

We had our best response to ACE ever!



This report provides a summary of findings from NI and ROI.



There were **290** responses!



We had feedback from:

- A survey: **264** people completed a survey
- Focus groups: **23** people we support attended focus groups
- Outcome Star: **three** people we support completed stars



We asked the people to complete a survey to tell us what they think about our support?



Questions



1. What do you think about it?

- Good
- Bad
- Not sure

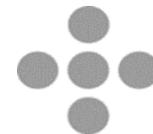


There were **264** replies.

144 of the people we support completed the survey.

97 family members and carers completed the survey.

23 HSC Trust, HSE & Tusla staff completed the survey.



100% of people said that our support was excellent or good!



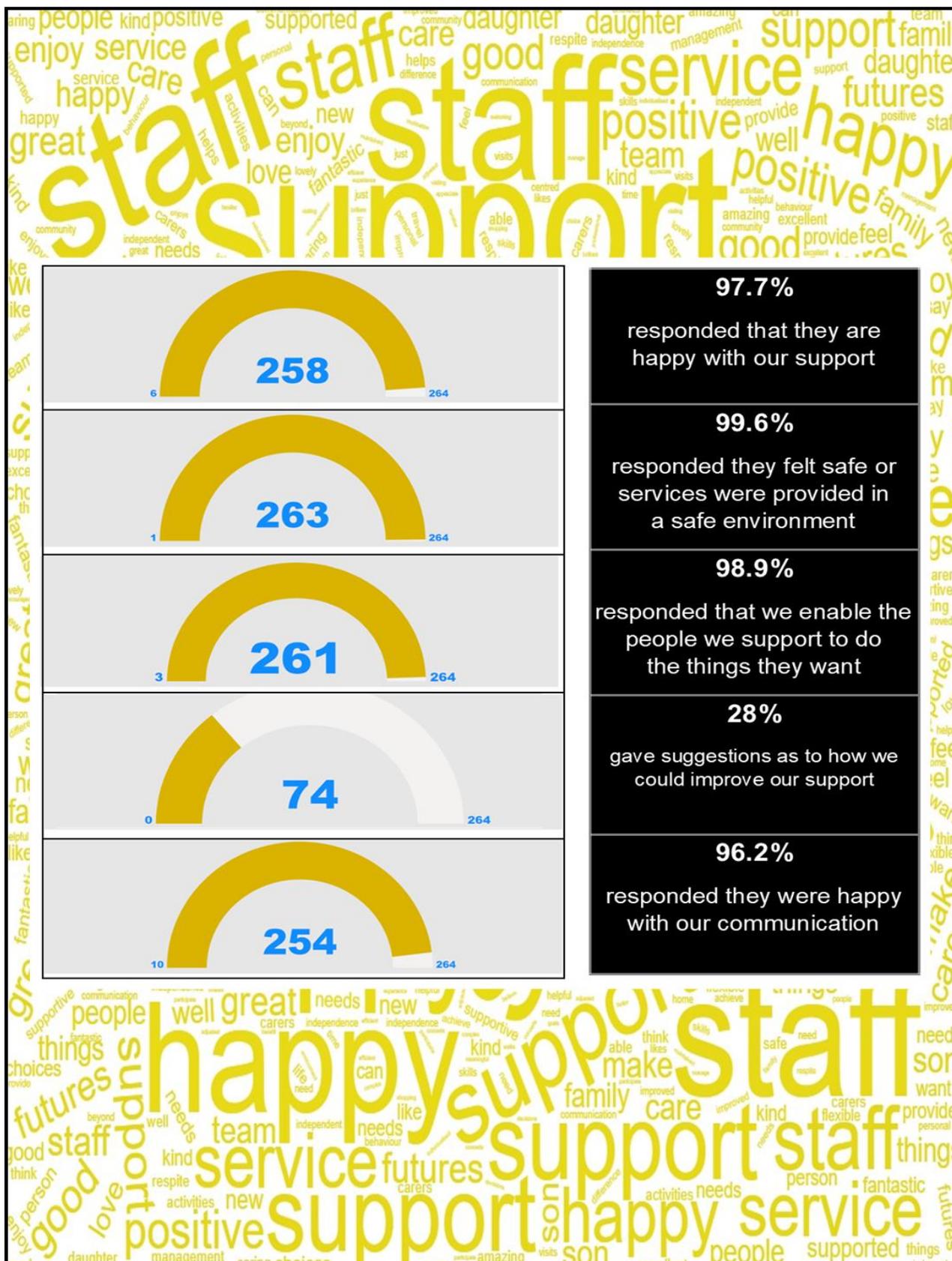
72%
EXCELLENT

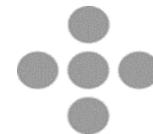


28%
GOOD



Most people were happy with our support.





