



# POSITIVE FUTURES

Achieving dreams. Transforming lives.

## **ANNUAL CONSULTATION EXERCISE 2019/20**

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## EXECUTIVE SUMMARY

The purpose of the Annual Consultation Exercise (ACE) is to evaluate stakeholder satisfaction with the support provided by Positive Futures.

The ACE was carried out in September / October 2019. This is the first year that ACE has been completed by Positive Futures in Ireland. This included the National Association of Housing for the Visually Impaired, a small charity which Positive Futures is providing ongoing support to.

ACE gathered responses from two key stakeholder groups: the people we support and their family members / carers.<sup>1</sup> Details regarding the methodology employed for this ACE can be found at Appendix 1.

To optimise feedback, our surveys were customised for each of the above stakeholder groups. A total of 52 completed surveys were returned.<sup>2</sup>

The survey asked 6 questions, each focusing on a key area:

- |                      |                    |
|----------------------|--------------------|
| 1. Support           | 4. Feeling Safe    |
| 2. Matching of Staff | 5. Making Choices  |
| 3. Listening         | 6. Quality of Life |

We undertook a number of peer-led interviews and a focus group. Two of the people we support carried out six interviews and facilitated one focus group with the support of Tara Dunne, Service Manager. Both the interviews and the focus group helped to provide additional qualitative information to the questions used in the survey, but they also provided an opportunity for further issues to be discussed and recorded.

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<sup>1</sup> HSE staff were also invited to take part in the consultation but none completed in the survey. As a result, this report will only refer to the two stakeholder groups who completed returns.

<sup>2</sup> Surveys were completed by 20 people we support (some of these were completed by family members / carers or staff on behalf of the person we support) and 32 family members / carers.

## Overview

Area	Feedback
<b>Support</b>	The majority of respondents (>96% across both groups) were happy with the support provided / received by Positive Futures.
<b>Matching of Staff</b>	The majority of respondents (>86% across both groups) agreed that staff were well matched to them or their family member / person they care for.
<b>Listening</b>	100% of the people we support reported that staff listened to them.  The majority of respondents (>90%) reported that staff listen to the people we support.
<b>Feeling Safe</b>	The majority of respondents (>98% across both groups) felt safe or that our services were provided in a safe environment.
<b>Making Choices</b>	The majority of respondents (>94% across both groups) reported that they / their family member are supported to make their own choices.
<b>Quality of Life</b>	The majority of respondents (>87% across both groups) reported that Positive Futures improve their / their family member's quality of life.

Overall, the findings from this first ACE are positive. A number of areas for improvement have been identified and these will be addressed in an action plan which will be developed in response to findings from this ACE as well as the staff survey and the staff health and wellbeing survey.

Based on the results and the written feedback provided, a number of recommendations have been made which are aimed at addressing the identified areas for improvement, along with other points raised through this consultation. A number of these areas may already be in development by services and departments based on the initial feedback received.

- **Maintain the high standard of care / support provided to the people we support:** 90% was the lowest level of agreement to any question by the people we support. This speaks to the high level of

support in all aspects of care that the people we support receive. The organisation should endeavour to maintain this high level of satisfaction with support moving forward.

- **Improved communication between services and family members / carers:** While the overall response was overwhelmingly positive, a small number of negative comments were made in relation to the communication family members / carers have with services, be it perceived lack of communication from services, issues around handovers, or communications not getting through to staff. Finding ways to improve the communication between services and families / carers will go a long way to address these problems. These will need to be service / person / family specific, based on personal preference, but the organisation should endeavour to support the implementation of any new strategies or technologies which could be leveraged.

## Q1.1: ARE YOU HAPPY WITH THE SUPPORT YOU GET FROM POSITIVE FUTURES?

### People we support



100% (n=20)



0% (n=0)



0% (n=0)

Unanswered 0% (n=0)

**"I am happy in Cluain Farm."** *"Positive Futures has helped me to achieve one of my goals."*

**"YES, THEY HELP ME TOWARDS INDEPENDENCE."** *"I am happy"*  
*"I can confide in them."*

## Q1.2: ARE YOU HAPPY WITH THE SUPPORT YOUR FAMILY MEMBER / PERSON YOU CARE FOR RECEIVES?

### Family members / carers



93.75% (n=30)



3.125% (n=1)



0% (n=0)

