

**Survey of Relatives of Clients
Receiving Targeted Supported from Drive
2010**

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1. Background

Drive commissioned Helen Lancaster Research Ltd to carry out a survey to ascertain how well relatives of people with learning disabilities who receive Targeted Support from Drive feel Drive is carrying out its role and what improvements could be made to the service provided.

21 telephone interviews – ranging from 10 to 17 minutes in length – were conducted with a near census of relatives of clients receiving Targeted Support. Out of the 29 contacts supplied by Drive, in reality it was not possible to contact 4 of them; the remaining 4 who were not interviewed had up to 10 calls made to them at various times of day and on different days of the week but contact was not made. The interviews took place between 21 June and 11 July 2010. Before the interviews started, Drive sent a letter to all relatives informing them about the survey and requesting participation. This letter is appended.

The response details are:

	TOTAL
Contacts (supplied by Drive)	29
No telephone number/number unobtainable	2
Named relative deceased	1
Advised against contacting because too elderly	1
Mobile number	1
Unavailable	3
Interviewed	21

The sample composition is:

	%
Relative is:	
Son/daughter	81
Sister/brother	14
Other	5
No. of years been receiving support from Drive:	
Under 1	19
1-2 years	24
3-5 years	38
5+ years	19

The questionnaire was structured – to provide consistency across interviews – with follow-up open ended questions to enable respondents to explain their answers and give their comments freely. The questionnaire is appended to this report.

2. Executive Summary

As a rule, the Targeted Support delivered by Drive is highly regarded by relatives of those who receive it. It is acknowledged to be a valuable service for both clients and carers in that it occupies the client and thereby provides the carer with welcome relief and free time. However, there is tangible discontent among more than a handful of relatives with certain aspects of the service.

The main strengths of Drive's targeted support service are:

- The quality of support provided by support workers; this includes understanding and being sensitive to clients' needs, showing respect to them at all times, keeping them safe and providing emotional and psychological support
- Continuity of support
- Keeping personal information confidential
- The way the support workers deal with relatives; this includes being punctual, heeding relatives' views and requests, and providing feedback about the support delivered

The weaknesses in the service identified are by no means pervasive but they do exist as more than a smattering of dissatisfaction:

- Some managers are criticised for being uncommunicative, difficult to contact and slow to act
- The absence of rotas and/or failure to inform of rota or staff changes is a major bugbear
- There is some disquiet about targeted support costs, in particular expenses claimed by support workers
- Although support workers are very good at responding to what the client wants to do, relatives would like them to suggest new and different activities for the client to try rather than always taking the easy (i.e. same) option

The vast majority of relatives are happy with the amount of involvement Drive has with the individual planning process.

They seem reasonably au fait with Drive as an organisation:

- 85% say they understand Drive's philosophy
- 76% know about Drive's complaints procedure
- 38% have contacted the offices at Nantgarw
- Only 14% (2 respondents) would like more information about Drive

3. The Findings

3.1 Drive Support to Clients

3.1.1 Overall Rating of Drive Targeted Support

Near the beginning of the interview, respondents were asked to state, on a scale of 1 to 10, how satisfied they are with the way Drive supports their relative. As the chart below shows, satisfaction is high. Eight of the 21 relatives (38%) give a top score of 10; their explanations for this appear below. (Note: throughout the report verbatim comments have been edited, where necessary, to avoid the possibility of revealing the identity of the respondent and their Drive supported relative).

“They have tried to understand how she behaves because she's very awkward. She's not good with crowds so they adapt to her.”

“They are marvellous. They take him to the lake, to Porthcawl, he has food, and tea. They take him shopping. With the centre he goes bike riding, watches videos. He's been taken to the fire station. They think up lots of things for him to do.”

“The carer is wonderful. She doesn't force him, she knows how to handle him. I can't praise her enough. She's always on time. If he wets himself, she'll change him and put the clothes in the washing machine.”

“It gives us peace and quiet from him. He goes to respite and they take him out on a . . . It's a lot of help to us.”

“They are very obliging. They re-arrange the rota to suit us. I'm happy with everyone. They've selected the right people for the job.”

“The quality of staff and their reliability. Because of how my daughter is I have to have total trust in who's taking her. The feedback is very very good.”

“X had a . . . a few weeks ago and they looked after her well, called the paramedics and stayed with her. They keep her good nappywise. Write in the book how she has been. They are marvellous with her.”

“They are always punctual. Have never let us down. Cancellations are pre-arranged either by Drive or us, it's no problem.”

A further 7 (34%) give a score of 8 or 9 which shows high general satisfaction, although their comments reveal issues they would like to be addressed. The remaining 6 (29%) give a score of less than 8 for Drive's support overall. Dissatisfaction tends to relate to rotas, cost, staff or, occasionally, support issues. A sample of comments are shown below:

"I'm happy with the carers but I always have to ask for the rotas. Often they're changed and I don't know about it. It's upsetting for x as well as for me." (7)

"There have been one or two staff who don't give their all. I like my daughter to be taken out. I understand there are health and safety issues but still . . . In my daughter's review I asked for a rota of who is caring for her so I can tell her who is caring for her on a particular day. I've not got it yet." (8)

"Sometimes there are staff shortages or swapping of staff. I need to be told so I can prepare my daughter. She needs to be introduced beforehand if there's someone new, but then someone else comes. (8)

"I'm happy most of the time. The only problem is that targeted support is based from accommodation so it's hard for them to be adaptable because of the need to fit around their rota. The manager tries to accommodate me when she can but she can't always." (6)

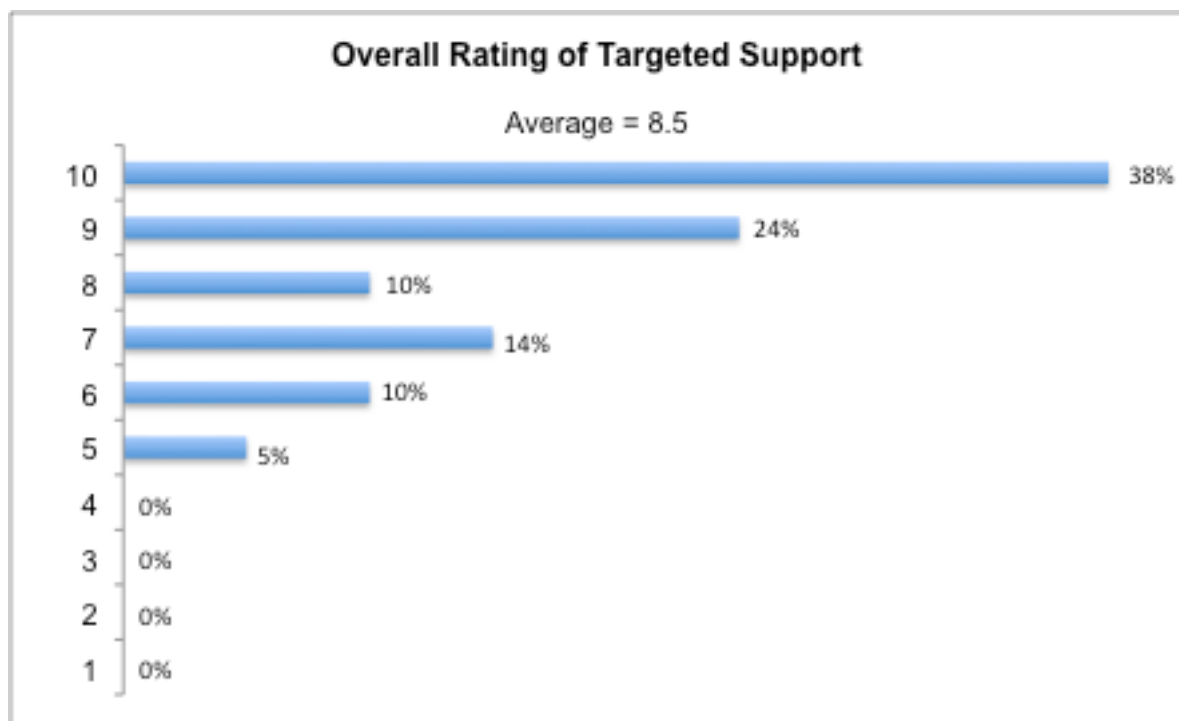
"There's no problem with the carers at the moment. There are 3 regular ones which suits me, I know who's coming, we've got to know them. But I'm not happy with the overall expense. I have to pay for them to go out and the rate is very high. Apparently there is a middle rate but I don't know what it is. I don't understand what the high and low rate means, I've never been on a low rate. I'm struggling to pay for it. I can't afford for her to do lots of activities." (9)

