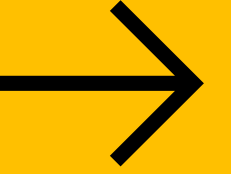




How people feel about their support from The Action Group?



Evaluations 2021



Evaluation Report 2021

This year our Service Evaluations were done on a new digital format. We wanted to make it an easier and more accessible experience for all the people we support. We paid for a new survey system, “**QuestionPro**”, which gave an easy read look and audio for each question. It also gave an introduction video for each section to help people we support, staff or family members answer the questions. This year we have also been able to offer a “Talking Mats” evaluation version, to support understanding and communication for those who need this.

We could not have done this without the help from the people we support, as all these new changes are a result of consultation and feedback with you. (We also used Care Inspectorate standards and the Charter of Involvement statements for survey questions too). This evaluation also contains questions again about Covid-19 and Digital, as these relate to the services we provide. Because we have asked some different questions to those asked last year, it is harder to compare results to last year’s results, but there are still comparisons that can be made.

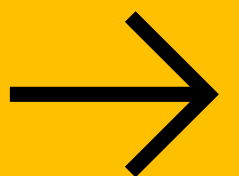
This report tells you how people felt about their support from The Action Group. What is going well, what could be better and suggestions and feedback for improvements.

95% of the evaluations were done with the help and support of a friend, a relative, family or staff member.

This year **239** people completed their support survey. This is **27%** more than last year’s participation



Evaluations 2021

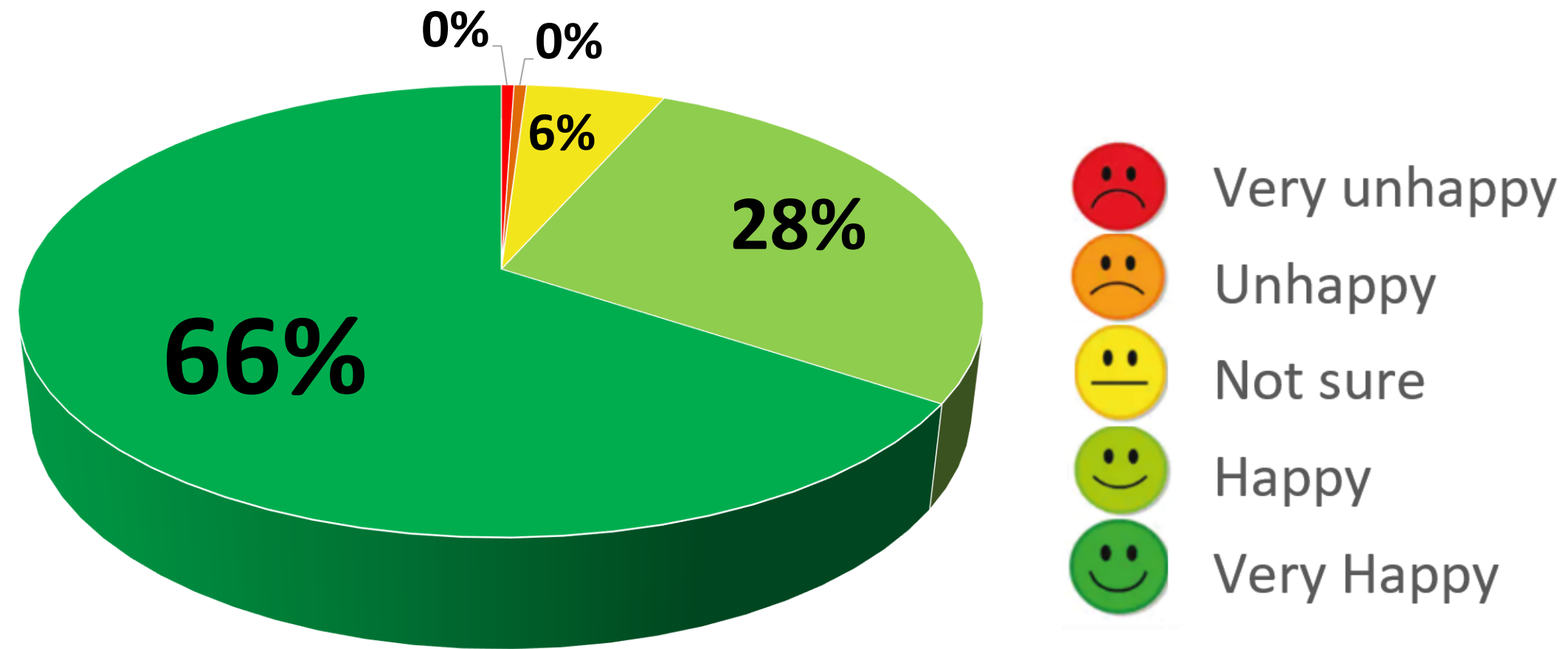




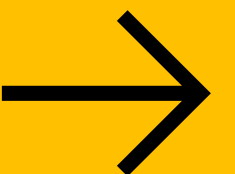
Highlights

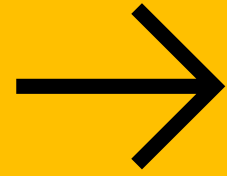


How do you feel about the support you get from The Action Group?