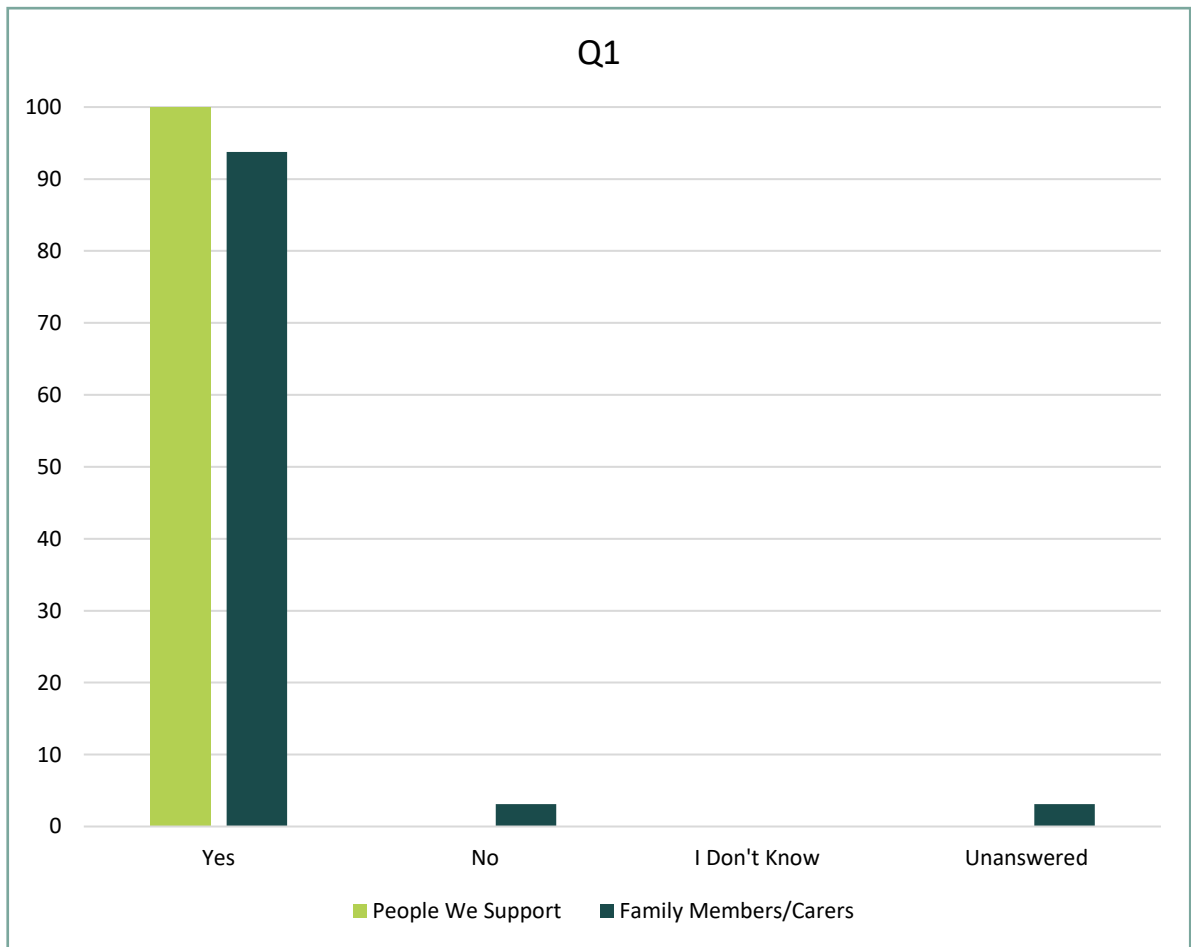
Unanswered 3.125% (n=1)

"Staff are full of care for him"

"IT IS MEANINGFUL AND BENIFICAL TO THE DIFFERENT MEMBERS OF THE FAMILY IN DIFFERENT WAYS... 1-1 TIME FOR THE OTHER SIBLING WITH THEIR SINGLE PARENT WHICH THEY OTHERWISE WOULD NOT GET."

"The communication from NAHVI is very professional and relevant. In the past there was a lot of noise but no substance all of, which has changed since Positive Futures came on board"

"Excellent support but there is always space for change and new ways to approach or do things differently."





## Q2.1: ARE YOUR STAFF WELL MATCHED TO YOU?

### People we support



90% (n=18)



0% (n=0)



5% (n=1)

Unanswered 5% (n=1)

*"Some are but I  
have no choice who works with me."*

"THE STAFF ARE VERY  
HELPFUL AND  
SUPPORTIVE"

*"I'm very  
very  
independent"*

**"I have lived with  
[my carer] for [many] years and we are very close"**

## Q2.2: ARE STAFF WELL MATCHED TO YOUR FAMILY MEMBER / PERSON YOU CARE FOR?

### Family members / carers



84.375% (n=27)



