

## Survey 2015

Feedback from supported people  
and their relatives and friends



92%

agree that the service  
meets their needs

Read more >

[www.mcch.org.uk](http://www.mcch.org.uk)

# A message of **thanks** from the Chief Executive



Peter Thompson  
Chief Executive

We sent out surveys to people we support and their relatives and friends. We asked them what they thought about the service we provide. Thank you to everyone who gave us their feedback.

We changed the survey this year, as a result of a focus group with relatives and friends. This was really useful and we thank those who took part.

Your feedback is always very important to us. If you have made comments about the service, we have sent these directly to the service. The staff will review and action these comments, which will help us to improve and make sure we meet our high standards.

This year our Quality Checkers, who are all experts by experience, have continued to visit services to make sure we are meeting the standard we have set. Feedback from these visits is used to improve local services.



We also continue to use quarterly internal audits, independent inspections and surveys to find out if we are doing a good job, and what we may need to change so that we continue to improve.



**84%**  
of relatives  
and friends

rated mcch as good  
or excellent.



**75%**  
of relatives and friends  
would recommend  
mcch to others.



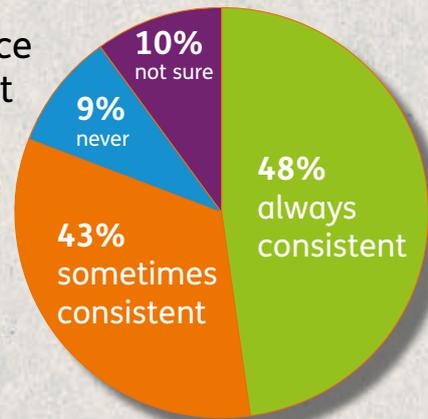
73% are kept informed  
of the changes to the  
service and support.

**We will** look at how to  
improve our communication  
with relatives and friends.

# Our staff



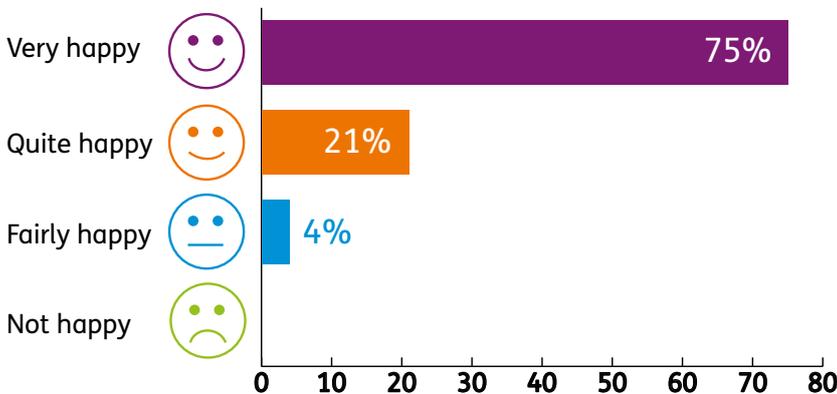
Is the service and support consistent when there are staff changes?



“Really grateful for the staff and service, hope it doesn't end.”

“The support workers are kind.”

Are you happy with the way staff support you?



**88%**  
of relatives/friends

think their views and opinions are respected and taken into consideration.

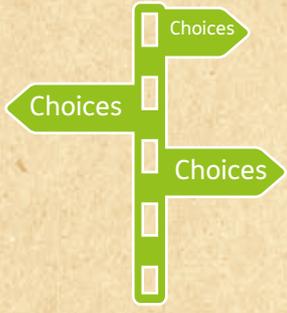
**We will** continue to improve how we involve relatives and friends.

# Our support



**We will make improvements to help you make a complaint.**

“ It is consistent and when required flexible. ”



**91%** agree: mcch gives your relative/ friend help to make decisions if they need it.

**96%** agree: my religious and cultural beliefs are respected.



**94%** agree: mcch supports your relative/ friend to stay safe.

“ We are all treated fairly and with respect. ”



**95%** agree: mcch treats your relative/friend with dignity and respect.

“I like that I am supported to learn to be more independent.”