"Sometimes the petrol costs are a bit dodgy. One support worker collected x but we went out later and she must have parked her car because we saw her walking with x. Plus we have to pay for staff meals. But they're friendly people, x likes them and having them and it makes our life easier." (7)

"They are very good except they are late with time sheets. We've had some lovely girls but also some airy fairy ones that are not very responsible and a bit young. Also, they've only ever taken x where we've asked for her to go but haven't ever offered any alternative ideas." (6)

"We have 3 girls. 2 are superb but one isn't so good with timekeeping. She's not overly late but she always is. The 2 other girls are absolutely fantastic, they've become like family friends. The other girl is nice but she's always 5-10 minutes late." (9)

“The last 2 weeks have been better but there have been irregular staff and they don't have the appropriate paperwork relating to who the staff member is, the activity, the number of hours, mileage, money for the support worker. One time I was charged extra mileage because the support worker didn't know the way to the leisure centre. Also there is a lack of experience and knowledge about what targeted support is. For example the support worker arriving inappropriately dressed for going to . . . which is what my daughter likes to do. Staff we've never met turn up which is a problem if I'm not here. The whole point of targeted support is that it gives me a few spare hours to go out.” (5)



Base: all (21)

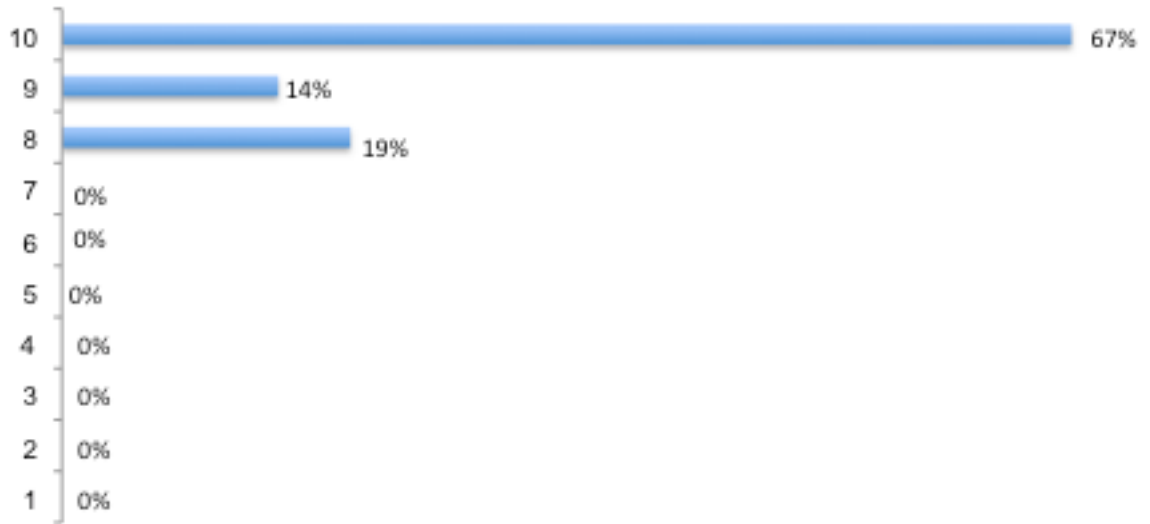
3.1.2 Treatment of Client

Respondents were asked to rate different aspects of Drive's service to its clients.

The support workers are very highly rated for the way in which they treat their clients. All survey respondents give a score of 8 or more for this, including 14 (67%) who give the maximum score of 10. No negative comments were made in this area.

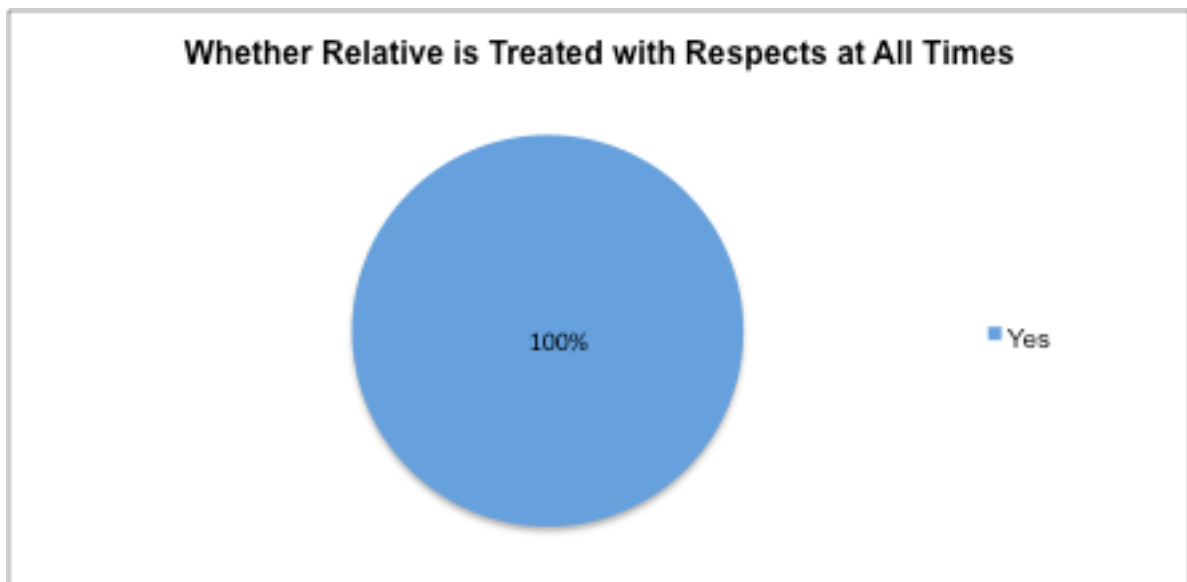
Rating of How Relative Treated by Support Workers

Average = 9.5



Base: all (21)

When specifically asked, 100% say that they feel their relative is treated with respect at all times by Drive.



Base: all (21)

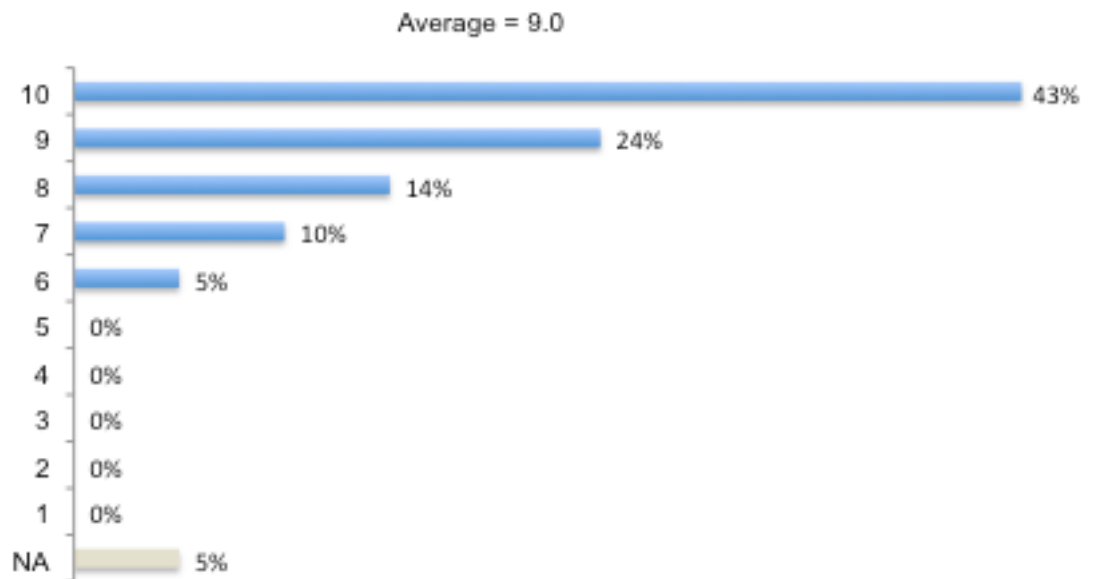
3.1.3 Emotional and Psychological Needs

For the most part high marks are given to targeted support workers for meeting their client's emotional and psychological needs. In only 3 instances are lower scores given, with a cogent explanation for only two of them.