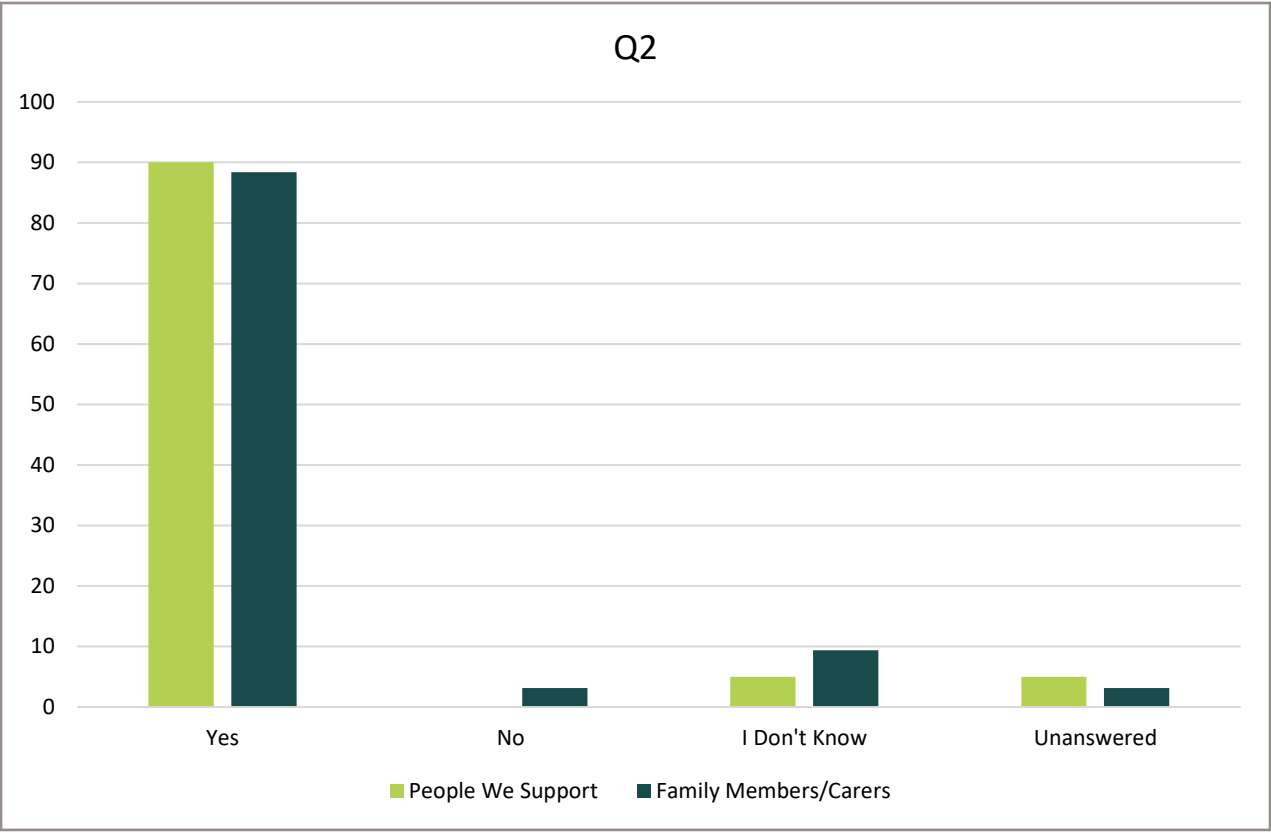
3.125% (n=1)



9.375% (n=3)

Unanswered 3.125% (n=1)





### Q3.1: DO ALL STAFF ALWAYS LISTEN TO YOU?

#### People we support



100% (n=20)



0% (n=0)



0% (n=0)

Unanswered 0% (n=0)

"If I have an issue, staff always listen to me"

*"I know [my staff] is always there for me"*

*"If i have a problem I feel listened to"*

"THEY LEND A FRIENDLY EAR"

### Q3.2: DO YOU FEEL ALL MEMBERS OF STAFF ALWAYS LISTEN TO YOU AND YOUR FAMILY MEMBER / PERSON YOU CARE FOR?

#### Family members / carers



84.375% (n=27)



9.375% (n=3)



3.125% (n=1)

Unanswered 3.125% (n=1)

"we had been kept informed regularly as to [our family member's] care in a caring manner"

