

POSITIVE FUTURES
Achieving dreams. Transforming lives.



Annual Consultation Exercise (ACE) 2019/20

Easy Read





We asked the people we support and families to complete a survey to tell us what they think about our support.



There were 52 replies!



20 of the people we support completed the survey. Some of these surveys were completed by family members / carers or staff on behalf of the person supported.

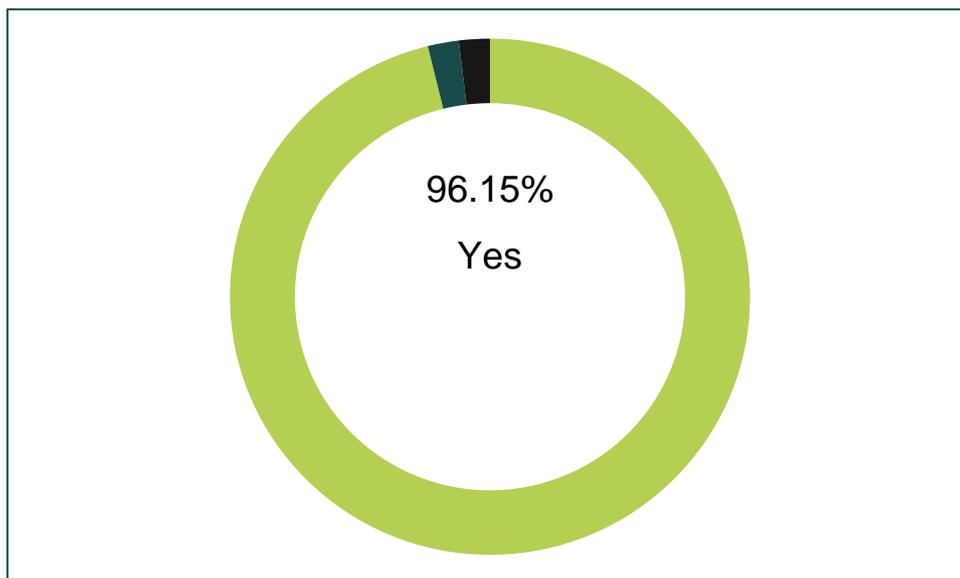
32 family members or carers completed the survey.

Most people were positive about our support

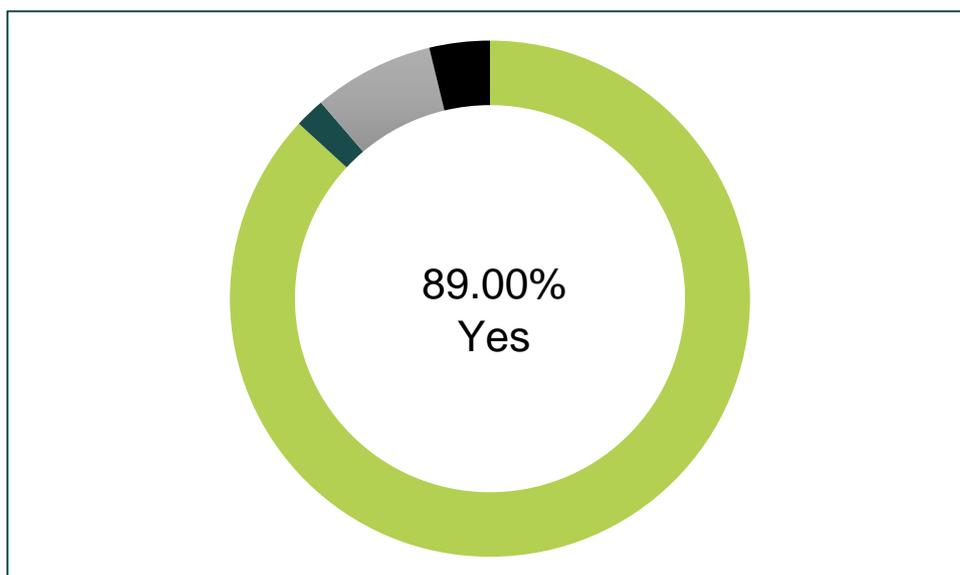
There were 4 ways people could answer each question:

Yes No I don't know No answer

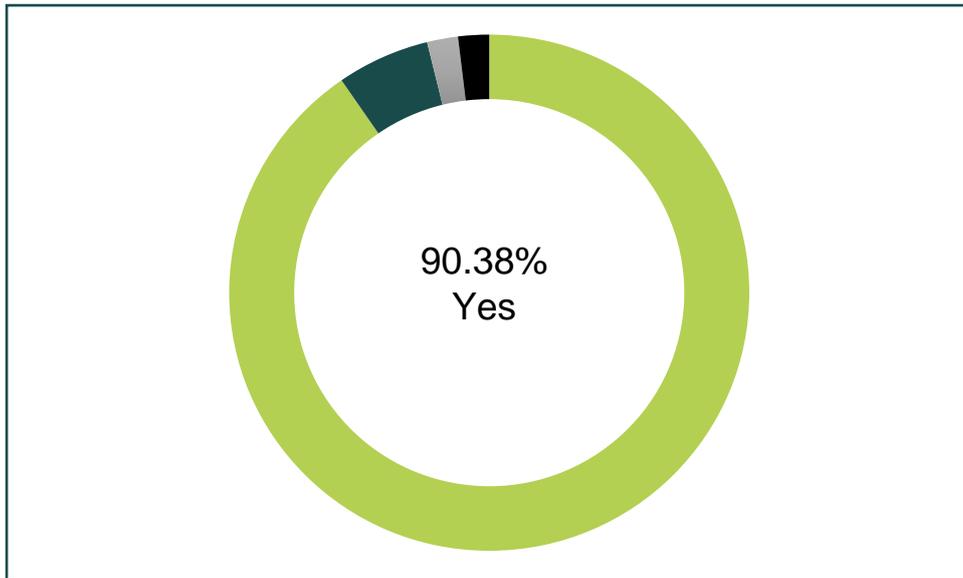
Are you happy with the support provided by Positive Futures?



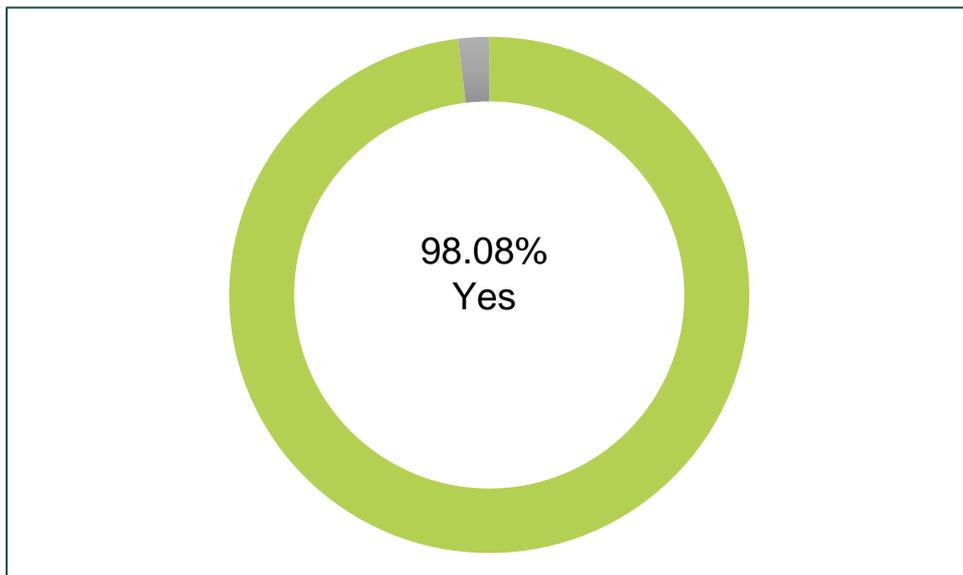
Are staff well matched to the people we support?



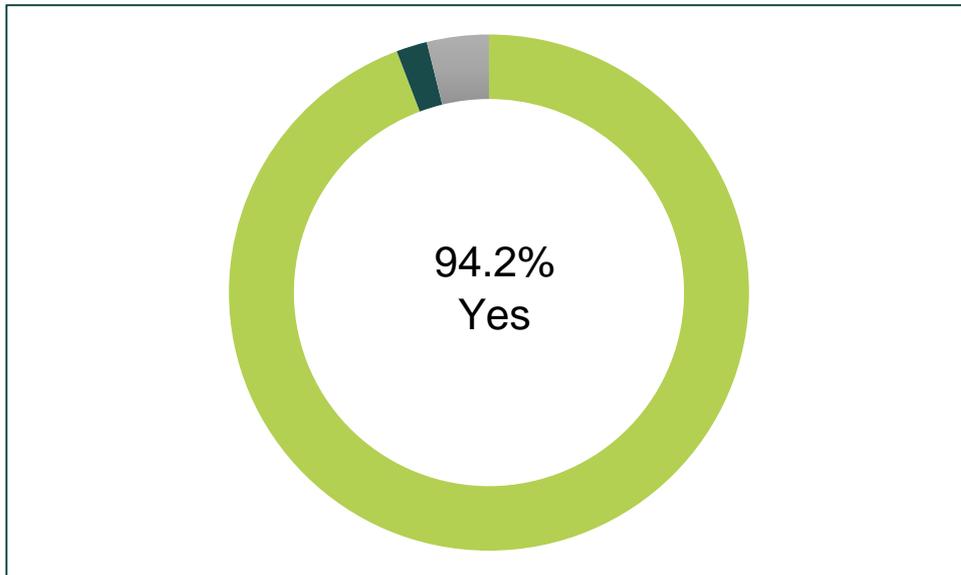
Do staff always listen to the people we support?