"Some are good but some are just there for the money." (7)

"x uses British Sign Language and can't lip read. The support workers take writing pads out with them but he doesn't read very well so can get confused if a long word is used. It would be better if the support workers knew a bit of sign language. It can be frustrating for x and for the workers as well. But they need to practise it, to keep using it. Maybe they could practise with each other." (6)

Rating of How Well Emotional and Psychological Needs Met



Base: all (21)

3.1.4 Activities

It seems that the social activities undertaken are done so largely in response to the client or the client's family wishes; in many instances this is what is wanted. If the activities are limited, this is due to the client's capabilities or preferences or what is available in the local area. Thus the majority of respondents (64%) give a rating of 8 or over for the type and range of activities their relative does with Drive. For example:

"He's done lots of different things. He tries something and if he doesn't like it he doesn't do it again. But as he's become older he's wanted to do more and try new things." (10)

"They leave it up to x to decide." (10)

"They try to go where she can go because she's not good with crowds." (10)

"x has a bit of a routine. At first we wondered where to take him so maybe they could have offered a bit of variety but now x has a pattern and he's very happy with it." (8)

"They take x where he wants to go, usually the cinema or sometimes to play pool. But they only have 3 hours to do something and limited by what's available in the area." (8)

"You can't blame the people providing the assistance. He goes bowling, to the cinema. But you're limited to what's available. Not everywhere is adapted or suited to x." (8)

"It's up to x. They ask him and go where he wants to go. He's only able to go certain places because of what's available locally." (8)

However, there are several instances where a more proactive approach to activities by the support worker would be appreciated. Although not expressly mentioned, activities that cost little or nothing are likely to be appreciated (given comments elsewhere on the expense incurred by targeted support).

"x does the same things every Sunday. He's very happy when he gets back, he likes it and looks forward to going out, either to wander around the town centre or go to the pictures. But it might be nice to do something else." (7)

"It's set out by us or the Day Centre but it sometimes lapses. It's up to us to keep on top of it but I feel we shouldn't have to." (8)

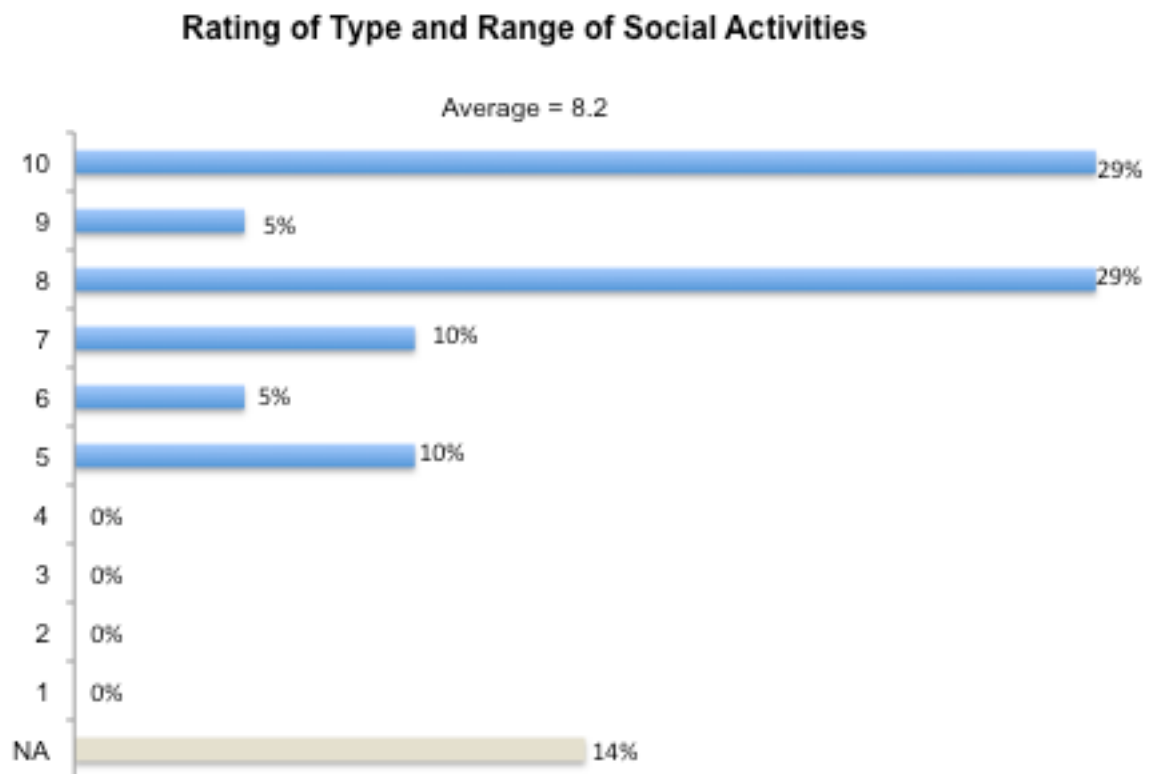
"They don't take to many different places, just lots of shopping" (7).

In two cases there is clear dissatisfaction with what is provided.

“He doesn't go anywhere. I'm hoping he will when he gets a mobility car. He's stuck in the house because it's difficult for me to get out. I'm 76 and not very mobile.” (5)

“Only the ones we've suggested.” (5)

Scores were not given where targeted support is limited to personal care only.



Base: all (21)

When asked whether they feel their relative has enough opportunity to try new things and develop new skills, again the majority say 'yes'. However, 7 of the 21 (33%) do not feel this is the case. Their comments reinforce a sense that they would like Drive to instigate some new ideas.

“Not unless we instigate it. The staff don't come up with ideas of their own. Only one or two staff have done that - the new ones aren't so good.”

“It's always the same thing every Sunday. Is it to do with the petrol costs - I don't know.”

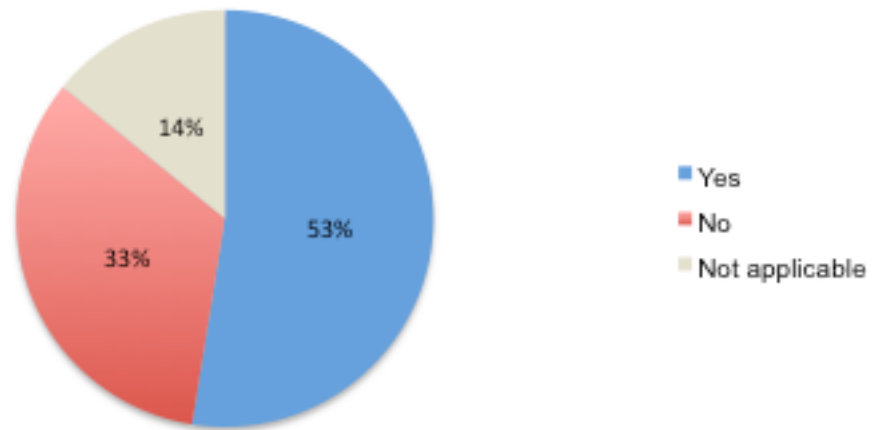
“I'd like Drive to come up with some ideas.”

“Can't think but 'd like more variety, though it's down to what's around here.”

“There's lots of things she could be doing.”

“But I'd like to find out if there are more things available in the community for x to do.”

Opportunity to Try New Things and Develop New Social Skills



Base: all (21)

3.1.5 Continuity of Support

A strong majority of relatives are happy with the continuity of support provided by Drive. This sometimes involves a team of several support workers who alternate, which seems to suit the clients because it provides variety and prevents them from getting too attached to a particular worker or distressed if that worker cannot come.