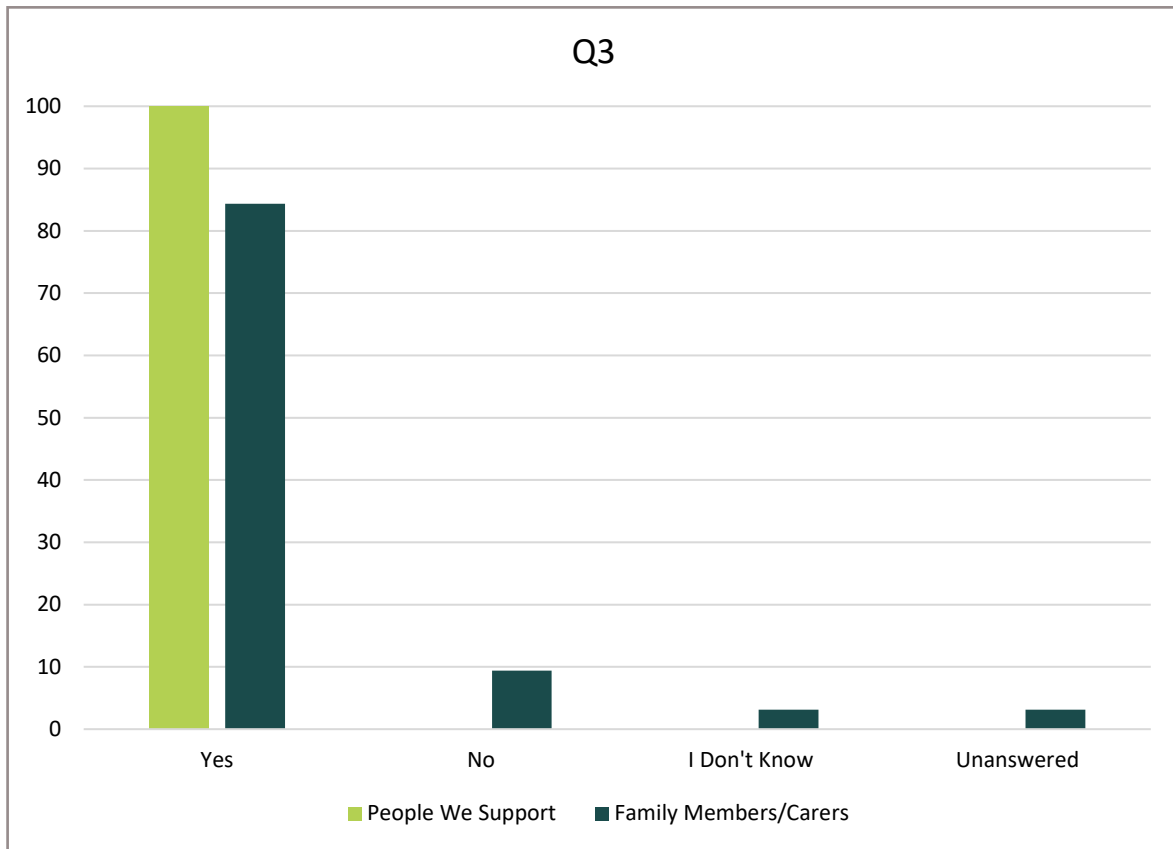
**"STAFF SEEM PATIENT, ATTENTIVE TO OUR [FAMILY MEMBER'S] NEEDS"**

**"yes I do and there is always an opportunity given to meet, phone or visit with any concerns we may have"**

"Listening skills of staff are very good. They appear to always have time to listen. Resident meetings good concept gives resident a chance to ask questions and kept informed of changes."

***"NAHVI staff are pleasant, Courteous and accomodating."***

"we have always found them excellent. Our family member is very happy so we know there isnt any issue with staff"



## Q4.1: DO YOU FEEL SAFE WHEN YOU ARE BEING SUPPORTED?

### People we support



95% (n=19)



0% (n=0)



5% (n=1)

Unanswered 0% (n=0)



## Q4.2: DO YOU FEEL YOUR FAMILY MEMBER / PERSON YOU CARE FOR IS SAFE WITH POSITIVE FUTURES?

### Family members / carers



100% (n=32)



0% (n=0)



0% (n=0)

Unanswered 0% (n=0)

"STAFF ARE TRAINED  
AND THERE IS A NAMED PERSON TO GO TO IF  
THERE ARE CONCERNS."

"this confidence is based on how well our support person has come to know my [family member]. That being said I would like to think that she benefits from training..."

"safety is very important in all aspect of life it gives security and confidence to be able to discuss fears or anxieties and share worries or concerns."

"Positive Futures has hugely professionalised NAHVI to the degree of compliancy with HIQA which was complusory for our survival... Positive Futures has captured the essence of NAHVI and secured it services for our precious residents. Thank you for your leap-of-faith and your trust."

"For the first time in many years I believes my [family member] is safe and secure with Positive Futures - thank you."

"She gets very valuable one to one care in a wonderful home environment which allows Sharen to feel at home and safe."

"This is the biggest relief I totally trust this team, my [family] suffered mistreatment in [their] previous service but this team are really caring and [they] are safe and well cared for."