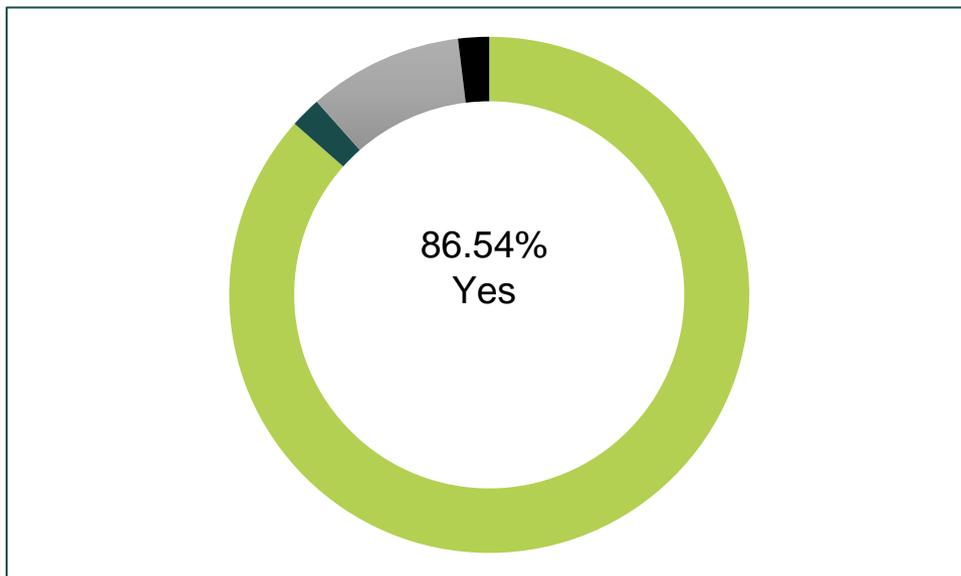
Are the people we support safe in the care of Positive Futures?



Do staff support the people we support to make their own choices?



Does support from Positive Futures enable the people we support to do the things they want to in life?



What we do well

Most people were very happy with:



The quality of support we provide.



How we match staff with the people we support.



How well our staff listen to the people we support.



How we keep people safe.



How we help people make their own choices.



How we support people to do the things they want in life.



4 trained people we support (called Advocates) helped us with ACE by leading a focus group and completing interviews with people.

This worked very well!



People were pleased to have more ways to share their ideas and tell us about changes they want in Positive Futures.

These are some of the things the people we support who were interviewed by the Advocates said:

“X feels safe. X could not think of a time when they did not feel safe.”

“X really likes their key worker who enjoys gardening with them.”



“X likes that their staff helps them choose their walks.”

“X feels they do make their own choices and they get to do the things they want to in life, but X would like to go for more walks and be supported to go horse riding.”

“X agreed with the idea suggested that people we support should be involved in the interview process for staff.”



These are some of the things the people we support who joined the focus group led by the Advocates said:

“We get to make our own choices and that makes me happy.”

“I am happy with my staff.”

“It is working well. I feel looked after and happy with my support.”

“I have my own space and they allow me to have my own private space.”



“Sometimes the handover takes too long with staff and a couple of times, I have missed out on going out because of this.”

“I did ask a good few times about a peer girls’ group and was told it would happen but it hasn’t yet, I felt a bit let down by this. When I asked the staff about this,

they said they were too busy.”

“I would like to be able to spend some time in the house by myself and have some choice if I did not want to go out.”

“Plan with me so I can have some time unsupported in my home.”

Things we could do better

Some people told us that we could get better at:



Communication

Although most people are happy with this, we will keep improving the communication between services, you and families.



Choice

Making Choices

We will improve the way we support you to make choices in your life.



Matching staff

Although most people are happier with this, some people want to be more involved in choosing who supports them.



We will keep the good standards of care we provide to people.

employee retention

We want to keep our good staff.



Next year, we want to even more people to tell us what they think as part of ACE.

What will we do?



We will say “thank you” to our great staff!



We will make sure we keep our great staff to provide great support.



We will develop an easy read Code of Practice so everyone knows how staff should provide support at all times.



We will make and carry out a plan to make more improvements to the support we provide. We will do this by looking at:

- What people told us in the Annual Consultation Exercise
- What staff told us in the staff survey and health and wellbeing survey.



**Thank you for your feedback.
It helps us get better at what we do!**

This easy read document was developed by Positive Futures using Photosymbols.