“He has different carers during the week. I like him to have a variety otherwise he gets too attached and can get frustrated if that worker isn't there, if say they're on holiday. So I ask for a variety of carers.” (9)

“Have the same worker for a couple of weeks and then another for 2 weeks. That's fine.” (10)

“He needs two carers at a time. At the moment he has 3 girls but he has had men too and liked them. If there's someone new I like him to also be with someone he knows as well.” (10)

“3 different people alternate in case one is off.” (10)

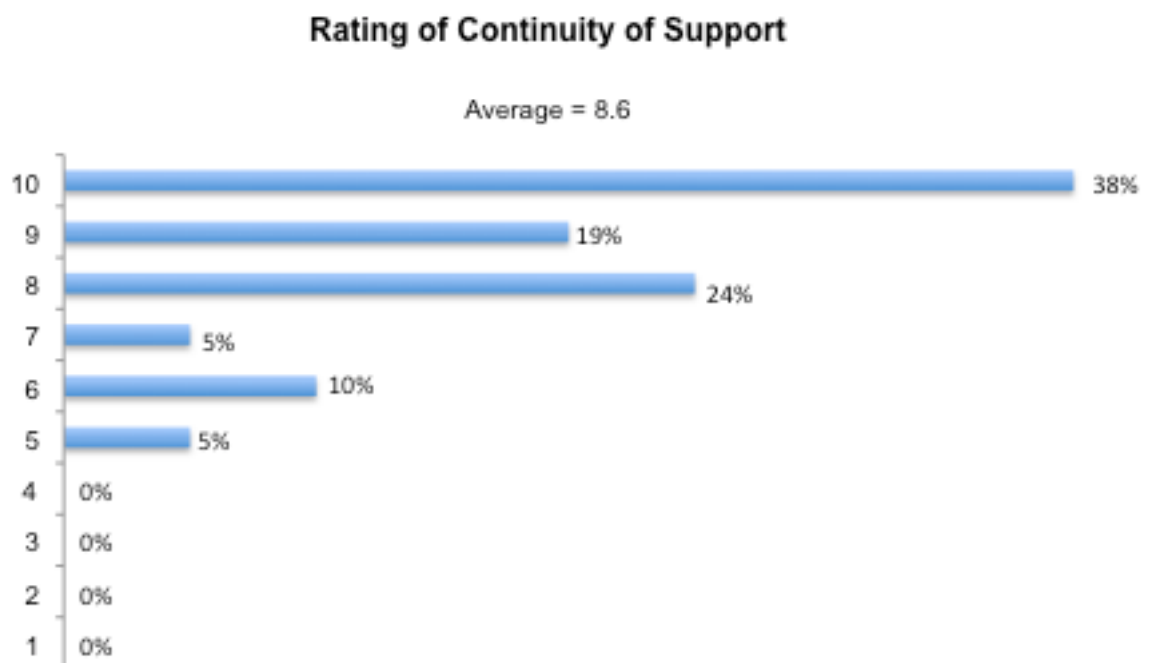
The main criticism relating to continuity is not excessive turnover of staff but rather not being informed of who to expect when there is a change of staffing which, as seen earlier, can cause problems.

“Despite asking I haven't been given a care rota. It would be OK if I got one for the month, if that's easier for them. It's important that one member of staff shouldn't miss out for a week. The staff need to have continuity with x because of how she is. The continuity of staff is OK, it's the lack of rota that's the problem.” (6)

“Generally got it sorted now but sometimes it falls apart and we don't know who's coming. Although I understand that sickness does happen. But for example there was a time when a support worker arrived who didn't have car insurance so they had to get the bus to where they were going which took hours!” (7)

“Not told in advance of changes to the rota. Someone we've never met might turn up and they're thrown in the deep end.” (6)

“They do move staff without me knowing or staff leave. There has been quite a big changeover of staff though recently it hasn't been too bad. Over the 9 years there have been lots of changes.” (5)



Base: all (21)

3.1.6 Confidentiality

All survey respondents are confident that Drive keeps personal information about their relative confidential, except one who says they 'don't know'.

3.1.7 Safety

None of the survey respondents, bar one, has any worries about their relative's safety when with Drive support workers; they are adamant about this. The one exception feels that the support workers are not always mature enough saying "*with one or two of the young ones I'm on edge until they get back home.*"

3.2 Drive Relationship with Client's Relative

3.2.1 Overall Rating of How Well Drive Deals with Client's Relative

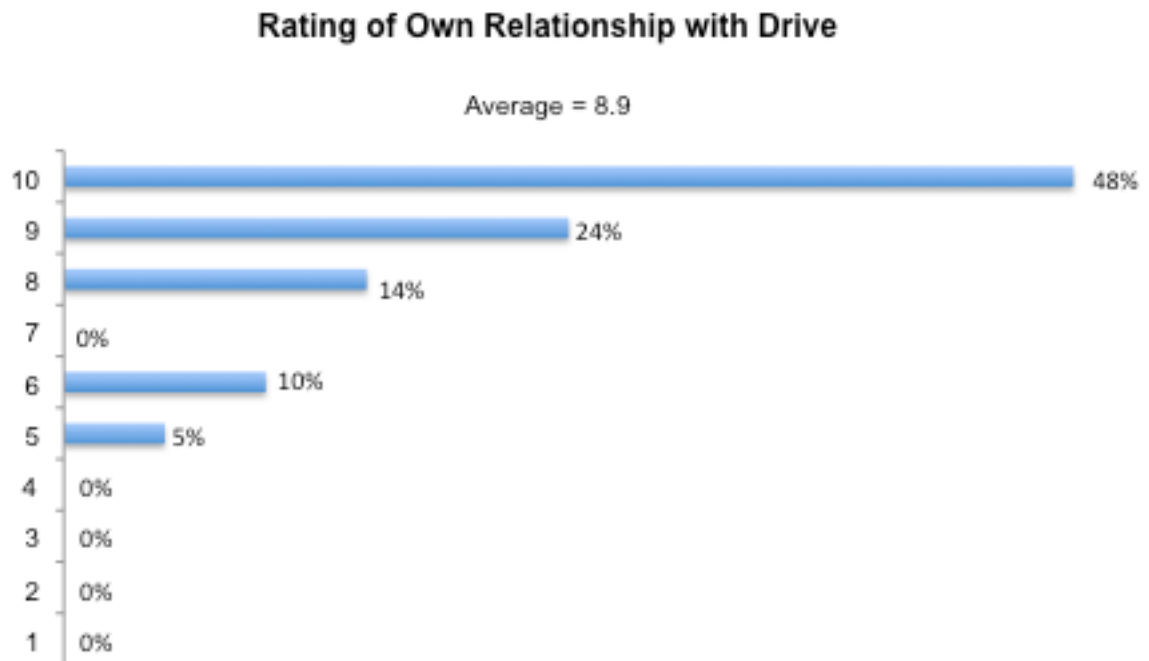
The vast majority are very satisfied with how Drive deals with them. Where there is criticism it relates to communications with and from managers rather than support workers.