## Q5.1: DO YOUR STAFF SUPPORT YOU TO MAKE YOUR OWN CHOICES?

### People we support



95% (n=19)



5% (n=1)



0% (n=0)

Unanswered 0% (n=0)



## Q5.2: DO STAFF SUPPORT YOUR FAMILY MEMBER / PERSON YOU CARE FOR TO MAKE THEIR OWN CHOICES?

### Family members / carers



93.75% (n=30)



0% (n=0)



6.25% (n=2)

Unanswered 0% (n=0)

*"They also provide experiences that they believe will also be of benefit/engagement"*

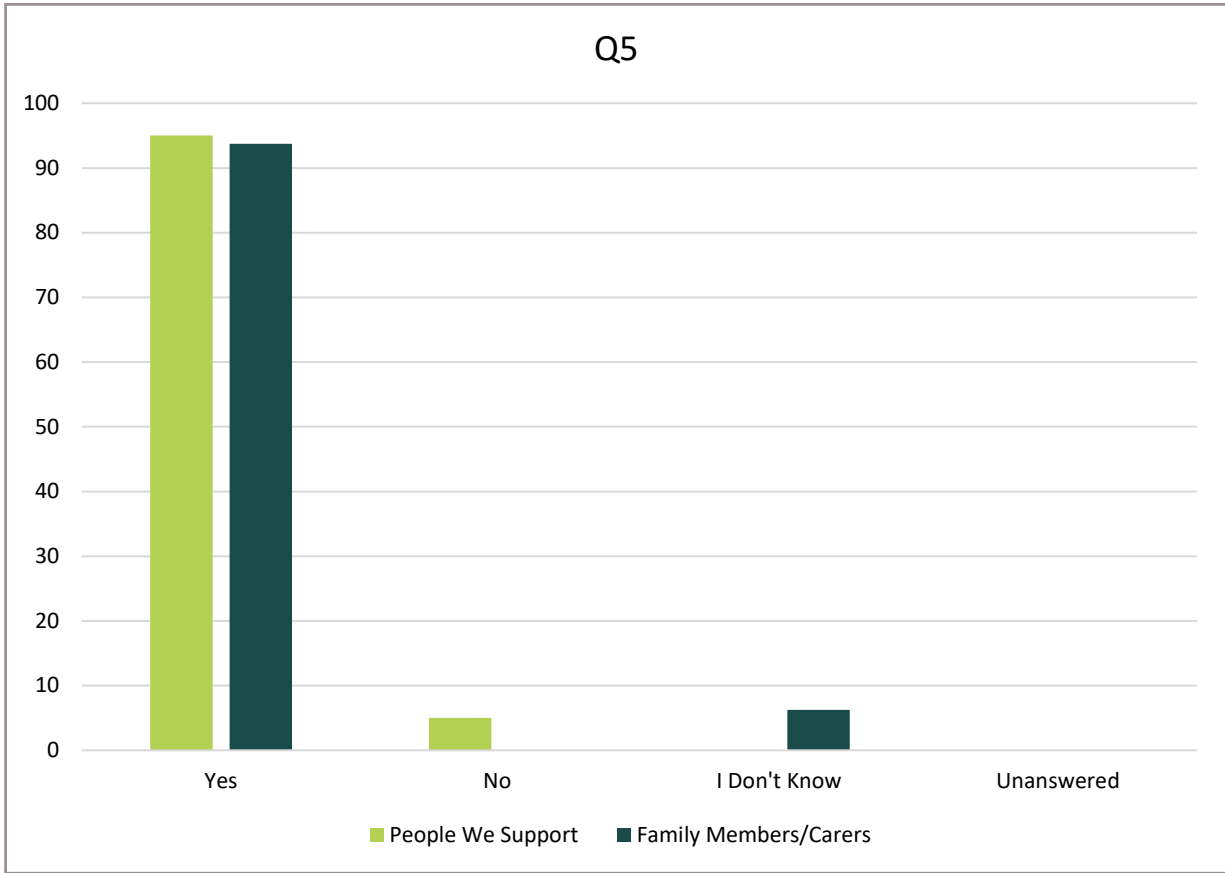
"I think so but this is not necessarily a good metric"

as [my family member] can make decisions but [they are] supported with all decision that [they] can understand"

"I've found staff to be very supportive, Choice is an important part regarding activities, food and socialising over the weekend when house is open."

"yes, in as much

"[MY FAMILY MEMBER] DOES A NUMBER OF ACTIVITIES AND PICTURES/PHOTOS ARE PROVIDED TO HELP [THEM] MAKE A CHOICE"



## Q6.1: DOES THE SUPPORT FROM POSITIVE FUTURES HELP YOU TO DO THE THINGS THAT YOU WANT TO DO IN YOUR LIFE?

### People we support



90% (n=18)



0% (n=0)



10% (n=2)

Unanswered 0% (n=0)



## Q6.2: DOES THE SUPPORT YOUR FAMILY MEMBER / PERSON YOU CARE FOR RECEIVES HELP THEM DO THE THINGS THEY WANT TO DO IN LIFE?