On average **94%** of people are happy with their support





This year's Evaluation had 6 parts

We would like to thank you for your time and effort, in telling us what is going well and what could be better in your service from us.



Thanks to all your comments and suggestion an action plan will be given to every area we provide support.



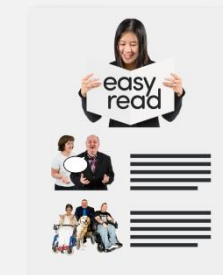
Section 1 - Living the life you want



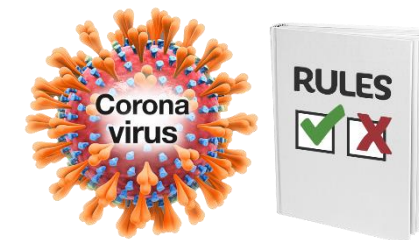
Section 2 - Your Support



Section 3 - Your Staff



Section 4: Information



Section 5: Covid-19 and Lockdown



Section 6: Digital Devices



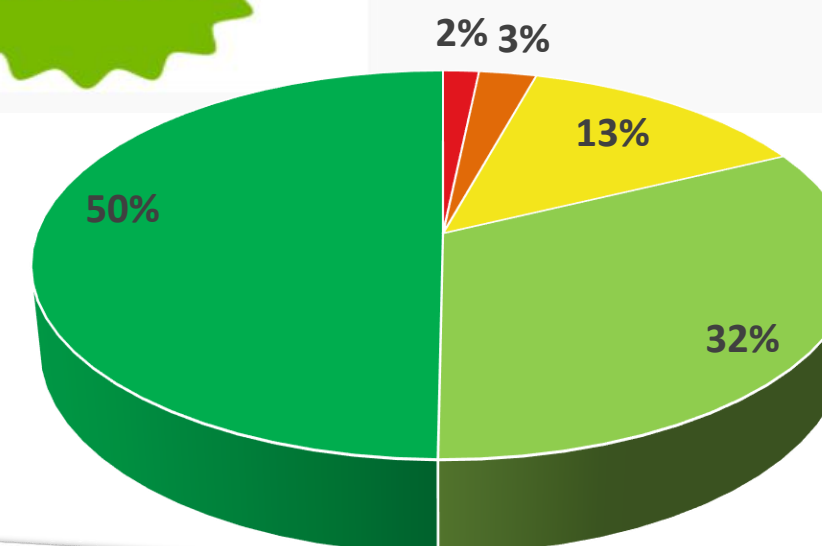
Section 1 - Living the life you want



On average **85.5%** of people feel they get support to live the life they want. This included making plans and choices about what is important to them and feeling informed about why things can't happen sometimes.



