

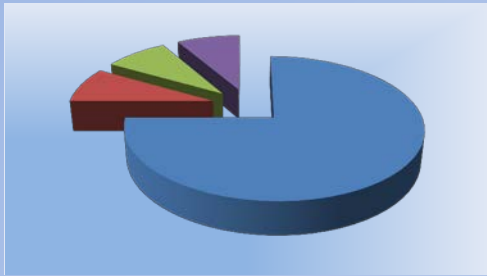


HOME ORCHARD

Home Orchard Care and Support for Learning Disabled Adults

***QUALITY ASSURANCE FEEDBACK REPORT RESIDENTS' SURVEYS – EASY READ
VERSION***

2016



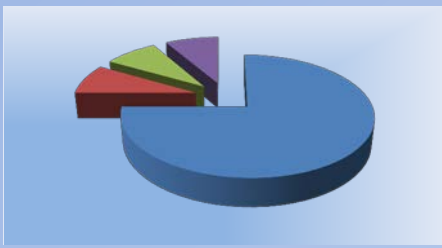
1) SUMMARY

Survey Results – How do the people who use the service feel about the care that is given at Home Orchard?

What is it about?

- We asked Tom Dart an Advocate from Vocal Advocacy to talk to Home Orchard residents.
- Tom asked Home Orchard residents how they feel about how the service is delivered and what improvements need to be made.
- To do this , we asked questions about the home to people who live in Sunset Cottage, Summer Cottage, Palace Farm and Lynwood.
- This is a report about what we found out.





1) SUMMARY

Survey Results – How do the people who use the service feel about the care that is given at Home Orchard?

Why Did we do this?

- We wanted to know if we are meeting the expectations of our residents.
- We wanted to know what things need to change.
- 12 people who use the service answered the questions.
- Not everyone answered every question.
- We also compared the answers to the results of the last survey in 2015.
- This is a report about what we found out.

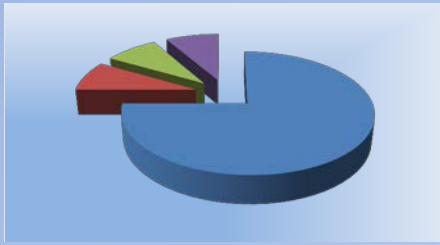


2015



2016



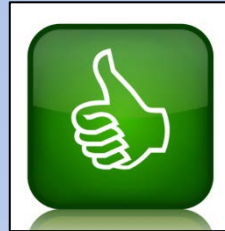


2) RESULTS

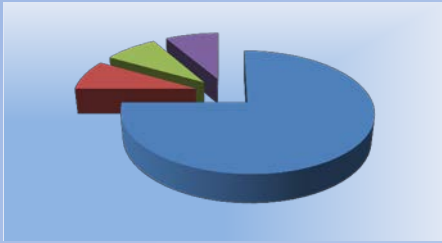
Survey Results – How do the people who use the service feel about the care that is given at Home Orchard?

What is going well?

- Most people said that the outside of their home looks nice.
- Most people said that their home was clean and warm.
- Most people said that they did things for their home. Like shopping, cooking, and cleaning.
- Most people said that the food is good and that they have enough to eat and drink.
- Most people feel that they are able to choose their own meals.



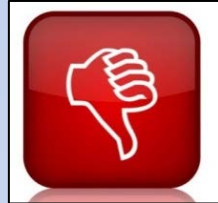
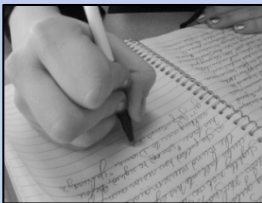
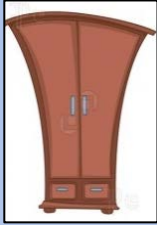
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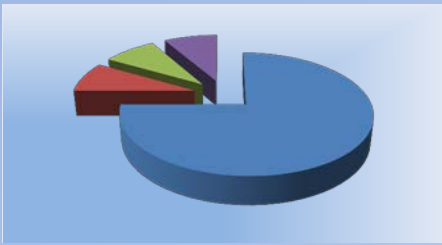


Survey Results – How do the people who use the service feel about the care that is given at Home Orchard?

What isn't going well?

- Some people said that staff do not always knock and wait for an answer before entering their room.
- Some people said that the garden at their home did not look nice.
- Some people said that staff do not always share with them what they write about them.



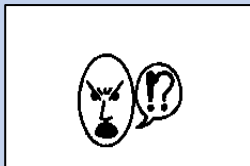
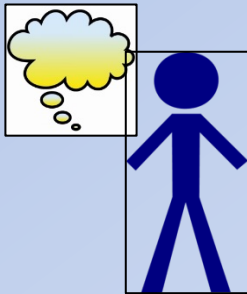


3) ACTION PLAN

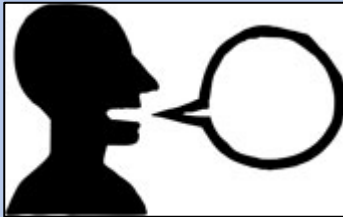
Survey Results – How do the people who use the service feel about the care that is given at Home Orchard?

What Changes will be made?

- From January 2017 all Residents meetings will be chaired by an independent advocate from Vocal Advocacy. The results of this survey will be discussed and further feedback sought.
- The gardens at all homes will be discussed with the residents and feedback sought. Residents will be encouraged to be actively involved in any changes.
- The results of this survey will be discussed with staff. Staff will be reminded of the importance of respecting individuals privacy.



4) THANK YOU



- Home Orchard would like to thank everyone who completed the surveys for their valuable feedback.
- If you would like to talk to someone about this report, or if you would like to give feedback to Home Orchard, please call 01626 859735 or email admin@homeorchard.org.uk. You can also talk to a member of staff.



END OF REPORT