

2008/09 Survey

Results for all CIC services



cic

putting individuals first ...

2008/09 Survey

CIC staff strive to provide unique services, which promote independence, celebrate individuality and give each and every person we support a real choice in how they live their lives. From supporting people to make every day decisions, to helping them achieve their life goals and aspirations, we ensure that everyone in the CIC community has a voice and is heard. And how do we do this? By really listening to what the people we support have to say.

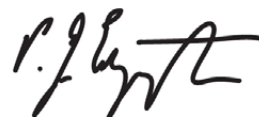
Our annual 08/09 Service User Satisfaction Survey provided us with the opportunity to give the people who access our services a chance to tell us their thoughts and views, good or bad, on the services we provide.

Over the course of one month, we invited each and every person who accesses CIC services to take part in the survey. In an effort to encourage people to be as open and candid as possible, everyone had the opportunity to complete the questionnaire anonymously, if they wished.

An unprecedented 53% of our service users responded, with 80% of our services represented in the research, making this our most comprehensive and revealing survey to date.

To say that we were overwhelmed by the positive feedback we received would be an understatement! The results reveal exceptionally high levels of satisfaction across all of CIC's four main service areas. In particular they highlighted CIC's successes in providing full, happy lives for the people we support, creating strong bonds between staff and service users, and encouraging people to take control of their lives and their futures.

Given our commitment to always providing the best possible services, it was great to hear the good things our service users had to say about us and important for us to learn more about the things they thought we could do better. But, above all, we were delighted that so many of our service users felt engaged and inspired enough to take part. To us this proves one thing: the people we support know that speaking up and having their say really means something in CIC. Our services users know we are listening.



Phil Edgington, Chief Executive

"I'm very well looked after at my home. I live with my four friends and we go out a lot with staff. My key worker looks after all my needs. He takes me for my hair cut, new clothes, meals and entertainment, and also arranges holidays for me. I am very happy here, thank you."

Barry Leither, Summerson House, Gateshead.

"CIC has been and still is a great support to me, when I most need it. I appreciate all the work they have done for me during this period."

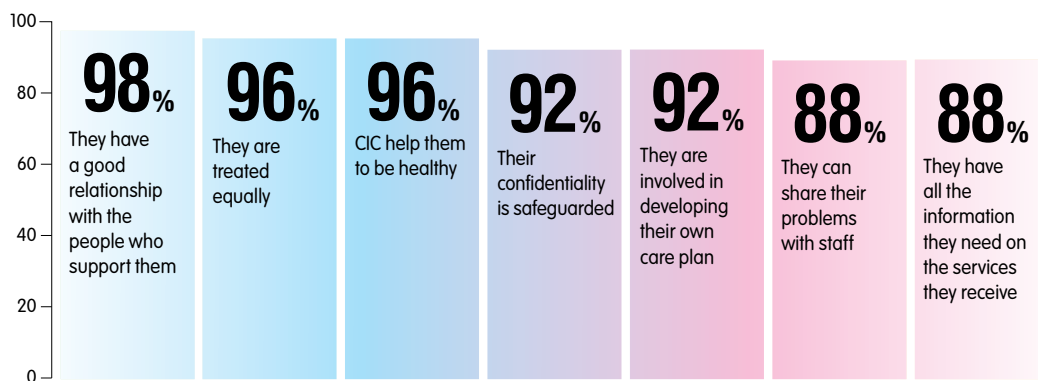
**Philip McConnon,
Liverpool Addictions Service.**

Results for all CIC services

The survey was designed so that we could measure the performance of each sector within CIC: Senior Care, Independent Living, Addictions Services and Homelessness Services, as well as being able to look at the satisfaction levels within individual services.

At the same time, it was vital that we could judge CIC as a whole. So the survey was designed to contain several shared questions common to all services, helping us gauge overall satisfaction within our services...

Percentage of all CIC service users who feel that...