### Family members / carers



84.375% (n=27)



3.125% (n=1)



9.375% (n=3)

Unanswered 3.125% (n=1)

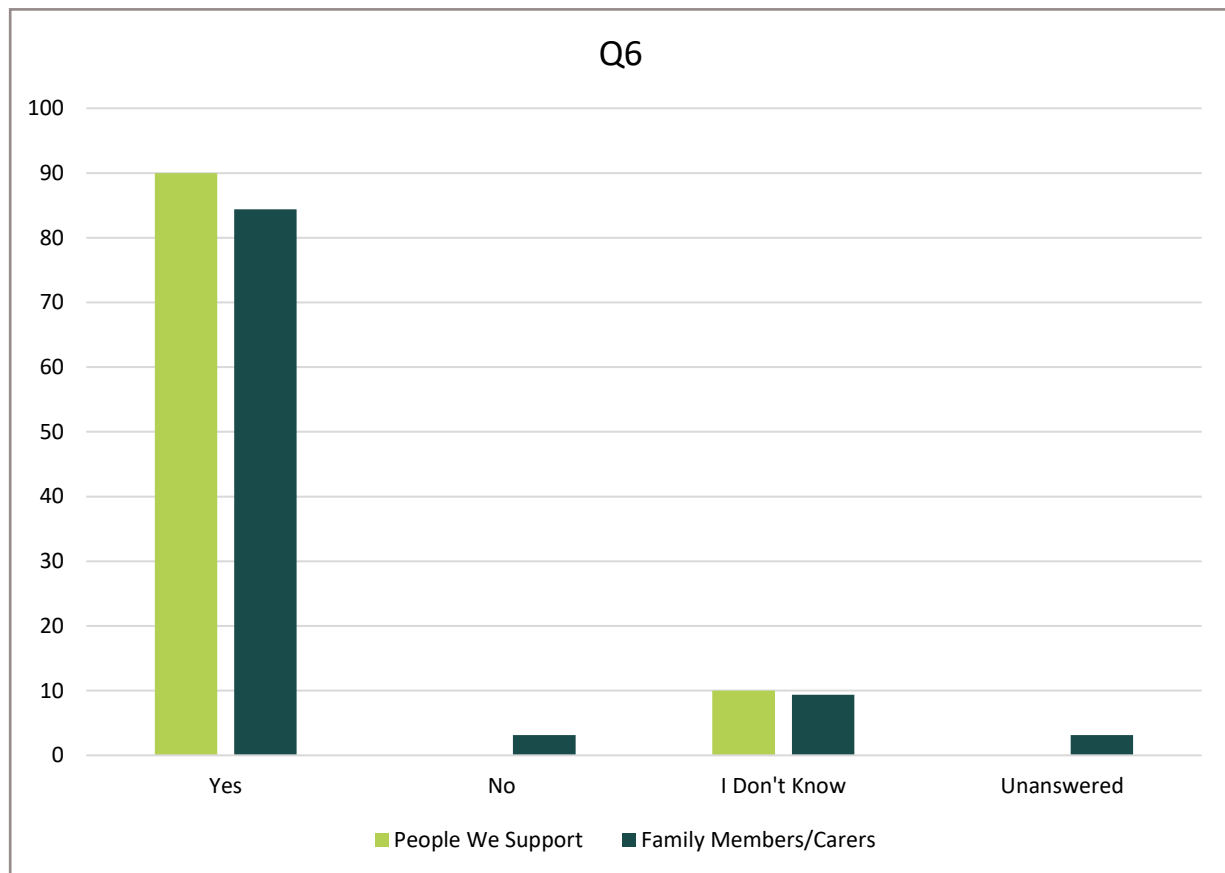
"[My family member] gets out regularly, [they] are involved in all aspects of [their] day to day living. [They] feel valued"

"yes a vast improvement in 2018, 2019 but a long way to go"

"This has been difficult for staff as they are only getting to know my [family member]... I'm hoping in time they will become more confident and at ease with planning new activities and supporting more community engagement"

"yes, it has always been promoted in the house, e.g having a talent in a certain subject this forms part of their activity, music lessons etc"

"yes i definitely feel my family member recieves help to do the things in life of her/his choice but in some choices very close monitoring and supervision is required previous experiences of choice and events should be taken into account."



## INTERVIEWS AND FOCUS GROUP FEEDBACK

This section outlines the feedback provided by the interviews and focus group. For the anonymity of those who took part, their full names will not be used and instead an initial will be used. The key points raised by each person or group have been examined and these have been grouped together under the headings of “what we learnt from [respondent] about [topic]” below.

Any issues or concerns that were raised during the interviews or focus group were passed on to the relevant service management team after completion. The staff co-ordinator also was available after the interview / focus group had taken place to provide any additional support or address any immediate issues which may have arisen, if required.



### What we learnt from the interviews

#### About Positive Futures' staff

“J” feels their staff are very well matched to them, in particular J likes their named member of staff because they enjoy going on walks.

“J” agreed with the idea suggested that the people we support should be

involved in the interview process for staff.

