

## The Service User & Carer Experience

### Service User Satisfaction Questionnaire

The monthly service user satisfaction questionnaire is now sent out to all new service users who have recently started to receive Domiciliary Care, Residential/Nursing Care and Day Services, with a response rate of 29%. The main messages from responses received point to a generally positive picture.

#### What you told us:

- 82% said that they had been **fully involved in deciding what services they should receive** from Adult Social Care.
- 100% said that they were **satisfied with the quality of services** received from Adult Social Care.
- 79% said that there was a **good range of services** available from Adult Social Care.

In January 2010, the new approach to sending out questionnaires is going to be extended to Occupational Therapy Services and to those people who have contacted Adult Social Care and have been "signposted" to another service.

### Residential/Nursing Care Monitoring

Feedback received directly from Service Users as part of the Contract Monitoring process has highlighted that some people are not happy with the activities that take place in some of the Residential/Nursing Homes.

This is now an area of focus for the Department and we are currently looking in to providing training for activity co-ordinators and is also looking at the possibility of setting up an "Activity Co-ordinator Meeting" across all homes which will allow them to discuss best practice and share ideas.

### Spotlight on Hafal Mental Health Recovery Service

The Hafal Community Link Worker has met on a one-to-one basis with a number of service users from the Recovery Service. As a result of feedback received, a number of Focus Groups involving Service Users has been set up to address the following:

- Barriers to making complaints
- Evaluate the Tenancy Support Charter
- Develop a digital story for input into staff training & induction

A quarterly newsletter is also to be developed for service users of the Recovery Service which will include information on all opportunities available to them.

**For more information on this work contact Denise Charles, Hafal Community Link Worker, on 01978 346272.**

### Citizen Engagement

People's Voice' is a citizen consultation panel covering the Council and Wrexham Local Health Board (Now the Betsi Cadwaladr University Local Health Board). The People's voice has around 800 members representing a cross-section of the local population.

Engaging with citizens has traditionally perhaps not been a focus of Social Services with service users and carers receiving more attention. Adult Social Care included some questions in the People's Voice survey sent out in March this year. The feedback will be considered by senior managers as part of confirming their improvement priorities for 2010/11. 806 postal questionnaires were distributed of which 497 were returned (a response rate of 62%). Feedback on Adult Social Care questions as follows:

- The majority of panelists are aware of the help and support services provided by Adult Social Care (56%) and over half (56%) know how to contact the Adult Social Care team to find out about getting help and support if it was needed.
- Three quarters of panelists are unaware of the Over 50's forum group.
- Three fifths of respondents do not know about the Carers' service, and the support it provides in Wrexham.
- The vast majority (91%) of panelists have not previously received help and support from Adult Social Care.
- Over a fifth (23%) of respondents provide unpaid care for a family member or friend.

**(Over 50's Forum:** This forum is active across Wrexham County Borough with over 620 members. it has been developed to give a voice to older people and allow them to influence local services and local issues)

**If you would like more information on the Over 50s Forum, contact Bernard Roberts, Older People's Development Officer, on 01978 312556.**

### Carers – Short Term Breaks

Around 140 carers responded to a survey on the development of short-term breaks for carers. This feedback will be included in the next newsletter. Inform service specification development.

### Carers' Satisfaction Questionnaire

The Carers' Satisfaction questionnaire is currently under review and will be issued in the New Year. The focus of the new questionnaire will primarily be on the work involved in the Carers Commissioning Strategy.

**If you have any suggestions or comments about the information you would like to see included in the Adult Social Care Newsletter, please contact: Customer Services on: 01978 292007 or e-mail: [socialservices@wrexham.gov.uk](mailto:socialservices@wrexham.gov.uk)**