

Access to Care

Service User Survey Results 2026

YOU SAID, WE DID



We asked for your feedback about the support you receive, our staff, your home, and how confident you feel raising concerns.

Feedback was overwhelmingly positive across almost all areas.

Thank you to everyone who took part!

	WE ASKED	YOU SAID	WE DID
 MY SUPPORT	How do you feel about the support you receive? We asked about the support you receive, your goals, choices and involvement in your personal plan.	✓ VERY POSITIVE FEEDBACK People feel happy with the support they receive and feel well supported by staff. ♥ Treated with dignity and respect ♥ Encouraged to achieve their goals ♥ Emotional needs are met ♥ Choice in food and a healthy lifestyle ♥ Involved in their personal plan 67.7% said personal plans are reviewed regularly (down from 100% in 2025)	✓ We are committed to person-centred support. • Introduced clearer review schedules • Increased management oversight • Reminded staff of the importance of keeping plans up to date
 STAFFING	How do you feel about the support staff? We asked about relationships with staff, community access, independence, safety and being listened to.	✓ ALL RESPONSES POSITIVE People described staff as kind, supportive and approachable. ♥ Help maintain relationships with family and friends ♥ Support access to the community ♥ Help people feel safe and independent ♥ Listen to you and take your views seriously	✓ We will continue to: • Maintain high standards of care • Provide ongoing training and development • Promote a culture where people are listened to and valued
 MY ACCOMMODATION	How do you feel about where you live? We asked about your home, comfort and being included in decisions.	✓ ALL RESPONSES POSITIVE People feel comfortable in their home and included in decisions. ♥ Included in decisions about their service ♥ Living space is comfortable ♥ Encouraged to personalise their space	✓ We will continue to: • Involve people in decisions about their home • Maintain a comfortable and safe environment • Encourage personalisation and independence
 COMPLAINTS AND INFORMATION	Do you feel informed and confident to raise concerns? We asked about making complaints or suggestions, information and confidentiality.	✓ ALL RESPONSES POSITIVE People feel confident raising concerns and accessing information. ♥ Know how to make a complaint or suggestion ♥ Confident concerns will be dealt with effectively ♥ Information is easy to read and understand ♥ Personal information is kept safe and confidential	✓ We will continue to: • Promote open and honest communication • Ensure information is clear and accessible • Maintain strong confidentiality practices



SUMMARY

People feel supported, respected and valued, with consistently high satisfaction across almost all areas.



KEY STRENGTHS

- ✓ Strong relationships with staff
- ✓ High levels of dignity, respect and inclusion
- ✓ Confidence in raising concerns and being listened to



KEY AREA FOR IMPROVEMENT

Personal plan reviews (67.7% satisfaction)

We are taking action to improve consistency and monitoring.



NEXT STEPS

- Monitor and audit personal plan review schedules
- Continue to gather feedback to maintain high standards
- Build on strengths while addressing identified gaps



Thank you!

Thank you to everyone who shared their feedback. Your views help us to keep improving and provide the best possible support.