'The manager of x's group is not very forthcoming. They don't tell me if someone else is coming.' (5)

'I had a good relationship with the previous manager. I spoke on the phone regularly with him whether he called me or I called him. I'm not sure about the new manager.' (6)

'I could have a bit more information. I have a review every year with the boss.' (8)

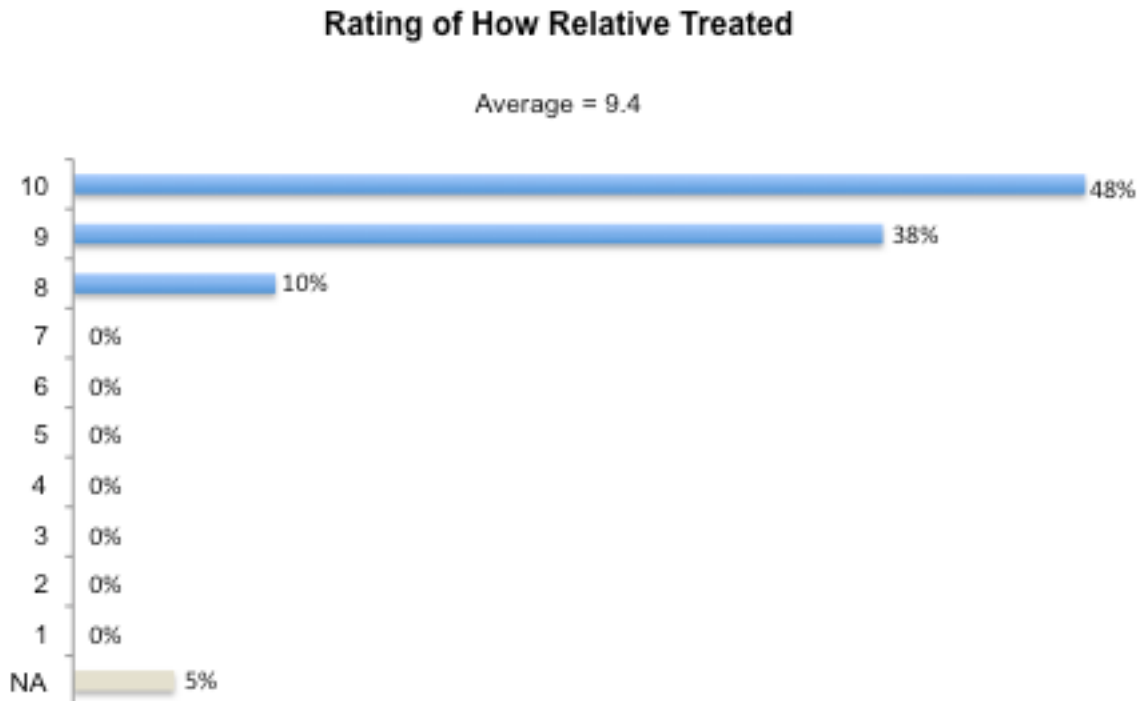
'They've become very big. At the start it was easier to get hold of and talk to people. The manager has got a lot of projects and is difficult to get hold of. Maybe she has too much on her plate.' (6)



Base: all (21)

3.2.1 Treatment of Relative

In all cases relatives of clients feel they themselves are treated well by the support workers. The one instance where a score is not given is because the relative does not see enough of the support workers to make a judgement.



Base: all (21)

3.2.3 Punctuality of Support Workers

The vast majority of support workers are very punctual and, it seems, are conscious of the need to be punctual. *“If they are going to be late the support workers notify us, like with the snow last winter”* (10). There are only a few gripes about some support workers being perpetually late.

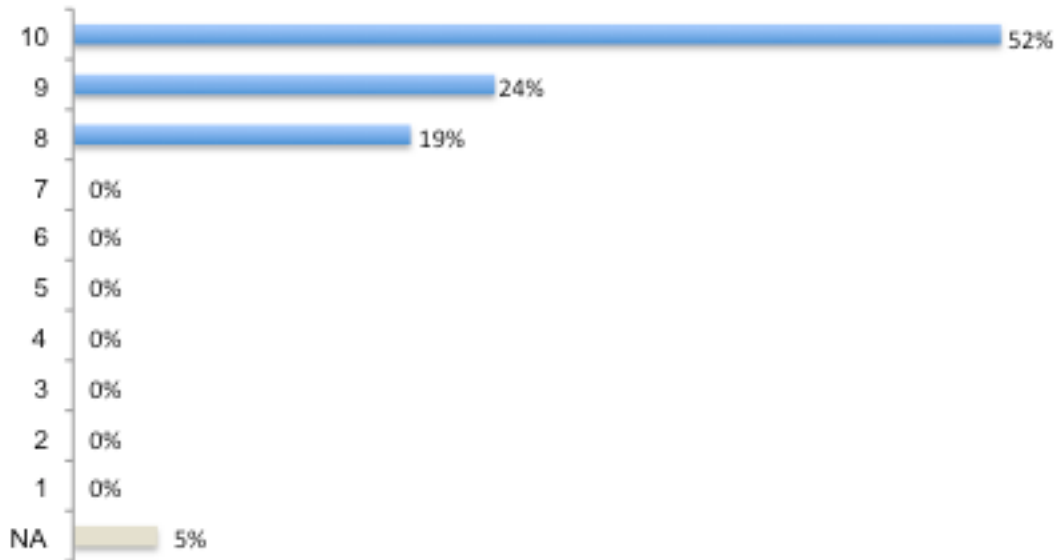
“Two are very good, one not so good.” (8)

“The majority are very good but some are less punctual.” (8)

“They’re occasionally late.” (8)

Rating of Punctuality of Support Workers

Average = 9.4



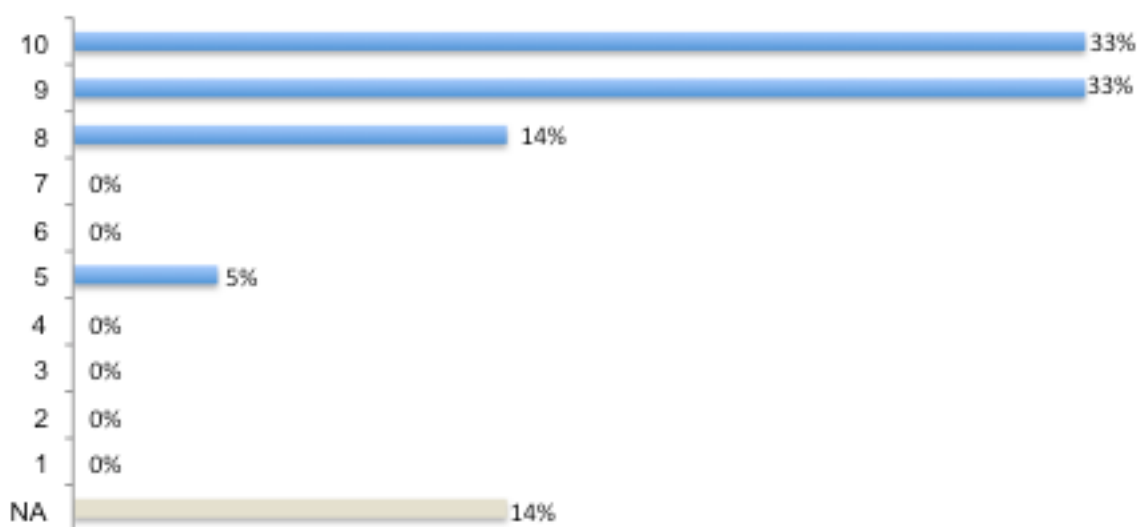
Base: all (21)

3.2.4 Responsiveness to Views and Requests

The support workers are nearly always given high marks for being responsive to views and requests from relatives, although in some instances (where no score is given) requests are not made. Only one respondent has the complaint: *“they are unable to be responsive because they’re too tired out. They’re tired out when they get here because they’ve been working elsewhere. They move from one shift to another. I think Drive is overworking the staff. They complain they’re shattered which undermines what x wants to do and the purpose of targeted support.”* (5)

Rating of Responsiveness of Support Workers

Average = 9.0



Base: all (21)

3.2.5 Feedback

The vast majority are happy with the amount of feedback they receive about the support delivered to their relative. This is usually provided verbally by the support workers and/or through the day book, though in one instance the office is used.

"We have a good talk about where they've taken him and what he's eaten." (10)

"There is a daily diary and they talk to me as well." (10)

"They're in the house so I can see what's happening." (9)

"Sometimes get feedback sometimes don't. Carers don't tell me but I get information from the office. That's enough for me." (9)

However there are a couple of instances where no feedback is given as well as an indication that more would be welcomed.