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

#### About safety

“J” feels safe when being supported. Doing fire drills and knowing where to walk to and where to meet if there is a fire makes “J” feel safe. “J” could not think of a time when they did not feel safe.

### About the support they receive

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

“A” likes that their staff helps them choose their walks. “A” would like to go to the beach more and go swimming more.

### What we learnt... from the focus group



### About choices

- “We get to make our own choices and that makes me happy.”
- “They [staff] listen, they offer assistance, they bring us from A to B.”
- “They [staff] help if I need something. They check my budget.”

### About Positive Futures’ staff

- “I am happy with my staff.”

### About the support they receive

- “Sometimes the handover takes too long with staff and a couple of times, I have missed out on going out because of this.”
- “I have my own space and they allow me to have my own private space”



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

#### About what they would like to do in life

- “I would like to see Westlife.”
- “I would like to go horse riding.”
- “I would like a spa day.”
- “I would like to meet other people from other services and have a party.”
- “Organise a party that we can all go to together.”
- “Organise a holiday we can all go on.”
- “Organise a cruise we can all go on together.”
- “Plan with me so I can have some time unsupported in my home.”
- “More gym, more peer groups.”
- “Have more events where we can meet people.”

## APPENDICES

### APPENDIX 1: METHODOLOGY

#### Survey design

During the design of the survey, consideration was given to both stakeholder groups and survey questions were customised accordingly.<sup>3</sup> Two customised surveys were created which included the same questions worded appropriately for each group. The surveys were available online and in paper format. Services were asked to distribute the survey to their stakeholders.

The survey included six questions with “yes”, “no”, and “I don’t know” response options along with a text box to provide any additional comments. A seventh question provided a free text box for any comments on areas not covered within the survey.

Icons (a thumbs up, a thumbs down, and a question mark) accompanied the response options on the survey tailored for the people we support to aid understanding. Space was provided after each question for respondents to provide further feedback in relation to their response.

Careful consideration was given to the issue of confidentiality and anonymity. It is important that respondents can provide feedback confidentially and anonymously, but it is also necessary to appropriately act upon any issues within the services in which they were raised. Therefore, the respondents could provide their name at any point during the survey if they wished and were given the contact details for the Information Analyst if they wanted to discuss any answers in further detail or to address any concerns or issues they may have had.

Directly after the consultation period, service / project specific comments (including respondent names, where provided) were shared with the appropriate staff so that feedback could be acted upon in a timely manner.

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<sup>3</sup> A survey was also created for HSE staff, but none were returned so this report will focus on the two stakeholder groups who took part.

A coding system (Appendix 2) was developed and Operations Managers reviewed all feedback and assigned the relevant code to the comments for more effective tracking and actioning of each issue.<sup>4</sup> Throughout this report, any feedback in relation to areas for development or concerns (and where feedback is identified to a specific respondent) has been reviewed by the relevant Service / Operations Manager. Where concerns have been raised but the respondent cannot be identified but a service / project name was given, the relevant manager / coordinator has been informed and instructed to be aware of the issue for all the people we support within their service / project. The analysis of all responses and feedback included in this report is broken down by question and stakeholder group, not by service.

## Responses

A total of 52 completed surveys were returned by:

- 20 people we support (some of these were completed by family members / carers or staff on behalf of the person we support)
- 32 family members / carers.

Table 1 below shows the return of surveys per service broken down by stakeholder group.

Service	People we support	Family members / carers	Total
Saol Beo	3	6	9
Mo Shaol	1	2	3
Greater Dublin	1	3	4
Cluain Farm	6	9	15
Sona	1	2	3
Solas	1	3	4
NAHVI	7	7	14
<b>Total</b>	<b>20</b>	<b>32</b>	<b>52</b>

Table 1. Breakdown of returned surveys per service and by stakeholder group

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<sup>4</sup> As recommended as part of the ACE 17/18 project recommendation report.

## **Data analysis**

For each question, the percentage of each stakeholder group who answered “yes”, “no” or “I don’t know”, as well as those who did not answer the question, are given. The total number of comments provided as further feedback for each group is provided along with selected quotes from the surveys. Note that some respondents did not answer the initial question but included feedback. Additionally, some respondents included feedback on more than one topic per question and this may result in an inconsistency between the number of comments made and the number of themes identified. Further examination of the responses is given in Appendix 3.

## **Interview design**

Prior to the interviews and focus group, both Peer Advocates were provided with interview skills training by an experienced member of staff, Lauren Shaw (DRILL Project Coordinator). The interviews and focus group were carried out face-to-face between the advocates and interviewees with Tara Dunne as facilitator and the interviewees’ support staff present.

Additional, confidentiality protocols were implemented for the interviews. All interviewees were given a confidentiality briefing beforehand and completed a consent form which included key areas such as their right to withdraw, explanation of the use of their answers and laid out the retention schedule for the original transcripts.

