support when I need it

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.

94% were told the reasons for being asked a number of questions at the beginning of their support.

72% stated that they were offered a copy of what was asked.

72% stated that they were given the chance to talk about any decisions that were made (11% didn't answer the questions)

77% have been given advice on how to keep safe and secure in their home (11% didn't answer the questions)

61% stated that they remembered that someone looked at what might be unsafe in their home (risk assessment) and 55% said they took part in this and were asked what they thought. (17% didn't answer these questions)

72% stated that they would know who to tell if they thought that they were being treated badly.(22% didn't answer these questions)

78 % stated that they were given information about how to complain and 77% they would use the method that they were offered.

Client comment:

Was not offered info on how to make complaint after incident occurred

2 Recommendations:

Clarify that clients have had home risk assessments carried out and they took part in the process.

Re-enforce the abuse policy and procedures with clients.

Re-enforce the complaints procedure with clients.