



CARER QUESTIONNAIRE FEB 2015

POSITIVE STEPS SHROPSHIRE LIMITED SHARED LIVES SERVICE – RESPONSES

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1.	Are you clear about your role and responsibilities?	Yes 24	No 0
2.	Do you have access to training?	Yes 24	No 0
3.	Do you understand the term “safeguarding”?	Yes 24	No 0
4.	Have you received training relating to safeguarding?	Yes 22	No 1
5.	Do you feel supported in your role?	Yes 23	No 0
6.	If you didn’t know how to do something could you ask a manager for help?	Yes 24	No 0
7.	Do you have supervision?	Yes 21	No 3
8.	If you need urgent support and advice could you get This from one of the management team?	Yes 22	No 0
	Don’t know - 1		

9. How do you feel about working in the service today?

Excellent service with very responsive and helpful staff. We have been very pleased with the service since it started.

I think it's accessible, friendly and informative.

Very comfortable and confident.

I enjoy working in the service and value my job but have concerns with council changes, how much is it going to change our service ??

We'll be happier when positive steps take over the finances ! You are all doing a fab job.

It's more relaxed with help and information given when needed.

After working two decades in the service I currently feel the happiest. Quality for clients and carers has improved. I feel we as carers are regarded as part of the team and this is reflected on a number of things. Our needs are listened to which is refreshing, the changes have been welcome and I for one regard the positive steps the best provision we have had to date, so sincere thanks there's a real touch of realism and this increases confidence as I endeavour to commit to providing my client the very best of care.

I have only just started working for the services, but the support and help has been wonderful !!

I am really looking forward to the prospect of providing respite for individuals, and I am ready for the challenge of taking my working career in a different direction as in the past I have worked in residential and day services.

I enjoy working with positive steps the team is friendly and supportive. No issues or complaints regarding the service given by positive steps. Areas that could be assisted with are the service users and carers discounts and activities in the community. **We have produced a newsletter and asked for information, ideas etc. to be shared with us so that we can let everyone know. We have been letting carers know about specialist holiday companies, the Autism Hub and the work of the Basil Houghton Trust.**

I feel very positive about the service. I feel very supported and feel the team are doing a good job. The transition for myself has been smooth. The staff are very knowledgeable and professional. Well done to you all.

We feel very good, very positive and are looking forward to the service developing.

I know the changeover has created challenges this past year, but I have felt supported throughout the changes, and look forward to a positive future.

I must say it is better since the new team have taken over, more explained and more approachable.

Very positive.

Good all's ok.

Yes its ok I do feel this questionnaire needs to be more complex, done in more detail. Ticking a few boxes doesn't answer all your questions so does not give a very clear picture about how we feel working in this service today. **Point taken - will be addressed next time.**

Fulfilled and supported.

I feel that the people needing to join the service require much more support from yourselves. We were given the details of a young man but the parent has been left to contact us himself and this has never happened. Frequently parents need much encouragement and support to let their loved ones go into service because they feel guilt, worry that no one will understand my child like I do, or sometimes that they don't need a break at this time. I believe that you need to invest time into giving new referrals the assessment they require and make arrangements and accompany them to meet the new carer and stay to give them reassurance. In the past sometimes the staff came on their first tea visit providing the transport and familiar face. If this fails to happen then the only new people will be emergencies which is hard on everyone involved. We also have noticed a significant drop in the number of people we are being asked to support and have noted that our regular people are actually asking for this, is this because you have taken on fewer people in this last year, not had as many emergencies in this area ? We were always delighted when someone we have cared for finds a more suitable placement or moves on with their lives and no longer needs us but in the past within a few weeks we have had another person to get to know, this is certainly not happening now. **Point taken, however, we try to work with families at the start and as time and resources are limited it is unlikely that this previous practice can continue. We do work with people as individuals and in particular circumstances we do go out of our way to support.**

I think the service has improved however I would like to be a little more secure in a flow of work.

We have not yet had any clients to date, but feel confident that we can work comfortably and effectively within the service. We are happy there is support and advice when/if required and the training already given offers a good reliable base. We look forward to working with shared lives/positive steps and their clients.

I feel the service I work in is a well run and very important service, I am well supported in my role by the team which enables me to fulfil my role properly.

Shared lives is a great service, my main concern is that some shared lives users need a lot more support than others which in turn can limit the amount and type of people who become part of the shared lives scheme, as some individuals don't get any additional support package to run alongside of the shared lives scheme which can put extra strain on families. **There continues to be a detailed matching process.**