## **Responses**

In total, two people we support were interviewed and a focus group was attended by five people we support, including the two people interviewed.

## APPENDIX 2: FEEDBACK CODING FOR SERVICE ACTIONS

Code	Outcome
A	Issue requires action to address issue
CLA	Issue requires clarification with the person we support / family member. Outcome of clarification is that additional action is required
CLAN	Issue requires clarification with the person we support / family member. Outcome of clarification is that no additional action is required
NSA	No specific action can be developed to address this issue, but has been acknowledged and will be taken into consideration
E	Issue requires escalation to relevant CHO area or another body, for example, HIQA
LT	Issue requires longer term action

## **APPENDIX 3: FEEDBACK FROM INDIVIDUAL QUESTIONS**

### **Q1.1 Are you happy with the support you get from Positive Futures?**

- All respondents answered “yes” to this question.
- Two people both wrote “I am happy”.

### **Q1.2 Are you happy with the support your family member / person you care for receives?**

- The respondent who answered “no” to the question left a comment stating they were mostly happy with support, but they were unhappy with the response to a particular issue.
- The person who did not answer the question praised the staff but said changes in their family member’s health has made their situation difficult.
- Five people who answered “yes” also outlined areas for improvement.
- Five people who answered “yes” praised the support their family member receives.
- One respondent would like their family member to receive overnight support.
- One respondent feels their family member could be encouraged to do more with their time.
- One respondent feels they occasionally need to follow up on requests they have made.
- One respondent would like to see more 1 to 1 time for their family member.
- One respondent would like to see better handovers after support.

### **Q2.1 Are your staff well matched to you?**

- The person who answered “I don’t know” stated that some staff are well matched but that they have no choice about who supports them.
- The person who did not answer the initial question did leave a comment saying that they have been with their carer for a long time and are very close to them.
- One person stated they would like more of a say in which staff support them.

### **Q2.2 Are staff well matched to your family member / person you care for?**

- The respondent who answered “no” stated they felt some staff were not suited to their family member.
- The person who did not answer the question stated that they did not understand the question.
- One of the people who answered “I don’t know” stated that they felt their family member had not been supported long enough to know the answer.
- Another person who answered “I don’t know” stated that they think staff are well matched but their family member has limited communication so they cannot say for sure.
- The other person who answered “I don’t know” stated that one member of staff had helped their family member a lot.
- Of those who answered “yes” and left comments, all were positive. One person identified an area for improvement.
- One person suggested a photo / name campaign to help remember staff names / faces.

### **Q3.1 Do all staff always listen to you?**

- One person commented that they do not want to get the flu vaccine or go to the gym in the summer.
- The final comment was written by staff on behalf of the respondent who is non-verbal and stated that staff are good at following non-verbal cues.

### **Q3.2 Do you feel all members of staff always listen to you and your family member / person you care for?**

- One of the three people who answered “no” left a further comment in which they stated that they felt not all staff communicated well.
- The person who did not answer the initial question left a comment stating that staff appear to listen better now.
- The person who answered “I don’t know” stated that the senior staff and team leaders definitely listen, but because they do not know all the staff they cannot say “yes” for certain.

**Q4.1 Do you feel safe when you are being supported?**

- A comment was left by staff on behalf of the person we support, stating that the person is new to the service, but they believe they are starting to settle and feel safe in their new environment.

**Q4.2 Do you feel your family member / person you care for is safe with Positive Futures?**

- All feedback was positive, praising the safety of the people we support. All comments praised similar aspects of the services, the change Positive Futures has made, failures of other services and the professionalism of Positive Futures.
- One person suggested a visitors' book so family members can see who is visiting their family member or see who their family member is going out with.

**Q5.1 Do your staff support you to make your own choices?**

- Staff left a comment on behalf of the person who answered "no" stating that currently the person is not in a position to make all decisions for themselves, but staff aim for this to change in time.

**Q5.2 Do staff support your family member / person you care for to make their own choices?**

- Both of the people who answered "I don't know" stated that as their family member is non-verbal, they cannot tell.
- The majority of comments related to very specific aspects of the person's support and their choices about particular areas and have been passed on to the relevant Service Manager.

**Q6.1 Does the support from Positive Futures help you to do the things that you want to do in your life?**

- Neither person who answered "I don't know" left a further comment.

**Q6.2 Does the support your family member / person you care for receives help them do the things they want to do in life?**

- The person who answered "no" stated that they do not feel their family member can do everything they want to do due to restrictions which are in place.
- All three of the people who answered "I don't know" left a comment. One stated that it was hard to say due to their family member's limited



communication skills, while another person stated it was hard to tell due to their family member's young age. The third person reported that they felt their family member needed more assistance dealing with the decline in their health.

- One person suggested that more help with personal hygiene could be provided.
- The remainder of the comments were positive.