**87%**  
of relatives/friends

believe they are involved in support planning.

**We will** continue to improve how we involve relatives and friends in support planning.



**92%** agree that the service meets their needs.

**84%\*** rated the quality of support good or excellent.

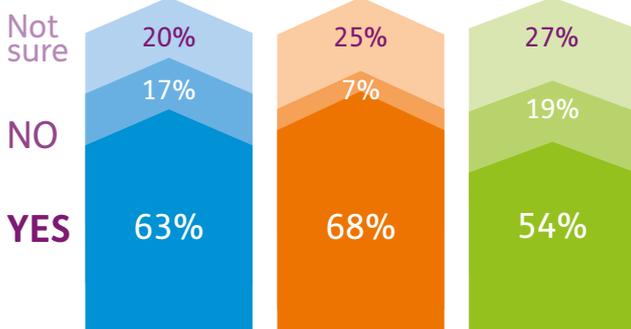
\* of relatives/friends

“Would like to go out more often with staff.”

**We will** improve the frequency and choice of activities provided.

## Activities

responses from relatives and friends



Do they take part in activities?



Do they enjoy the activities?



Is there consistency in the activities?

**We will** improve the frequency and choice of activities provided.



# Our buildings and facilities



**97%** of residents and tenants are satisfied with the way we deal with repairs and maintenance.

“Communal areas need to be cleaned more regularly.”

**We will** be introducing a minimum standard of cleanliness for all our accommodation services.

“It seems a happy house and staff are very welcoming and everything is clean and tidy.”



**98%** of residents and tenants are satisfied with our housing services.

## Are we meeting our 'your home, our promise' standards? (% agree)

- Clean home **93%**
- Odour-free home **85%**
- In good decorative order **96%**
- Rubbish removed **98%**
- Notices up-to-date **96%**
- In reasonable repair **97%**
- Quality furniture/furnishings **98%**
- Comfortable temperature **88%**
- Tidy grounds/gardens **90%**



**We will** make sure residents have full control over the temperature of their home.

**52%**

of residents/tenants

said they had seen our housing standards 'your home, our promise'.

**We will** make everyone aware of our housing handbook and our housing standards.

# Other ways we get feedback



## Partnership Forums



We strive to involve people we support in everything we do. To help us with this, we have 2 committees that form part of our governance structure. They are called partnership forums (one for people using learning disability or autism services, and one for mental health services).

They meet 4 times a year and 4 people from each forum attend the Partnership Board, which also includes members of our board of trustees.

## Quality Checkers



We have a team of Quality Checkers who have experience of receiving mcch services. So far they have visited over 50 services to check that we are meeting our standards. They also make sure people are getting the support that they are happy with.

“I have enjoyed working for mcch and checking that the quality of the services is a high a standard for others as it has been for me.” Jane

“I’ve enjoyed meeting new people and talking to them. I’ve been interested in their lives and what they have to say.” Rob

# Other comments



“Would like more choice/involvement as to who supports me.”

“You can make the service better by employing more members of staff.”

“I would like it to open longer, at weekends and with more staff.”

**We** review staffing at each service regularly to make sure we meet the needs of the people we support.



**85%** agree: I know how to get help if I am worried about my safety.



**87%** agree: I know about how mcch uses my personal information.



**83%** say they are confident that we keep their personal information secure. But some thought we could improve how we tell people how we use their information.

**We will** improve how we tell people how we use and keep their information.

## Get in touch

 Performance Manager  
**mcch**  
FREEPOST RSGH-SZZR-JHGG  
One Hermitage Court  
Hermitage Lane  
Maidstone  
Kent  
ME16 9NT

@ [contactus@mcch.org.uk](mailto:contactus@mcch.org.uk)

 01622 722400