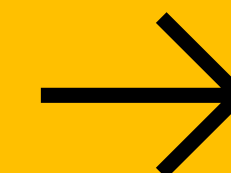
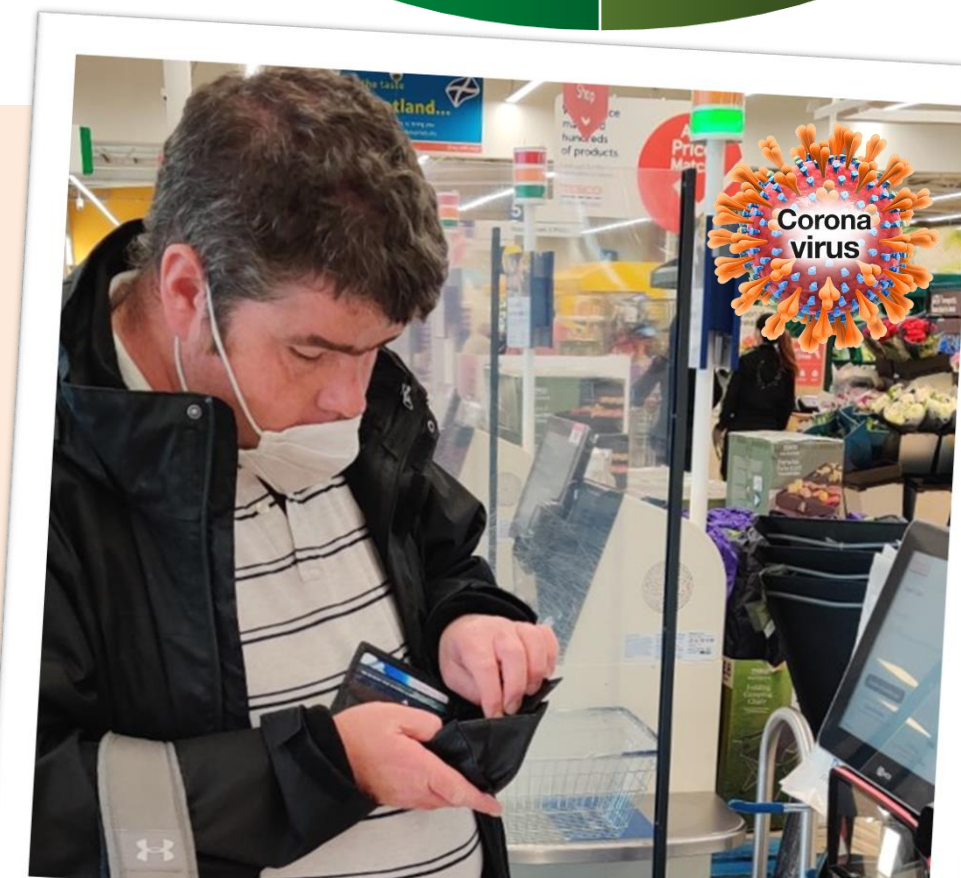
Can you try new things?



- Very unhappy
- Unhappy
- Not sure
- Happy
- Very Happy

You would like us to get better at:

- Support to build more confidence, find new ways to try new things and making things easier to do. New things like: Cooking and meal preparation, arts & crafts, gardening and long walks. Things like this have helped people stay fit and healthy this year.
- 40% of your comments related to COVID 19 and how this has had impacted on the things people liked to do before Covid restrictions. We will work with each person to support them to get back to more activities as soon as it is safe to do so.



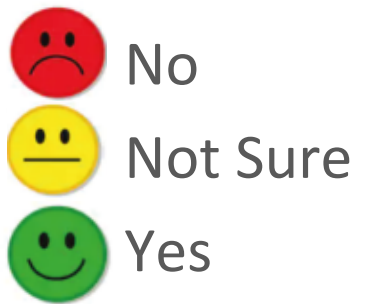
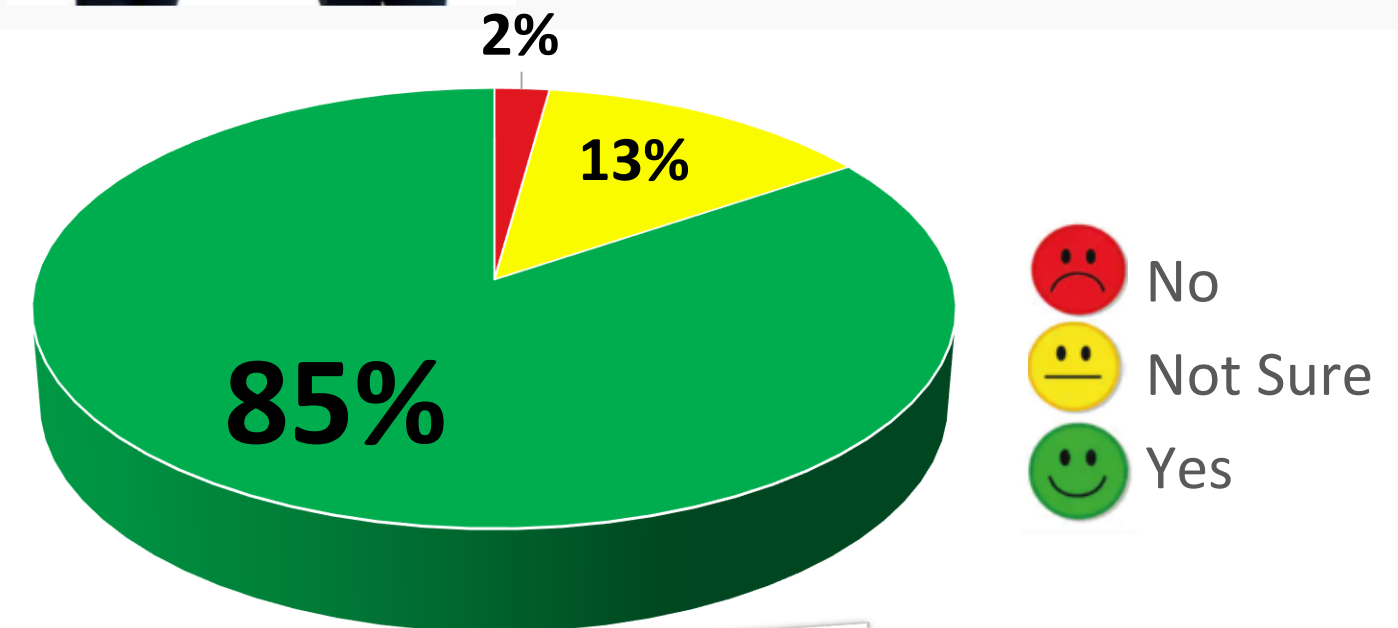
Section 2 - Your Support



