

## HOPE HOUSE CHILDREN'S HOSPICES

### Social Work Team Survey 2013

*"It is reassuring to know that you have competent social workers who are both contactable and working for the children and their family and not just safeguarding their own career."*

*"Hope House has shown me that I can trust some people."*

(Comments from two of the returned social work team survey forms.)

1. The 2013 Social Work Team survey took place during September 2013. 75 forms were sent out to families who had received support from the Social Workers at Ty Gobaith and Hope House during 2012/13. The data for whom to send forms to was taken from the care database in consultation with the social workers. A few families who had been very recently bereaved or were very new referrals were not included in the survey.

2. A total of 21 forms were returned – 28% - quite a low response but within the usual response range for surveys and better than in 2009/2011 (22% 2011, 21% 2009)

3. What has the Social Work Team helped with?

A. Emotional Support.	12
B. Help with finances for items for home – eg bath, shower, washing machine etc.	6
C. Help with contact/meetings with Social Services.	8
D. Help with finances/benefits.	6
E. Help raising finances for holidays.	3
F. Help with issues/problems at school.	4
G. Child protection/Vulnerable Adults issues.	2
H. Marital/Relationship problems.	2
I. Child care issues.	1
J. Bereavement issues.	5
K. Others.	5
Included in Others – Sibling Support	1
Funding for costs for driving lessons.	1

This shows the range of issues that the team works with and also how important general emotional support is as part of Social Work intervention.

4. Satisfaction with team service – to be rated from 1 – 10 (1 being entirely unsatisfied and 10 totally satisfied).

1	2	3	4	5	6	7	8	9	10
1	0	1	0	0	0	0	1	1	15

Number of responses from service users in Red.

It is very disappointing to have 2 respondents rate the service with such low scores as 1 and 3. The reason for the score of 1 appears to be a misunderstanding of the scoring process, as the rest of the form does not indicate any specific dissatisfaction with the team. The score of 3 is explained on the form by suggesting

that the respondent has waited for over a year for “counselling” and also did not know that all the areas of support (as stated above) were part of the Social Work Team service.

5. The next section enquired whether respondents would use the Hope House/Ty G social work service again. 20 answered yes; 1 answered no. The negative response was from the same form as above with the reference to the request for counselling. Perhaps this is a lack of knowledge or clarity about what the team does, although a survey would only have gone out to this family if they were in the database as accessing support from the team; it therefore remains unclear as to what the real issues are in relation to this low scoring.

6. The final section asked for further comments as detailed in appendix 1. A very positive range of responses was given, including many referring to the Social Workers by name. As the quotations at the top of page 1 indicate, there was a high level of respect for and satisfaction with the service demonstrated in this survey.

7. Issues to take forward.

A review will be undertaken on how social work referrals are followed up and how referrals to other teams are managed just to ensure that families are not waiting too long and that referrals out of the social work team are properly handled.

The overwhelming majority of respondents indicated in their comments that they were satisfied with the social work team which is positive, however it is apparent that this survey format is not providing us with the best possible range of responses or detailed feedback that would be most useful. Future user surveys should therefore be conducted in a different format and this will be looked into.

The new social work and safeguarding leaflets are now available and are being used so this may help with ensuring that families know what to expect from the team. Families receive the leaflets as part of their welcome pack and are referred on to the social work team either by their own request or by the care team, outreach team or counselling teams requesting social work input on their behalf.

The social work team is now focussing specifically on social work issues and will be meeting to look into future priorities and team organisation at team meetings before Christmas and in the New Year.

Jon Mills. Social Work Team Manager  
December 2013

## *Appendix 1*

Are there any other comments, thoughts, questions, complaints or compliments about the social work team that you would like to pose or share?

- Thank you so much you have been so helpful.
- ... has been a great help especially after we lost our home in floods.
- We have nothing negative to say and hold ... and the team in very high regard
- ... has been very proactive in attending meetings at school and social services throughout our journey through our daughter's teens, she has been particularly supportive through our journey through transition. Lovely Lady!
- ... is very friendly and helpful with anything we ask her.
- It's an invaluable service, and ... is very nice. She very kindly helped me understand a very complicated report written by social services, which I greatly appreciated.
- ... support has been a major positive in a climate of negatives. It would have been much harder to go on without it. We are deeply grateful, social services cut support to us using a technicality that my son has "critical medical needs" but is not disabled. The hospice then became our only source of support and encouragement. I cannot overstate the value of ... work to us.
- We are very grateful to your team for all they have done for us.
- Knowing that ... is there if I need help with many things is great. Thank You.
- Absolutely fantastic service. I wouldn't be where I am today without the support I have received.
- Keep up the fantastic work.
- Absolutely amazing team.
- It is reassuring to know that you have competent social workers who are both contactable and working for the children and their family and not just safeguarding their own career.
- Hope House has shown me that I can trust some people.
- I found the service very good and helpful. Everyone at Hope House are very friendly people.
- The support we have received has been invaluable to us, caring for us individually and as a family unit. I really don't know how we would have coped with ... support.
- Very helpful with everything we have asked of her. If we asked for anything she couldn't answer she always found someone to give us the answers.