What you said we do well!



The quality of support we provide.



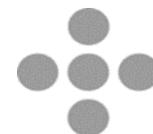
The activities and experiences we support people to take part in.



Our great staff.



How well our staff listen and talk to people we support, and their family or carer.



What people we support said we do well!

"Everything Positive Futures does is good. Staff is good."

"Everything. They help and make me happy."

"Clean my house with me. Make me better. Help me see my mummy."

"Favourite thing was visiting the office to attend my own review. I was a part of the review and said all the things important to me."

"Bringing me new places and letting me meet people."

"My staff are 10 out of 10."

"I appreciate the support I have had from Positive Futures. I can go anywhere for lovely walks, and I have went for lovely day trips. Positive Futures provides confidence drivers, and this is very important to me to be safe when driving. The house is kept tidy with support, and I appreciate that as sometimes I am just very tired. I enjoy I really enjoy that I am so close to the beach, and I can swim anytime I like."

"I get help with cleaning which I find really helpful and shopping. I also get help with meetings at college to support with teachers."

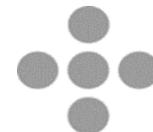
"Sorry, I can't tell as I am non verbal. But I can express emotions when I am happy and when I am happy with the people that support me."

"Help me go places I want to visit , get me everything I need for my home."

"Always on time for picking me up from work."

"If there is something I'm not comfortable with, staff will always give an explanation."

"I feel listened to. I can tell my support worker anything."



What family or carers of people we support said we do well!

“My daughter feels very safe, secure and happy in her present situation which is a great comfort to me and other members of the family.”

“All support, communications, home visits are carried out to the highest standards.”

“Staff are friendly, approachable and kind. My young person enjoys the activities.”

There is nothing I could want from the service than I already receive. The package we have are responsible, family, kind, happy, patient people so this is a lifeline to us. Thank you!

“Care is taken to provide Support Staff who would be compatible with my son.”

“Employ excellent care staff and facilitate your clients in achieving their own goals.”

“Staff the perfect mix of supportive, proactive and caring.”

“Every member of staff was supportive and kind. As a family we really appreciate all the work put into helping families.”

Good communication from the office staff. Very friendly and approachable support workers and the whole team. I am very pleased overall with the organisation.

“Listen patiently and consider his wishes and help him to carry them out as far as possible. Management of accommodation and cleanliness etc is faultless.”



What HSC, HSE & Tusla staff said we do well!

“Excellent interaction with client and use of community resources as per their preferences/wishes. Good awareness of needs of people with brain injury and undertake role in a safe professional manner.”

“Person Centred Approach.”

“Person had repeated hospital admissions, since receiving Positive Futures support has not required hospital.”

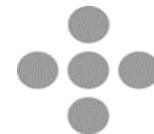
“Friendly approachable staff with well organised activities”

“Support, advice and guidance.”

“Communication between professionals, excellent staff interactions with service users and families.”

“Very good communication and always putting the client first.”

“Professional, communication between agencies is efficient.”



What people told us about any changes they would like to see:



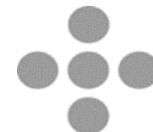
Some people wanted more support to take part in more activities.



Sometimes we could communicate better.



We could find more ways to get and keep good staff.



We could provide more help for people to look after their health.



Some people would like to go on more holidays and overnight trips.



Some people would like more opportunities to learn new skills.



What people we support said we do could do better

“Go out more than once a week!”

“Maybe ringing the library more often and help me buy audio books.”

“There should be more day staff on that my friends and I could go out more.”

“Keep me informed of questions I have asked.”

“Holiday further away with the group.”

“More weekends away.”

What family or cares of people we support said we do could do better

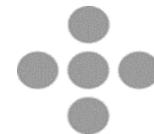
“When person that provides support is off for any reason there is no-one to cover. This leaves gaps in cover and more work for family.”

“Maybe photos of the staff with their names at the hallway or porch area as to who's on duty.”

“Swimming sessions to be included.”

What HSC, HSE & Tusla staff said we do could do better

“Staffing has been an issue but understandably this may be more due to environmental reasons i.e., difficulty recruiting suitable staff and that some staff will move on to other roles.”

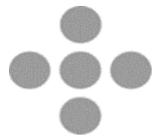


Focus Groups

We had three Focus Groups in Dublin, Lisburn, and Enniskillen.

23 people we support came along to these groups and told us what they think about our support.





People at the focus group told us:

"I am happy with my support and love every day."

"The support I receive gives me more choices and individuality!"

"Staff support me to do the things I want to do, not things they want to do."

"Your key worker can help you achieve your goals. I am setting a goal to go on the train on my own to a meet a friend. I know this will take some time to achieve but I know my key worker will help me work through it!"

"I have great help from staff. They supported me to find out about flute lessons and organising working experience for me and I now have a part-time job."