On average **82.7%** of people are happy with their support, feel their support is at the right time for them and it is flexible when changes are needed. People also feel listened to by staff about their support when they want a change.



Talking to staff about your support, helps to make things better?



You would like us to get better at:

Reviews every 6 months

Only 48% of people said that they had a review every 6 months. (Having a 6 monthly Review was a focus of the 2020 evaluation improvement plans. The Quality Team will make this part of their Audits to learn more and help make this happen. As well as ACCESS being able to help everyone know when Reviews have or have not happened).

- Being more involved in decisions and plans about how The Action Group works and the events they hold *for those who are interested.

*Due to comments left in this section, we understand not everyone wants to be involved in how TAG works, forward planning and events.



Section 3 - Your Staff



On average **90.4%** of people feel staff know how to support them in the best way. This includes feeling listened to, being able to say how they really feel, being treated fairly and feeling safe and supported by the right number of staff.



Do staff listen to you?
 **92.7%**
Happy or above

Do staff make you feel safe and supported?
 **96.1%**
Happy or above

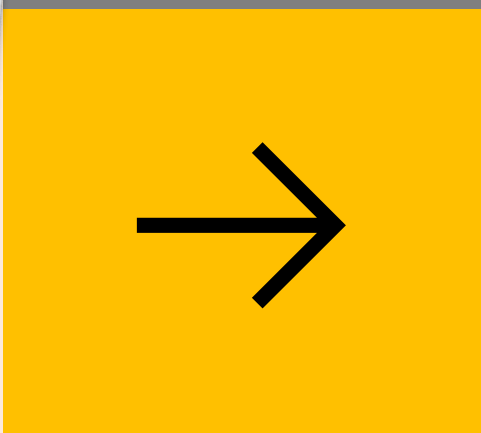


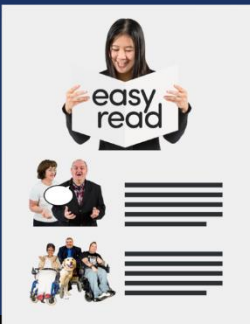
You would like us to get better at:

- Choosing your own keyworker. 59% of people who answered the Evaluation said they did not choose their keyworker.
- Being kept informed about changes to support.

For example:

- People we support should be able to chose who they want as their keyworker.
- People we support should be able to see and help write their personal support plan.