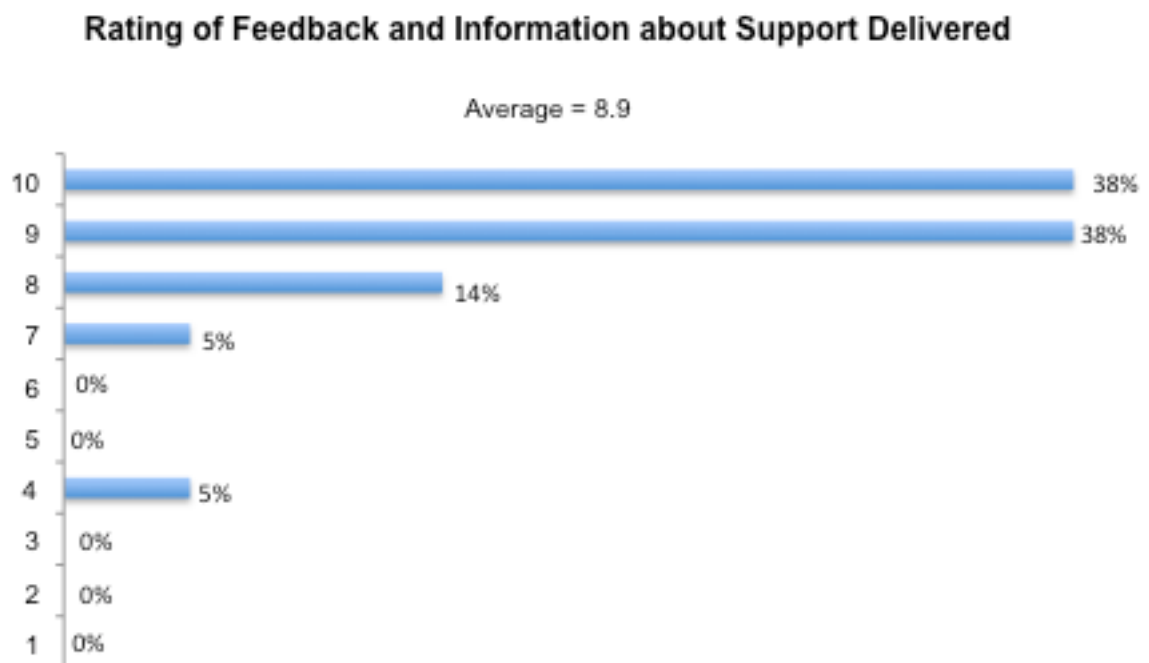
"I don't get anything unless I ask. I don't get the paperwork either e.g. whether x had to pay for the support worker to go to the gym." (4)

"I don't get any feedback." (7)

"They mostly say but I don't always get a note about where he's gone." (8)

Though not dissatisfied in any way with feedback about support sessions, one relative requested a formal report from Drive about her daughter.

“I would like a report about x from Drive saying how she is and how she’s progressing.” (10)



Base: all (21)

3.2.6 Being Kept Informed about Changes to Delivery Service

There are polarised experiences in this area. Some relatives are kept very well informed about any changes in service delivery. However, for a significant number the failure to be given notice officially and in advance of a change in support worker or a turnover of staff (manager or support worker) is a bone of contention, as the following comments reveal.

“When a carer finished we weren’t told by Drive but by the carer themselves. When a manager left we weren’t informed at all. We were just introduced at the monthly reviews. I heard about it through the grapevine. We’re not kept up to date with new staff recruitment. We just see a new name in the day book.” (7)

“The support workers ring to say of they are going to be late. But I’m not informed if someone is sick and another is coming. It confuses x because she’s primed for one person and gets another. Though it does work out all right in the end.” (6)

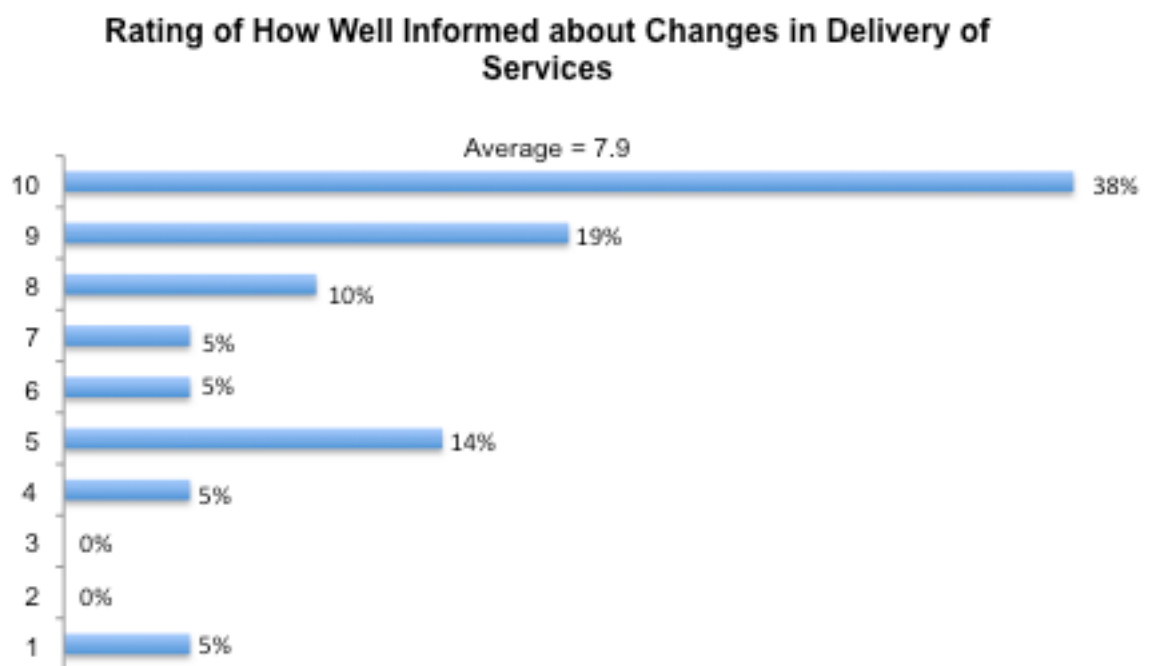
“I’m not always told if the support worker changes.” (5)

“I’m not informed about a change in support worker. Sometimes I’m told by the support worker but never by the office.” (5)

“I’m told 10 minutes before if someone can’t cover which isn’t much of a warning. I’ve written about not being told that a particularly good member of staff was being moved elsewhere. The support worker told me himself.” (5)

“Someone will turn up we don’t know. I’m not told unless I ring. They could leave a message on the phone. I have to ring on the day. I’d like to know in advance.” (4)

“I’m not!” (1)



3.2.7 Managers

Opinion of the managers at Drive is divided. Six out of the 21 respondents (29%) give a top score of 10 and a further 3 (15%) give a score of 8 or 9. The remainder either do not have enough contact with the manager to assign a score or are not particularly impressed. The problems centre around communications, involvement, and things happening slowly or not being followed through.

“It depends on who they are. I’ve given them 6 because they don’t keep I touch. I’ve had one who was very unapproachable.” (6)

“I had difficulty getting hold of the manager to set up 2 extra days service. It took a long time to get the staff for the extra shifts.” (6)

"I'm wanting to go over to Drive from Mencap and asked a month ago but I've not heard anything yet." (8)

"I can never get hold of her! Though she's very pleasant, polite and understanding when I do speak to her." (5)

"I don't get much support from her. She doesn't ring me. I want her more involved. Also she's very difficult to get hold of. When she changed her mobile phone I wasn't given her new number." (3)