"I have been supported for a long, long time – with support from staff I get to do lots of stuff. Staff have been there for a long time, and I know them very well and the support is great!"

"Positive Futures taught me how to use my medication and I am now able to take my own medication with support."

"Having staff 24 hours a day, makes us feel safe knowing someone is there during the night if you are unwell is good!"

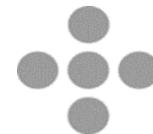
"On a Sunday we do a health & safety check in the house with Positive Futures staff – this makes us feel safe!"

"I go to Omagh tech every Monday and I am doing a garden course."

"More staff on during the day so we could go out for walk or do something."

"Sometimes staff are changed, and this means I can't go out on a Sunday in the car. This makes me feel sad."

"Being able to do first aid training. This makes my life better. Getting out for walks and meeting people in the local shop and getting to do more things!"



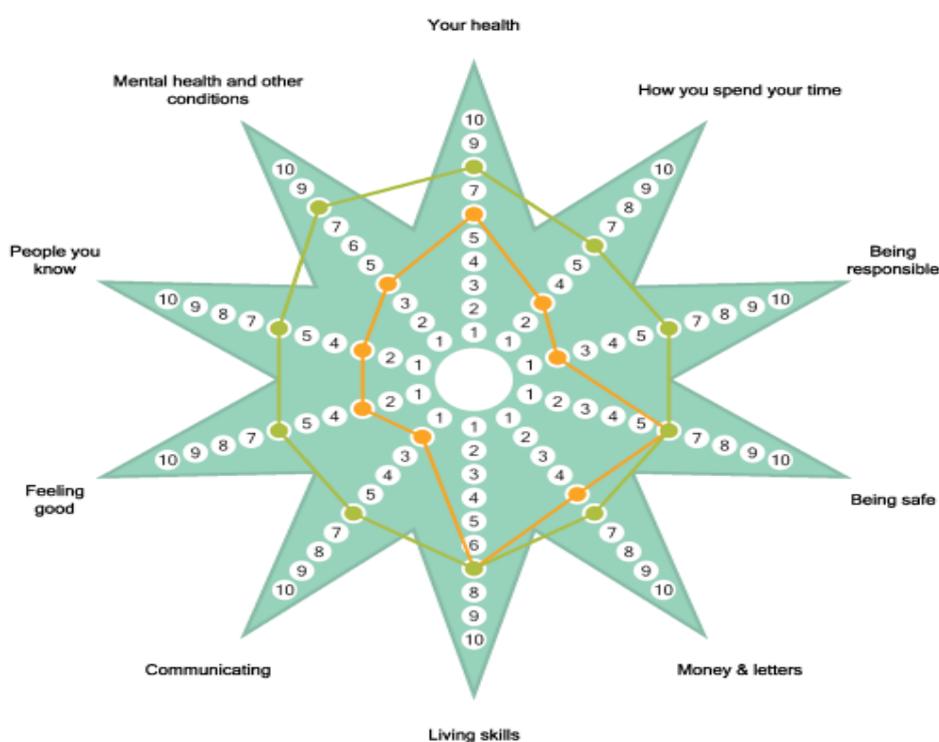
Triangle Outcomes Star Pilot

We are using a new tool to help us support and communicate better with people called the Outcome Star.

Three **people we support** were supported to fill out a Star.

This is an example star.

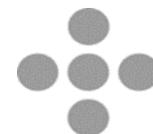
The green line on the star shows the changes in people's lives.



For the three people who completed a Star as part of ACE:

- All of them had achieved new skills
- All had improved 'feeling good' or improved 'well-being and self-esteem' during the time supported by us

Over the next year, we hope all the people we support will be able to complete their Star.



Our Organisational Action Plan

What changes people would like to see	What we will do
<p>Some people wanted more support to take part in more activities.</p> 	<p>We will use Person Centred Reviews to help people do the things that they want to do.</p> <p>We will continue to grow our services!</p>
<p>Sometimes we could communicate better.</p> 	<p>We will share this feedback with services to plan any changes needed to improve communication.</p> <p>We will issue a regular e-newsletter to share updates about our work.</p>
<p>More staff / retention of staff / staff benefits</p> 	<p>We will continue to improve our staffing as our most important priority.</p>



What changes people would like to see	What we will do
<p>Additional support to help people with their health and well-being.</p> 	<p>We will work with other organisations to help people with their health.</p>
<p>Holidays and overnight trips</p> 	<p>We will share this feedback with services to plan any changes needed to help people with their holiday plans.</p>
<p>Opportunity to learn new skills.</p> 	<p>We will share this feedback with services to plan any changes needed to help people to learn new skills.</p>

In addition to this organisational action plan, all services have their own service reports with feedback and suggested changes.

