

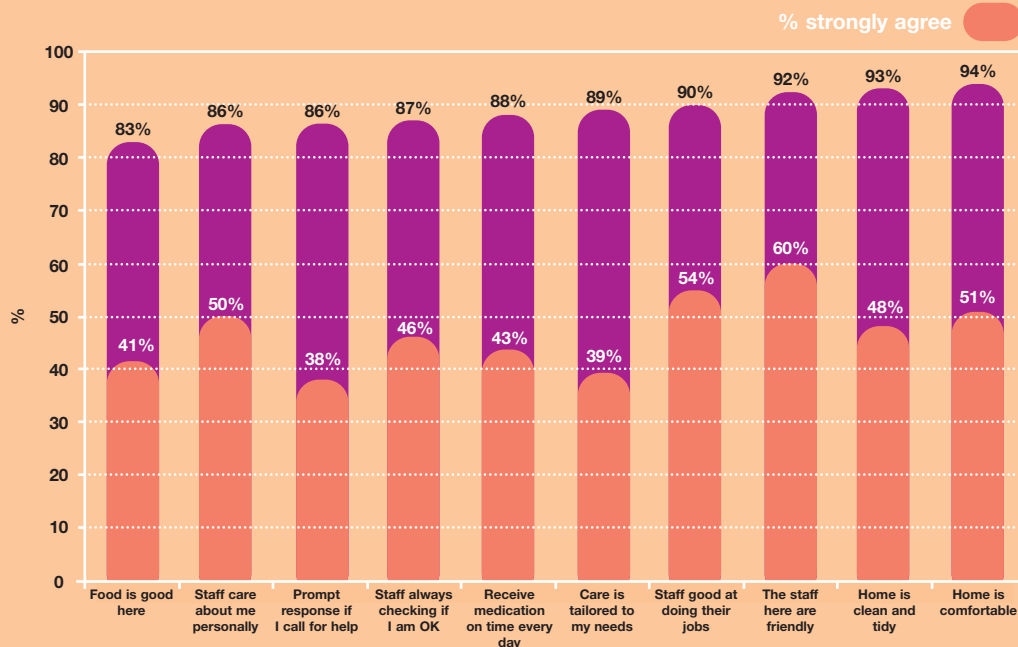
Services Satisfaction Survey 2006

Highlights of the findings



CIC Older Persons & Specialist Services

CIC RESIDENTS - % AGREE ALL RESPONDENTS - QUALITY OF CARE AND SUPPORT



“The care is of a high standard due to the dedication of the staff”

Muriel, Stranraer

CIC Residents

93%

agree they feel safe and protected in their homes.

93%

agree they can receive visitors whenever they like.

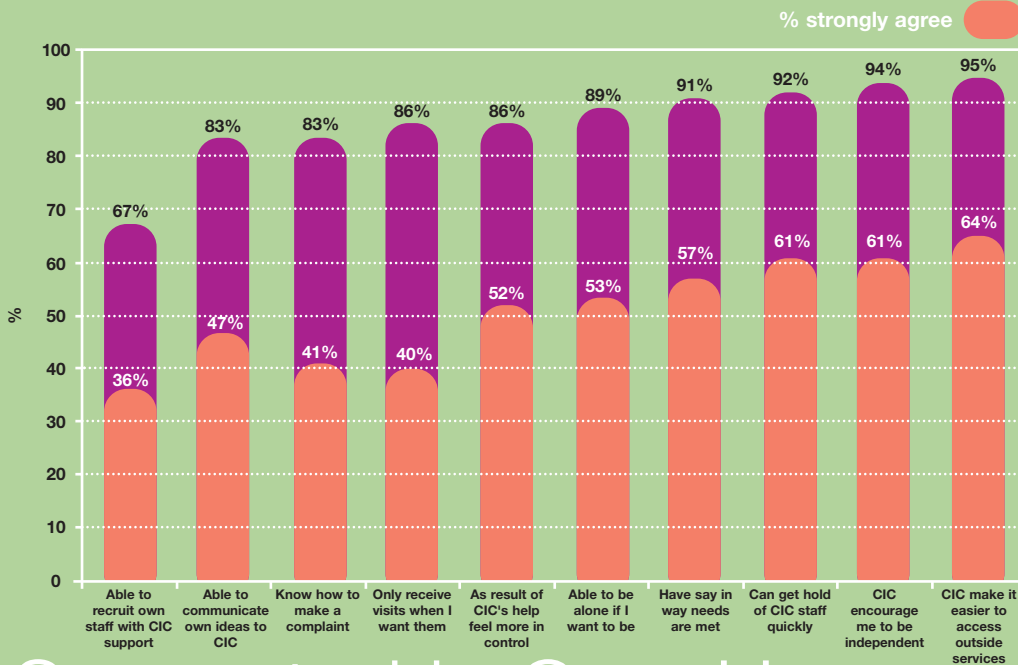
86%

agree that the staff in their home are open and honest with them.



CIC Learning Difficulties & Mental Health Services

SUPPORTED IN OWN HOME BY CIC - % AGREE ALL RESPONDENTS - BEING IN CONTROL



“I am happy and settled in my home. I am also happy with the service CIC provide”

John, Glasgow

Supported in Own Home

97%

agree they are treated with respect by CIC staff.