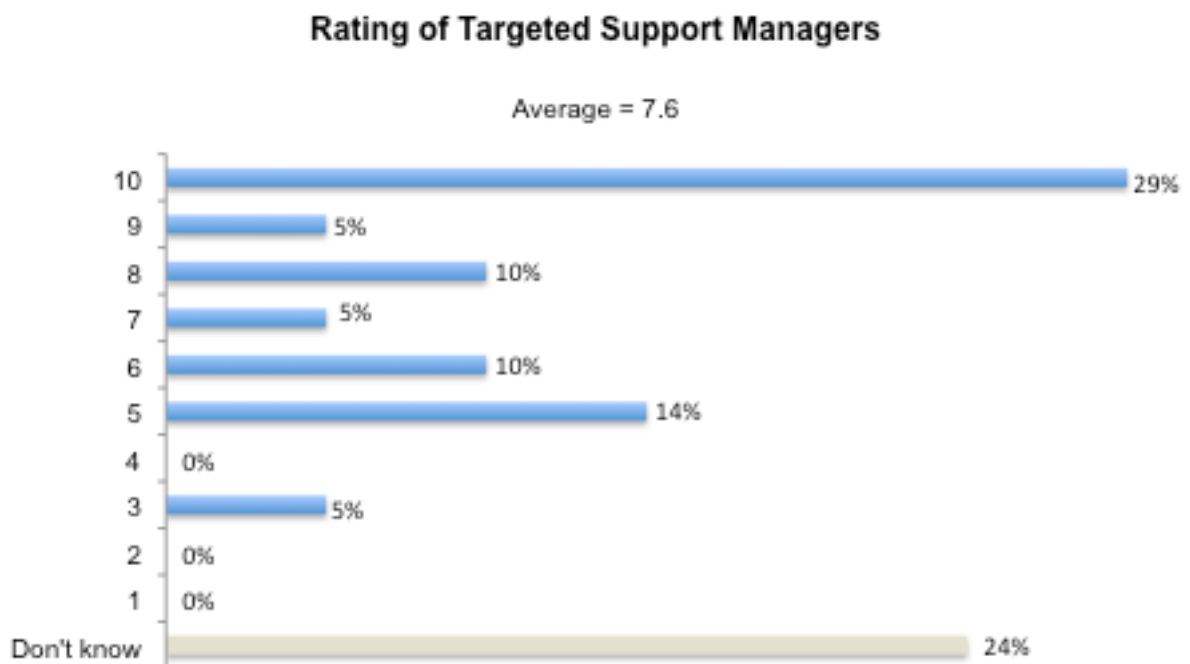
"I've never met her. I've spoken to her once or twice over the phone when I've rung to ask who's coming. I don't really know her. She said it would be nice to meet but that hasn't happened yet." (5)

"They're just a name at the end of the phone. Even though they said they wanted to meet us, we've not seen them." (5)

"Don't have much to do with them. They call to say if there are changes to the service." (7)

There is also a sense that they are overworked.

"They are excellent but have too much on their plate." (8)

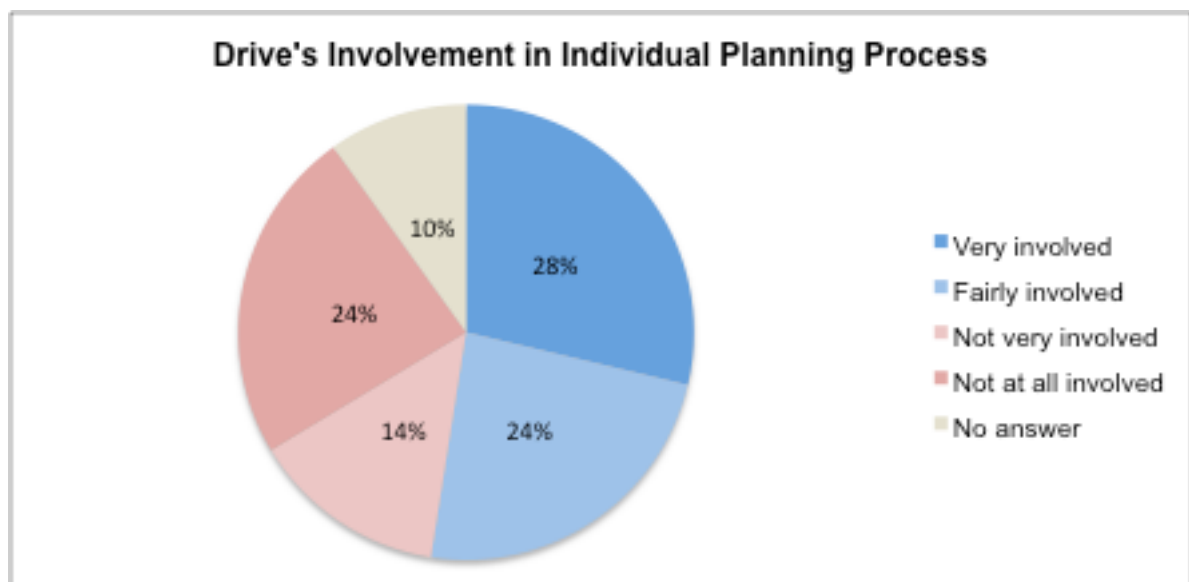


Base: all (21)

3.2.8 Drive's Involvement in Individual Planning Process

Around half (52%) say Drive is very or fairly involved in their relative's individual planning process through attending reviews along with Social Services and other relevant organisations. The rest do not think Drive is involved (though it is not clear that everyone knows what the individual planning process is). In 3 cases greater involvement from Drive is desired but otherwise relatives are happy with the current situation.

An annual Drive specific review – *"I'd like an individual review with Drive because the issues are different with targeted support from respite and the day centre"* - and more regular reviews were requested by single relatives.



Base: all (21)

3.3 Drive the Organisation

3.3.1 Drive's Offices

8 (38%) of the 21 people interviewed have contacted Drive's offices at Nantgarw. Most of these 8 were satisfied with how they were dealt with but there was adverse comment from two respondents, as follows:

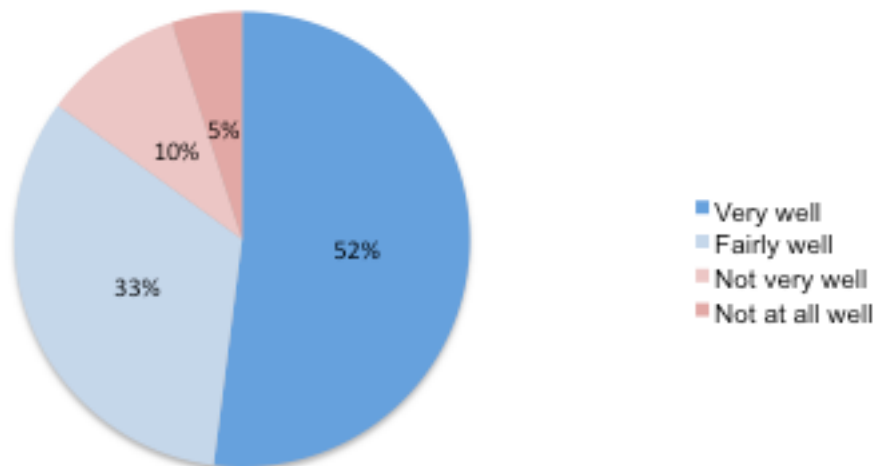
"I phoned about the rotas and felt it was like talking to a brick wall. Also there was the incident of an accident when x fell from her wheelchair where their involvement was poor. It was an upsetting issue and they didn't keep in touch about the investigation as I expected them to." (5)

"It was 2-3 years ago. They didn't answer the phone and there was no answer machine." (4)

3.3.2 Drive's Philosophy

Most (85%) say they understand Drive's aims and philosophy - though to what extent this is true is, this author feels, debateable.

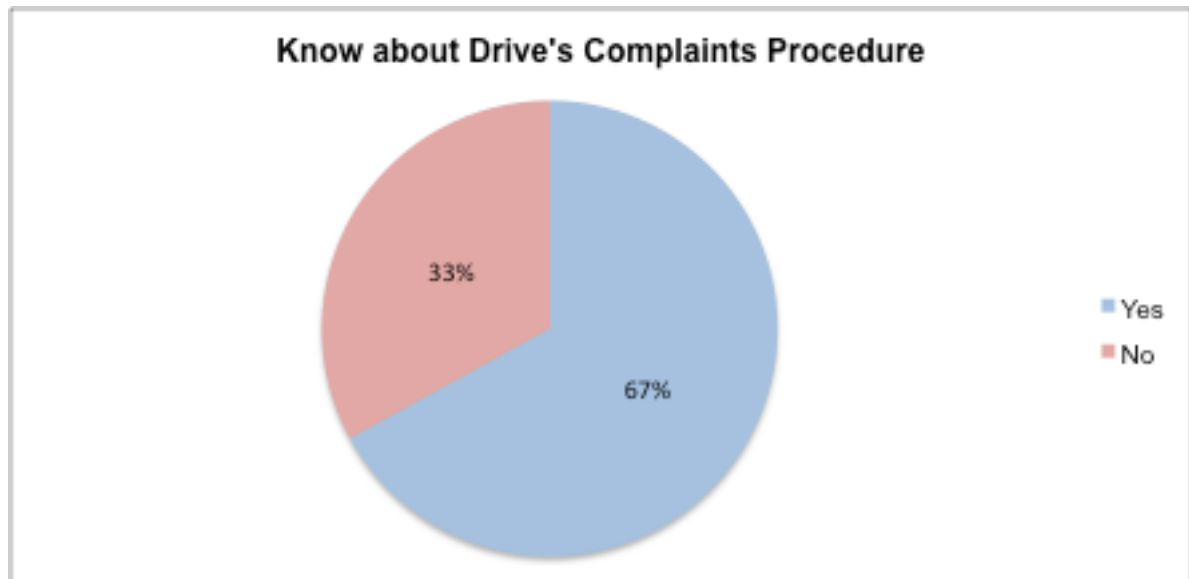
How Well Understand Drive's Philosophy



Base: all (21)

3.3.3 Drive's Complaints Procedure

Fourteen (67%) of the 21 relatives interviewed say they know about Drive's complaints procedure.



