



2011
Service User Satisfaction
Survey Results

96%
SAID THEY FEEL
STAFF REALLY CARE
ABOUT THEM

Introduction from Jane Worsley

CIC Group Operations Director

As Operations Director for CIC, it is my role to ensure that as an organisation we consistently deliver the service we promise, to the highest standards and with maximum benefit to each individual person we support.

So for me, our Service User Satisfaction Survey is perhaps one of the most important events in the CIC calendar; after all, how else can we know whether we are achieving our promise, without asking the people who can really tell us?

Offering every CIC service user the chance to take part (anonymously if they wish), we do our very best to give the people we support a real and honest opportunity to tell us their thoughts and views.

Our last survey yielded exceptional results for our charity, demonstrating unprecedented high levels of satisfaction across all three of our divisions – Independent Living, Senior Care and Homelessness. Achieving these results, we knew that we had set the bar high for ourselves! So it was with delight that I read the results of our 2011 survey – showing, for yet another year, broadly the same remarkably high levels of satisfaction across the whole CIC Group.

The past few years have presented many changes in the health and social care sectors, and coupled with the economic downturn, have created a climate which has

challenged many care providers. So, I am proud to say that despite these constraints, CIC's standards have not waived and we have continued to take our charity, and the people we support, from strength to strength.

The results in this publication do not just represent the achievements of a successful charity; more than this, they represent thousands of people achieving their goals, living the lives they choose, and being shining examples of our commitment to always 'putting individuals first'.

Thank you to everyone who took the time to take part in our survey, or supported somebody to do so. Your feedback will help us shape CIC and the services we deliver, both now and in the future.

Jane Worsley

I am proud to say that we have continued to take our charity, and the people we support, from strength to strength.

97%

I have a good relationship with the people who support me

“ Coming to live at Bedford Place with CIC as my support is the best thing I've ever done. I feel safe and happy here in my new home. The people who support me encourage me to be independent and try new things. My dream is to go to Graceland and my staff team are now helping me plan my trip for next year!

Norman Nisbett, Bedford Place, Alloa.



Results for all CIC Group services

Although we are a large organisation delivering a diverse range of services, CIC remains one community.

So when conducting our 2011 survey, it was important to us to gauge satisfaction levels across the Group as a whole, as well as in each of our three divisions: Independent Living, Senior Care and Homelessness. To do this we included a set of eight shared questions across each different survey type, examining what we believe to be the most fundamental measures of good care. We were delighted with the results...

97%
CIC helps me to be healthy

Percentage of CIC Group service users who told us:



“ I am very happy here and all my needs are attended to. The staff treat me with respect and they are like an extended family to me. ”

Louise Cockburn, resident at Charlotte Grange Senior Care Home, Hartlepool.

“ I have been made to feel so welcome from the start; the staff are friendly and helpful and my other neighbours are friendly too. I feel I have a stepping stone from which to build my future. ”

Carl Ethrick, resident at Belvedere Homeless Project, Runcorn.

576

PEOPLE FROM OUR
INDEPENDENT LIVING
SERVICES RESPONDED
TO THIS SURVEY

**NINETY
FOUR
PER CENT**

said they feel encouraged
to try new things and be
independent

92%

of people said that being part
of their service has improved
their quality of life

**97
PERCENT**

SAID THEY
HAVE A GOOD
RELATIONSHIP
WITH THE
PEOPLE WHO
SUPPORT THEM

96%

feel that staff really
care about them

Independent Living

CIC have over two decades of experience in delivering personalised care and support to adults and children with learning difficulties, physical disabilities, mental health concerns and autistic spectrum disorders.

Providing a broad range of services - from 24/7 care in a supported living tenancy or registered service, to training and education at one of our day services or just a few hours flexible support in the community - all our services have one shared aim: to deliver innovative, flexible and tailored care. We are committed to enabling independence and giving the people we support the opportunity to achieve their personal goals and aspirations.



96%
SAID THEY FEEL
THAT STAFF CARE
ABOUT THEM

90% | said they or someone close
to them are involved in
developing their personal
care plan



91%
SAID THEY FEEL
THEY CAN SHARE THEIR
PROBLEMS WITH
STAFF

532
people from our senior care
services took part in the survey

Senior Care

95%
BELIEVE STAFF LISTEN
AND ADAPT TO THEIR
NEEDS

Our Senior Care services provide residential, nursing, intermediate and respite care, as well as specialist dementia and palliative support to older people. We deliver these services in a range of settings, including residential care homes, day services, and people's own homes.

Whatever the type of care, and wherever it is delivered, all of our Senior Care services are based upon CIC's commitment to ensuring older people are treated with dignity and respect and have choice and control over their care.



97%

said the service they receive has helped them to maintain their lifestyles and routines

95%

said the service they receive is flexible and tailored to their needs

91%

said the service they receive has helped improve their quality of life

98%

said their service helps them to retain their independence

Inspirit Care

Inspirit Care is CIC's sister charity, providing home care services to people with a variety of support needs, throughout the North West.

By providing a range of care and support services directly to people in their own homes, Inspirit Care enables the people it supports to continue enjoying the independence they treasure for longer.

PER CENT

98 Staff are professional, friendly and caring

97 I have a good relationship with staff

94 Staff listen to my needs

92 I can rely on my support team

91 This service has improved my quality of life

0 10 20 30 40 50 60 70 80 90 100

84%

said their quality of life has improved since accessing the service

87%

said staff encourage them to try new things and be as independent as possible

93%

told us staff help to improve their health and well-being

97%

said that their key worker informs them about what help they can get at the service and in the community

90%

feel safe and protected in their accommodation

Homelessness Services

Our Homelessness Services provide housing, personal development, education and training opportunities for those who find themselves without a permanent place to live.

Our aim is to provide a healthy and supportive living environment, enabling people affected by homelessness to achieve stability and independence, as well as the opportunity to reach their own personal goals and aspirations.

PER CENT

90

Staff are friendly and welcoming

90

Staff make sure I'm ok

84

I'm supported to achieve my goals

83

I feel more positive about my future since coming here

83

My confidentiality is safeguarded

83

I've got a good relationship with staff

0 10 20 30 40 50 60 70 80 90 100



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Our survey
was conducted
by Ask For Research,
an independent survey
company commissioned
by CIC.