94%

agree CIC staff encourage them to be as independent as possible.

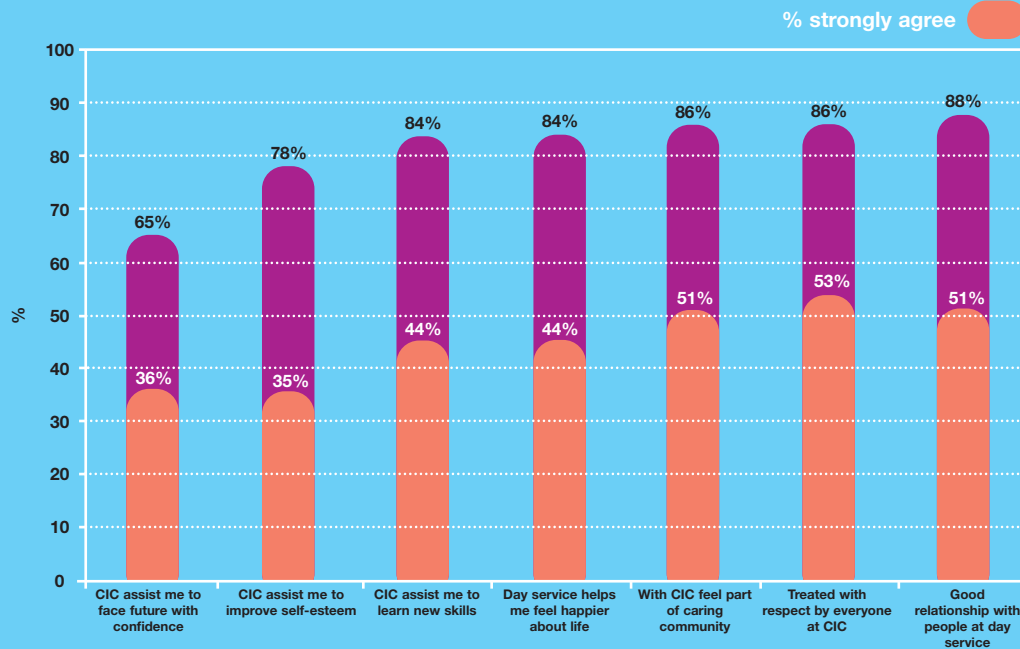
93%

agree that since receiving support from CIC they feel their lives have improved.



CIC Community Services

ACCESSING CIC DAY CARE SERVICES - % AGREE ALL RESPONDENTS - QUALITY OF LIFE



“CIC has given me great opportunities to go to different groups and areas – thank you!”

Tina, Portsmouth

CIC Day Services

88%

Agree that they have a good relationship with people at the day care service.

88%

agree their confidentiality is safeguarded by staff.

89%

agree the staff are open and honest with them.



Results for all CIC services

ALL CIC SERVICE USERS - % AGREE ALL RESPONDENTS - QUESTIONS COMMON TO ALL



“Service is excellent”
John, Hartlepool

“I am very happy
in my home and I love
living in it with my CIC
staff to support me”
Meg, Dumfries

People who access CIC services

91%

agree they are treated with respect.

84%

agree that with CIC they feel part of a caring community.

83%

agree they have a say in the way their needs are being met.



Results for all CIC services (continued)

We commission an annual independent survey to find out how the people who access our services really feel about us and the support they receive. CIC are committed to delivering services designed to meet the needs of the people who access them - that is why we welcome and encourage feedback anonymously. This year we designed and carried out three separate surveys so we could speak direct to the people accessing our main types of service delivery: our residents; people supported in their own homes and people who access our day care services.

Using an independent consultant, a truly autonomous survey was produced. Individuals were consulted in four main areas: **Quality of Life; Quality of Care and Support; Being in Control** and **Access to Information**.

This year's survey results reveal high levels of satisfaction across all four areas. Overall levels of satisfaction for the three main CIC service provisions are:

- **Supported at home by CIC – 88.8%**
- **CIC residents – 85.8%**
- **CIC day care service users – 85.0%**

Most significantly key findings have been made in the following crucial areas of service delivery:

- Individuals who are supported by CIC in their own home feel they are in control of their own lives with extremely high levels of satisfaction in this area.
- Quality of care scored significantly high amongst CIC residents with top results in this essential area of their service delivery.
- The people who access CIC day services revealed high levels of satisfaction regarding the quality of their lives with very positive feedback from individuals.

The results are remarkably consistent and emphasise wide-spread satisfaction from the people who access CIC services.

“The people at the centre of our services have been overwhelmingly positive about their experiences of CIC. We are proud of our excellent staff and determined to build upon our successes.”

Rob Harper, Director of Partnerships, Learning Difficulties and Mental Health Services.

“Our aim is to continue delivering quality services to the people we support.”

Robert Black, Director of Partnerships, Older Persons and Specialist Services.

“There is more to do and we will not become complacent in our attempts to improve our services. We're drawing up an action plan in response to some areas of improvement which were highlighted in the survey, as well as continuing to focus on the high levels of satisfaction we received.”

Len Wilson, Director of Partnerships, Community Services.

**Download the full report of the survey results from
CIC website at www.c-i-c.co.uk or contact CIC Communications Department on 0151 422 5374.**

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