

# Quality Audit Survey Results 2020

## Residents & tenants

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# intro

Each year, Lisieux Trust asks its community to complete a short survey, detailing their experience with the organisation.

Questions are focussed on measuring the satisfaction of Lisieux Trust's residents and tenants, to ensure service users are happy with the level of care and support offered to them.

In July 2020, we asked residents and tenants to complete a detailed survey; with an aim of understanding their experience with Lisieux Trust, and identifying the organisation's key strengths and any causes for improvement.

The survey was distributed as an easy read document to all residents and tenants. An electronic version was also available, if necessary.

Where appropriate, key workers supported respondents with completion.

Respondents were given an eight week time frame to complete and return their responses.

A total of 18 questions were asked; comprising of a series of multiple choice and open comment questions.

In the interest of thoroughly understanding respondents' viewpoints, the survey provided ample opportunities for respondents to further expand on responses with additional comments.

At the time of the survey's production, Lisieux Trust had a total of 48 residents and tenants within the organisation.

Of the sample the survey was sent to, a total of 10 individuals provided responses.

As such, this report is based on this proportion of Lisieux Trust's residents and tenants, and may not be representative of all.

# results



**100** percent of respondents said they like their house.



**100** percent of respondents said they are happy with their staff team.



**100** percent of respondents said they feel they get enough support from the staff team.



**100** percent of respondents said they feel safe, being a part of Lisieux Trust.



**100** percent of respondents said they know who to go to when they have concerns.



**100** percent of respondents said they feel the staff team listen to them.



**50** percent of respondents said they feel there are too many staff changes.



**90** percent of respondents said they are happy with the life they are living.



**70** percent of respondents said there is nothing more Lisieux Trust needs to do to make their life happier.

# comments

I really like living here and everyone is good company.

I like my room and the garden.

Staff all help me with my games and cook nice food.

I like singing and dancing.

All the staff look after me. Staff do activities with me.

I feel I always get support in whatever I do.

Staff show me how to dance.

Staff help me with to clean my room, help me with my washing. Help me talk with my family.

I feel really safe in a good home.

Staff always listen to me and help me with anything I am worried about.

I say what I want and the staff get it. I can tell them if I am not happy.

I sometimes don't like change.

I am really happy that I'm in a loving environment.

I have lots of fun.

Everybody is the best.

I am happy.

# our response

In this section, we aim to address key concerns raised by respondents.

## Sometimes there are too many staff changes - I don't like change

Change can be difficult. Sometimes staff changes will happen. This is because sometimes staff leave Lisieux Trust, or because staff are needed to work in a different service. If you are worried about this, speak to your support workers or the management team at your service.

## I want to go on holiday

This is difficult at the moment because of the Coronavirus. Have a chat to your key worker in your key worker sessions about where you would like to go on holiday. You could always talk about it in your resident or tenant meetings. Then, when the Government says that we can go out more, your holiday can be arranged.

### **Sometimes staff don't listen to me**

We are very sorry that you feel your staff don't listen to you. Your staff should listen to you. Please speak to your Deputy Manager or Registered Manager about when staff members don't listen to you, and who these staff members are. If you feel that your Deputy Manager or Registered Manager don't listen to you, contact Alison O'Meara, Head of Operations, on 0121 377 7071.

### **I want to go out a bit more**

This is difficult at the moment because of the Coronavirus. Have a chat to your key worker in your key worker sessions about what you would like to go out and do. Then, when the Government says that we can go out more, these outings can be arranged.

**Thank you to everyone who took part  
in the survey.**