

Just One Thing Family Satisfaction Survey 2016

A family satisfaction survey was undertaken between May and September 2016 to gather feedback on a variety of services including homecare, sibling support, social work and hospice care. Called “Just One Thing”, children, young people and families were asked to rate the service they had received and also offer a suggestion, give us feedback (good or bad) or tell us anything at all that they would like us to know. There were branded postcards for each service available at both hospices with fliers and posters explaining what the survey was all about. Families could choose to post their feedback in post boxes at the hospices or they could use a reply paid envelop to return their postcards. The community teams also had a supply of cards to offer to families after an episode of care. We hoped that this very simple and quick to participate in scheme would increase the number of families who felt able to share their views.

A total of 69 responses were received and the ratings that families gave to different services are shown in the table below:

Service	Excellent	Good	Satisfactory	Poor	Very Poor	Total
Home Care	7					7
Stays at HH	9					9
Stays at TG	15	1				16
Social Work	8		1			9
Sibling Support	22	5	1			28

We were overwhelmed by the lovely comments made by families and were very pleased to receive some suggestions and feedback which we will discuss with the relevant teams and take appropriate action to resolve any issues wherever possible. Some of these suggestions and examples of feedback for each service are highlighted below:

Homecare

The only suggestion for improvement for homecare was for more availability. We will always endeavour to use our resources as efficiently as possible so that families get the maximum benefit. We will also ensure that families understand that they are welcome to ask for additional support during times of crisis. Comments included:

- *I would just like to say I can't praise this service enough, it means so much to us as a family, thanks so much.*

- *It is an invaluable service*
- *I have so much confidence in the staff. It's like leaving them in the care of family.*

Stays at Hope House

There were no suggestions made for improvement for stays at Hope House and feedback was very positive:

- *My child received excellent care. Loved the diary of his stay. Appreciate the extra nights given. Quick handover. When called to check – polite, friendly and caring staff – very informative about my child.*
- *Staff always make us welcome. XXXX loves coming to Hope House and never wants to come back home.*
- *No words can describe how amazing you are. Thank you.*
- *I know my son is safe and happy at Hope House. We are quite new to this kind of respite, but we are so happy and grateful that we can access it.*
- *Always top class service, feels like being at home as over the years I have gotten to know staff - housekeeping and kitchen staff too.*
- *A life saver for my wife.*
- *As the mummy to a disabled child, coming here is the only time I rest!! Thank you so much for that.*
- *You're just great! We love you all and appreciate everything you do for us.*

Stays at Tŷ Gobaith

One parent expressed concern about the availability of a certain console game being available in the teenage lounge. The care team now have approved guidelines to support them in ensuring that games and internet access are age appropriate and that younger children are not exposed to material which would be unsuitable. Discussions will happen with families on admission about their preferences and permissions will be sought. Staff at Tŷ Gobaith would always be happy to discuss any particular concerns any family members may have.

One young person would like ovens with glass doors so that they can see their cakes as they are baking. We will certainly bear this in mind when we next replace the ovens.

One young person would like different sofas as the current ones feel sore against their skin. We will ensure a soft covering is available until such a time as the sofas are due to be replaced.

Two families requested that the feedback forms be available in Welsh. The decision was taken to conduct this survey in English as it was being collated by an individual who did not speak Welsh. However we do recognise how important it is for families to be able to communicate through the medium of Welsh if this is their first language and in future we will ensure that any materials are also available in Welsh at Tŷ Gobaith.

Further comments included:

- *Tŷ Gobaith is like home to home, the food is so nice and there is plenty to do. The staff here are so kind and helpful. We all love coming, thank you.*
- *This was my first respite break since my husband's death, I was deeply grateful that TG managed to add on a couple of extra nights.*
- *The staff in Tŷ Gobaith have been absolutely amazing. Nothing was ever too much for them to do for us. We are so grateful for their amazing support.*
- *Your service is rare and priceless. Thank you for all you accomplish.*

Social Work

The Social Work Service is clearly valued very highly by families as the following comments demonstrate:

- *I would be lost without the help and support I receive.*
- *The social workers at Hope House have gone above and beyond. I honestly don't know what we would have done without them.*
- *My social worker XXX is amazing; I wouldn't be here now if she hadn't helped me through. She is genuine, reliable and I trust her non biased judgement. She is always on the end of the phone if I need her.*
- *I am deeply grateful for the support I have received from XXX. An invaluable help - practically, emotionally and financially.*
- *Always there to help when you need anything, to listen and to talk about anything. Very loving and caring social worker! The best! Thank you.*
- *I consider the calibre of support offered exceptional in my experience of various agencies and social services for the past 10 years.*

Sibling Support

The only suggestion for improvement was to have more sibling support. There were many comments put forward by children and families; below are some of the highlights:

- *Love making friends and having fun.*
- *Because they don't just look after XXXX, they look after all the family. They always look after you and you will always come back with a smile on your face with memories.*
- *We really appreciate XXXX looking after our health toddler XXXX when our disabled son was dying – we had precious final quiet hours with him – priceless. Thank you!*
- *I loved it because if we had something to say, they would always listen.*
- *Because it's fun and lets us have fun which would be hard for our parents to do.*
- *Extremely friendly, competent staff that enabled us to have a great few hours out as a family.*
- *Because they are understanding and let you talk. I couldn't live without this support – 100% amazing team. I would just like to say as a family this is the best support we have ever had. Thanks so much!*

All the staff at Hope House and Tŷ Gobaith are truly grateful to everyone who took the time to take part in this survey. We value all suggestions and the wonderful comments will mean so very much to every single member of the care teams and homecare, social work and sibling support services.

Kath Jones
Director of Care
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