

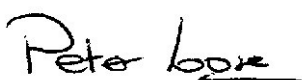
24th October 2016

Every year we ask the people we support, their families and our staff and managers to take our satisfaction surveys. The feedback we receive helps us to improve our performance and provide better outcomes for your family member. We want to find out how you view the service that your family member receives from Bethphage. As always our Service Managers and Area Managers are always pleased to receive any comments you may wish to make, questions you wish to ask or feedback or complaints you wish to raise. If this does not resolve the issue for you and you wish to talk to somebody else, please call Head Office on 01743 272880 and ask for Stef (Operations Director) or Clare (Quality Manager).

If you have access to the internet, it would help us if you could complete the survey online at www.surveymonkey.co.uk/r/L6PMZPC.

We would be happy to receive responses from more than one family member if appropriate, but each person should only submit a Surveymonkey response or paper questionnaire, not both. We will publish the results of our survey on our website before the end of 2016.

Thank you in anticipation of your response.



Peter Loose
Chief Executive



1. This survey is for the families of people we support. Please tell us which service your family member uses and where they live.

- Support in the family home
- Support in their own home
- Support in a Registered Home
- Day Services

Tick one box on the left



and one box on the right



- Birmingham / Walsall / Wolverhampton
- Market Drayton
- Oswestry
- Shrewsbury
- Telford or Bridgnorth
- Whitchurch

If you prefer, you can give the name of the service in the box below

If you would like another copy of this questionnaire, please contact us on 01743 272880, by email at enquiries@bethphage.co.uk, by post at 8 Longbow Close Shrewsbury SY1 3AS. You can download a copy from www.bethphage.co.uk or best of all, complete it online at www.surveymonkey.co.uk/r/L6PMZPC

Our Core Values

Our core values shape how we work and make a positive difference to the quality of life for the people we support:

- **Personal Growth:** By this, we mean creating a safe and healthy environment, where we provide positive feedback, support each other to reflect on actions and learn and grow from them.
- **Respect:** By this we mean respecting and valuing the diversity individuality and views of everyone we come into contact with fully considering each perspective before arriving at an agreed outcome.
- **Honesty:** By this we mean working together in an open and honest way; taking responsibility and remaining accountable for our actions.

2. How would you rate the service that you have observed and/or experienced from the staff for each of our values?

| Value | Excellent | Very Good | Average | Needs Improvement | Poor | Unsure or Not Applicable | Comments |
|--------------------|-----------|-----------|---------|-------------------|------|--------------------------|----------|
| Respect | | | | | | | |
| Honesty | | | | | | | |
| Personal Growth | | | | | | | |
| Active Involvement | | | | | | | |

Communication

Good communication is about Bethphage keeping you informed about important news and developments concerning your family member and the service in general and about our staff and managers being available and listening well to you.

3. What is your experience of the communication which you have with Bethphage? This may be with the staff working with your family member or the local manager or someone

| | Excellent | Very Good | Average | Needs Improvement | Poor | Unsure or Not Applicable | Comments and suggestions |
|--|-----------|-----------|---------|-------------------|------|--------------------------|--------------------------|
| Support Staff | | | | | | | |
| Managers (this may be the Service or Area Manager) | | | | | | | |
| Someone else (e.g. senior management or the support team at Head Office or the local office) | | | | | | | |

The Quality of the Support We Provide

Our mission is to be an excellent provider of support for people with disabilities. We want to know if we are achieving this.

4. **Please can you tell us how you rate the support received during the last 12 months? Do you think the service has helped to develop your family member and where possible helped him/her to increase independence?**

| | Excellent | Very Good | Average | Needs Improvement | Poor | Unsure or Not Applicable | Comments and suggestions |
|--|-----------|-----------|---------|-------------------|------|--------------------------|--------------------------|
| Support | | | | | | | |
| New Interests or Opportunities | | | | | | | |
| Greater Independence | | | | | | | |
| Quality of Life | | | | | | | |
| Offering choices or support to make choices | | | | | | | |
| Health Support | | | | | | | |
| Money Management | | | | | | | |
| Safeguarded against harmful situations or events | | | | | | | |

Support in Your Own Home

These questions are for the people we support who live in their family home. If this does not apply to you please skip this question

5. **Where the support is provided in your family home please can you help us to understand the impact on your life**

| | Excellent | Very Good | Average | Needs Improvement | Poor | Unsure or Not Applicable | Comments and suggestions |
|--------------------------------|-----------|-----------|---------|-------------------|------|--------------------------|--------------------------|
| Staff punctuality | | | | | | | |
| Staff reliability | | | | | | | |
| Staff knowledge and experience | | | | | | | |
| Staff training | | | | | | | |

Your Other Comments

Please use this page to tell us anything else you would like us to consider

6. Is there anything we could do better?

7. If you had a concern with our staff or the support we provide would you know who to speak to?

YES

NO

Who would you speak to?

8. Have you liked Bethphage on Facebook? (www.facebook.com/bethphage)

Yes, I had already "liked" Bethphage on Facebook

Yes, I have just "liked" Bethphage on Facebook or am about to do so

No, I have not liked Bethphage on Facebook

No, I don't use Facebook

Comment(s)

This is an anonymous survey. We will collect the answers you have given and use them to understand how well we are doing. Sometimes people make comments in surveys which we wish to publicise and sometimes people tell us concerns we should do something about. We will only do this if you agree.

9. Are you happy for us to use your comments (not including any private information) and your name in our publicity materials or as evidence of good work that we do with the local authority, the Care Quality Commission and our website?

YES

Comments

NO

10. Is there anything else you would like to say? If you tell us about something you are unhappy about, do you agree to us contacting you? To do so, we will need to know who you are, so please include your name and contact details if you want a response.