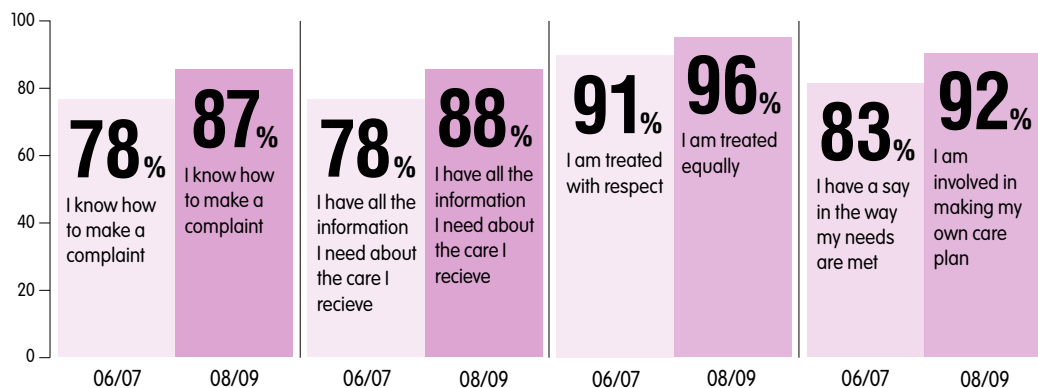


"Having been in this home for 18 months I am very settled, happy and satisfied, it's the next best thing to being at home!"

**Raymond Summers,
Kemp Lodge, Merseyside.**

Always looking to improve...

comparison of similar questions from 2006/7 with 2008/9



"CIC has helped me to meet people and feel better about myself as a person, as well as giving me the accommodation and support I need."

**Chris Seddon,
Leo Project, Merseyside.**

Seventy per cent of the people who access our Addictions Services took part in the survey

99%

rate the quality of the treatment they receive as good or excellent



My treatment has led to a decrease in my substance misuse

94 PER CENT

Addictions Services

Our Addictions Services provide treatment and support to individuals affected by alcohol, drug and other addictions, to assist them in moving from crisis to recovery.

Working with a breadth of professional and partner agencies, including GP's, social and health care services, probation, housing associations and employers, we promote social integration and provide a person-centred approach to addictions support.

"I am so grateful and happy to receive this service. It has kept me on the rails and helped me in my marriage and employment."

Philip Ryan, Liverpool Addictions Service.



Six hundred & sixty five people from Independent Living took part in this survey

95
PER CENT

Feel encouraged to try new things and be as independent as possible

Independent Living

Our Independent Living services deliver support to individuals with learning difficulties, physical disabilities and/or mental health concerns, as well as providing specialist support for adults and children on the Autism spectrum.

Whether it comes in the form of 24/7 care in a supported living service or registered tenancy, training or education at a day service, or a few hours self-directed flexible support, we always work to maximise the independence and happiness of the people we support.



Say they have a good relationship with the people who support them



"Since coming to CIC Vocational Support, my life has changed for the better and I feel much happier in myself. The staff and support workers are very friendly. With their help, and support, I have learnt new skills and become more independent."

Mustafa Mohammed, Vocational Support, Liverpool.

I have learnt new skills since joining this day service

87%



Senior Care

Our Senior Care services provide nursing and residential care, including specialist dementia and palliative care, within a number of settings including residential care homes and day care services.

Always striving to support older people through the frailty of old age by providing independence, choice and dignity, we asked all of our Senior Care residents for their thoughts on the service we provide.



"I am happy and comfortable with my care; the staff here are fantastic, they always go out of their way to help and will do anything for you."

Doreen Nossiter, Gardner House, Hartlepool.

299 people from Senior Care took part in the survey



ninety nine
per cent

say that they have a good relationship with the people who support them



97%

feel that staff listen and adapt to their needs



"A great service to help young people get back on their feet!"

Jonathan Joyce, Halton Goals, Runcorn.



say that staff are friendly and welcoming

%

Homelessness Services

Our Homelessness Services provide housing, personal development, education and training opportunities for homeless people.

We focus on the person rather than the problem, tailoring our services to meet specific need. We believe that with security, support to access employment or training and a healthy, supportive living environment, people affected by homelessness will flourish, achieving progression, and importantly, their own personal aspirations.

95 PER CENT

say they are involved in developing their support plan and feel supported by their key worker to meet their personal goals.



Fifty nine per cent of the people who access our Homelessness Services took part in our survey

90 PER CENT

My key worker informs me about what help I can get at the service and in the community





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