



## **Expect Group of Companies Rowan Care & Focus Care Wales Service User Survey Results (March) 2022**

### **AIM:**

**To engage with service users and give them the opportunity to share their views and feedback on the Services provided by the Expect Group of Companies – Rowan Care & Focus Care Wales**

**To identify any necessary changes for leaning and improvement**

**To monitor and evaluate shared information**

### **Results**

The bi annual survey was circulated using paper copy booklets and completed anonymously by Rowan Care & Focus Care Wales service users. 29 Rowan Care & Focus Care Wales services users received the survey and there were a total of 3 responses received.

Results from the Service User Survey are very positive and show respondents are happy with both the support they receive and the support workers delivering the support packages. 100% of respondents are happy with their personal support plan.

Responses indicate that 100% of service users either strongly agree or agree that they are treated with dignity and respect and that staff members accept they for who they are.

All respondents report that they understanding how to raise a complaint or a suggestion and who to share the information with.

## General Information

How long have we been supporting you	Less than 11 months	33.3%
	1 - 2 years	0%
	3 - 6 years	33.3%
	7 – 10 years	0%
	Over 10 years	33.3%

Your Gender	Female	33.3%
	Male	66.6%
	Non Binary	0%
	Other	0%

Your ethnic group	Asian Bangladeshi	0%
	Asian Indian	0%
	Asian Pakistani	0%
	Chinese	0%
	Asian Other	0%
	Black African	0%
	Black Caribbean	0%
	Black other	0%
	Mixed White and Black Caribbean	0%
	Mixed White and Black African	0%
	White Welsh English	100%
	Scottish Northern Irish or British	
	White Irish	0%
	White Roma	0%
	Other White background	0%
Other ethnic group	0%	

Is someone helping you fill this questionnaire in?	No	0
	Care/Support Worker	33.3%
	My friend/advocate	33.3%
	Relative	33.3%
	Someone else	0%

What age group do you fit into	16 – 24 years	0%
	25 – 29 years	0%
	30 – 34 years	0%
	35 – 39 years	0%
	40 – 44 years	0%
	45 – 49 years	33.3%
	50 – 54 years	0%
	55 – 59 years	0%
	60 – 70 years	0%
	70 + years	66.9%

What is your sexual orientation?	Heterosexual or straight	66.9%
	Gay or Lesbian	0%
	Bisexual	0%
	Other sexual orientation not listed	0%
	No not wish to disclose	33.3%

### My Support

I am happy with the support I receive	Strongly agree	33.3%
	Agree	66.9%
	Neither agree or disagree	0%
	Disagree	0%
	Strongly disagree	0%
	Not applicable	0%

I am happy with my personal plan	Strongly agree	33.3%
	Agree	66.9%
	Neither agree or disagree	0%
	Disagree	0%
	Strongly disagree	0%
	Not applicable	0%

I am happy with the care/support workers who come to my home	Strongly agree	33.3%
	Agree	66.9%
	Neither agree or disagree	0%
	Disagree	0%
	Strongly disagree	0%
	Not applicable	0%

### Staffing

Carer/support worker always wear masks and gloves when supporting me with personal care	Strongly agree	33.3%
	Agree	66.9%
	Neither agree or disagree	0%
	Disagree	0%
	Strongly disagree	0%
	Not applicable	0%

Carer/support workers spend the right amount of time with me	Strongly agree	33.3%
	Agree	66.9%
	Neither agree or disagree	0%
	Disagree	0%
	Strongly disagree	0%
	Not applicable	0%

The carer/support worker are not regulary more than 15 minutes late	Strongly agree	33.3%
	Agree	66.9%
	Neithe agree or disagree	0%
	Disgaree	0%
	Strongly disagree	0%
	Not applicatble	0%

Someone will let me know if my carer/support worker is going to be late	Strongly agree	33.3%
	Agree	66.9%
	Neithe agree or disagree	0%
	Disgaree	0%
	Strongly disagree	0%
	Not applicatble	0%

I am happy with the support I recieve	Strongly agree	33.3%
	Agree	66.9%
	Neithe agree or disagree	0%
	Disgaree	0%
	Strongly disagree	0%
	Not applicatble	0%

### Complaint and compliments

I know how to make a complaint or suggestion	Strongly agree	33.3%
	Agree	66.9%
	Neithe agree or disagree	0%
	Disgaree	0%
	Strongly disagree	0%
	Not applicatble	0%

I know who to contact if I have a problem	Strongly agree	33.3%
	Agree	66.9%
	Neithe agree or disagree	0%
	Disgaree	0%
	Strongly disagree	0%
	Not applicatble	0%

I have the contact number for the Focus/Rowan Care office	Strongly agree	33.3%
	Agree	66.9%
	Neithe agree or disagree	0%
	Disgaree	0%
	Strongly disagree	0%
	Not applicatble	0%

I know who to contact if mt carer/support woker does not arrive	Strongly agree	33.3%
	Agree	66.9%
	Neithe agree or disagree	0%
	Disgaree	0%
	Strongly disagree	0%
	Not applicatble	0%

**Othr Information**

I am treated with dignity and respect	Strongly agree	33.3%
	Agree	66.9%
	Neithe agree or disagree	0%
	Disgaree	0%
	Strongly disagree	0%
	Not applicatble	0%

Staff understand any cultural needs that I have	Strongly agree	33.3%
	Agree	66.9%
	Neithe agree or disagree	0%
	Disgaree	0%
	Strongly disagree	0%
	Not applicatble	0%

I am encouraged.assisted to follow my faith should I wish to do so	Strongly agree	33.3%
	Agree	66.9%
	Neithe agree or disagree	0%
	Disgaree	0%
	Strongly disagree	0%
	Not applicatble	0%

I am confiedent that I am accepted for being myself	Strongly agree	33.3%
	Agree	66.9%
	Neithe agree or disagree	0%
	Disgaree	0%
	Strongly disagree	0%
	Not applicatble	0%

**END OF REPORT**