Base: all (21)

3.3.4 Information about Drive

Only 2 (14%) would like more information about Drive, in both cases about Drive as an organisation.

"General information about Drive."

"What else Drive does."

3.3.5 Improvements

At the end of the interview, respondents were asked to make suggestions on how Drive could improve its service. In 6 cases the relative was unable to think of any ways in which Drive could improve on their excellent service. The suggestions from the others are given below.

Communications:

"More communication with parents even if it's only a phone call from the manager to see if everything is alright. Maybe a meeting once every 6 months with the manager."

"Have better communications."

"Employ regular staff and let me know if there are changes."

“They are doing a good job but need to inform me about changes to staff.”

“Have an individual review on the Drive service. Make it easier to get hold of the Drive manager.”

Staff:

“Increase staffing levels. I appreciate that if there is an emergency at Respite they have to focus on that rather than other clients but it would be good if there were extra staff for the other clients.”

“Provision made for support workers to learn sign language.”

“I'd like all the staff to be responsible. They should all have passed a medical course because my daughter has x.”

“Keep training staff and continue to employ people with the right temperament.”

Other:

“Drive has become too big an organisation. 10 years ago you got a more personalised service.”

“Open another respite house and offer an 18-30 facility. Moving straight into the adult respite facility where there are older people and where the environment, ambience and decoration is old isn't completely suitable. Drive do try to keep the same ages together but it's difficult. A facility specifically for 18-30s would be great.”

“I've suggested an increase in hours but nothing has happened. I'm sure it's not Drive, more likely Social Services. Otherwise, nothing.”

“Not a lot except my son doesn't go out. He gets very down and lonely. He likes company.”

“Have a word with employees about taking the piss with petrol charges and meals. They could take a sandwich. Every other employee does. It makes a big dent in our outgoings.”

“Use one driver (like Mencap) rather than two.”

4. Appendices

7 June 2010

Dear Mr & Mrs ,

You will be aware that Drive currently delivers targeted support services to Drive is committed to ensuring that its services are of the highest quality and meet the needs of people with learning disabilities and their family members.

Drive has commissioned an independent social research company called HLR to conduct a survey amongst people whose relatives are receiving targeted support services provided by Drive to find out your opinion of the support provided.

To this end you may receive a telephone call from Helen Lancaster or her associate to ask you a few questions and seek your opinion about Drive. All the information given to Helen will be treated in the strictest confidence and Drive will only be provided with a standardised report showing trends and common issues across all services.

Drive will not be given any information that will enable us to identify the name of the service user or their family.

I would appreciate your cooperation and hope that you would feel able to talk to this researcher as the information is really important to help us improve services.

Should you have any concerns please do not hesitate to speak either to me, or to anybody else at Drive.

Yours sincerely,

Barry Gallagher
Chief

Executive

Drive Targeted Support Survey

Name:
Tel no:
Contact outcome:

Hello my name is . . . I'm calling from a market and social research company called HLR on behalf of Drive. We have been asked by Drive to conduct a survey among people whose relatives live in the family home and receive targeted support from Drive to find out your opinion of the support services provided by Drive. You may have received a letter from Drive informing you about the survey. Do you have a few minutes to answer some questions? Drive really want to hear your views. REASSURE OF CONFIDENTIALITY IF NECESSARY.

Q1 Who in your family receives support from Drive? WRITE IN & CODE BELOW

Son/daughter	Sister/brother	Other
Aunt/uncle		

Q2 How long have they been receiving support from Drive? WRITE IN & CODE BELOW

Under 1 year	3-5 years	
1-2 years		

Q3 Overall, on a scale of 1 to 10, how satisfied are you with the way Drive supports your . . . ?

A score of 10 would mean you are “completely satisfied” and a score of 1 would mean you are “completely dissatisfied”. Please can you explain why you’ve given the score you have. GET POSITIVES AND NEGATIVES.

Score	Explanation

Q4 In particular, on a scale of 1 to 10, where 10 is the best score possible and 1 the worst, what score would you give for . . .

FOR ANY SCORE OF 1-7 PROBE: Please can you explain why you've given a low(ish) score.

What's the problem? What (more) needs to be done?

		Score	Explanation (IF SCORE OF 1-7)
a)	How your . . . is treated by Drive staff		
b)	The type and range of social activities made available to your . . .?		
d)	How well your . . .'s emotional and psychological/other needs are met?		

Q5 Do you feel your . . . is given enough opportunity to try new things and develop new social skills? IF NO: What would you like your . . . to try or learn?

Yes		
No		

Q6 Do you feel your . . . is treated with respect at all times by Drive staff? IF NO: Please can you give some examples of when your . . . has not been treated with respect?

Yes		
No		

Q7 Are you satisfied that Drive keeps personal information about your . . . confidential? IF NO: Why not?

Yes		
No		

Q8 How satisfied are you with the continuity of support provided to your . . . by Drive? (EXPLAIN IF NECESSARY: By that I mean your . . . having the same worker(s) most of the time.)

Score	Explanation (IF SCORE OF 1-7)

Q9 Do you have any worries about your . . .'s safety? IF YES: What specifically?

Yes		
No		

Now I have a few questions about your relationship with Drive.

Q10 Overall, on a scale of 1 to 10, how satisfied are you with the way Drive deals with you?

A score of 10 would mean you are “completely satisfied” and a score of 1 would mean you are “completely dissatisfied”. FOR ANY SCORE OF 1-7 PROBE: Please can you explain why you’ve given a low(ish) score. What do Drive do wrong? How could Drive be/do better?

Score	Explanation (IF SCORE OF 1-7)

Q11 In particular, on a scale of 1 to 10, where 10 is the best score possible and 1 the worst, what score would you give to Drive for . . .

FOR ANY SCORE OF 1-7 PROBE: Please can you explain why you’ve given a low(ish) score. What’s the problem? What (more) needs to be done?

		Score	Explanation (IF SCORE OF 1-7)
a)	How you are treated by Drive staff at the beginning and end of a support session		
b)	Providing you with information and feedback about the support delivered		
c)	How punctually support workers arrive and finish		
d)	How well you are kept informed by Drive about changes in services being delivered i.e. change of time or support worker?		
e)	Support workers being responsive to your views and requests		
f)	The Drive managers		

Q12 How involved are Drive with your . . .’s individual planning process?

Very involved		Not very involved	
Fairly involved		Not at all involved	

Q13 IF FAIRLY/NOT VERY/NOT AT ALL INVOLVED: Would you like Drive to be more involved or not?

Yes	
No	

Q14 Have you ever contacted Drive's offices at Nantgarw?

Yes	
No	

Q15 IF YES: How would you rate the way you were dealt with there?

Score	Explanation (IF SCORE OF 1-7)

Q16 How well do you feel you understand the philosophy and aims that lie behind what Drive is trying to do?

Very well		Not very well	
Fairly well		Not at all well	

Q16 Do you know about Drive's complaints procedure - what you need to do if you have a complaint and who you need to contact?

Yes	
No	

Q17 Finally, what do you think Drive could do to improve its services?

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Q18 Would you like more information about Drive? IF YES: What exactly?

Yes		
No		

THANK YOU FOR YOUR TIME. IT IS MUCH APPRECIATED.