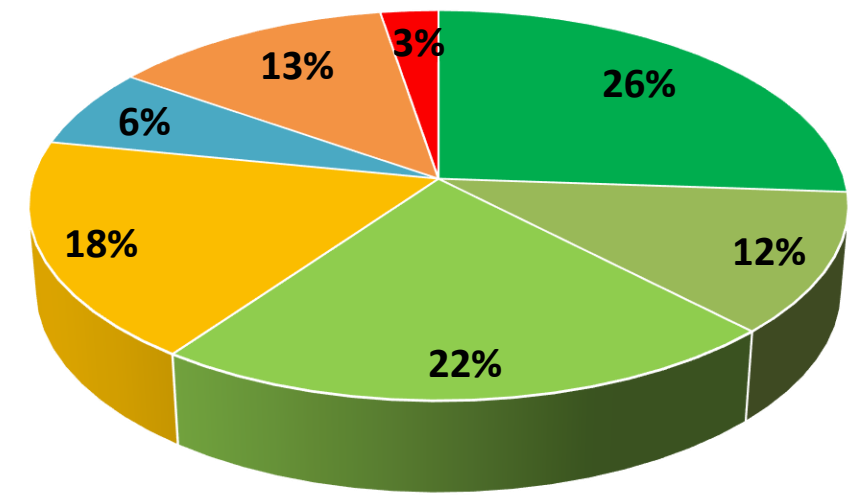
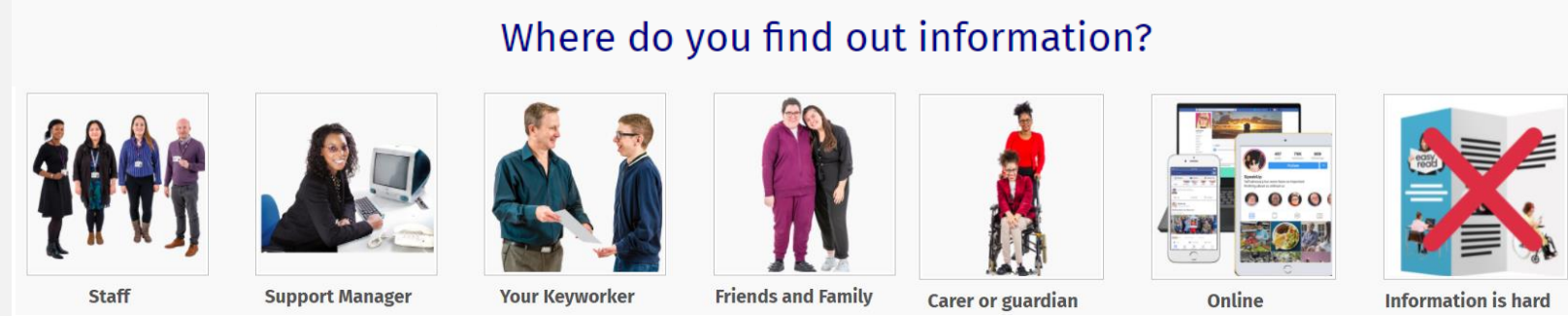




Section 4 - Information



On average **79%** of people feel our information is shared in a way that it is easy to understand.

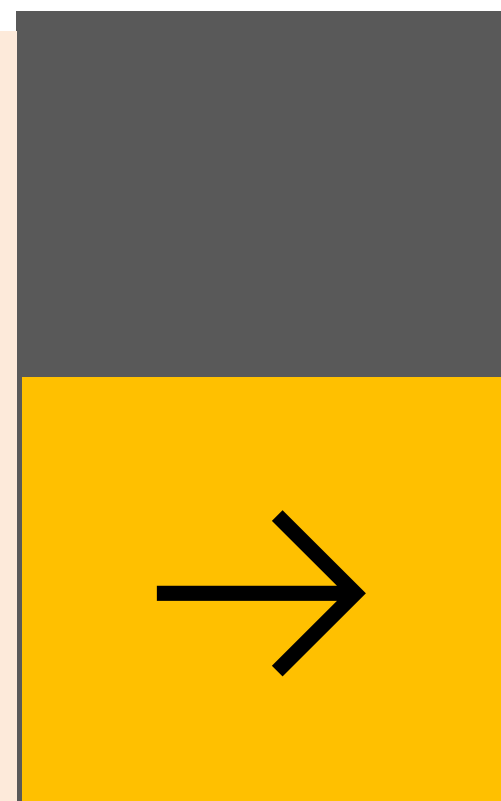


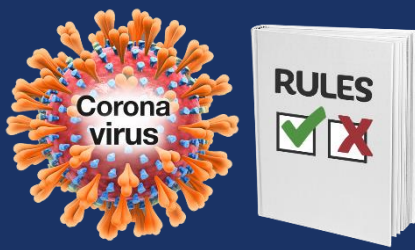
- Staff
- Support Manager
- Your Keyworker
- Friends and Family
- Carer or guardian
- Online
- Information is hard to find

You would like us to get better at:

- Involve you in writing and updating information about yourself. Only 64.7% people feel they contribute to updating information about themselves.
- Support to find information that helps you to live the life you want.

For example: Some people we support have mentioned how hard is to find information online as they cannot find the right words. This makes it really difficult to find information on their own.





Section 5 - Covid-19



68% of people happy with support with their physical health but only 46% happy with mental health support



Going well:

Trying new things, getting out for walks, support to understand Covid-19 and lockdown information.

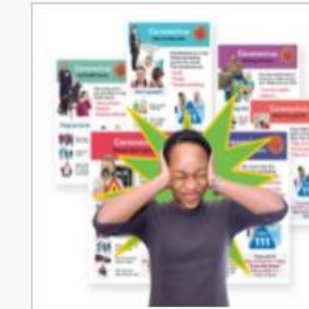


Could be better: More info about vaccinations and lockdown info to parents & carers.

How did you feel about the amount of Covid-19 information you got?



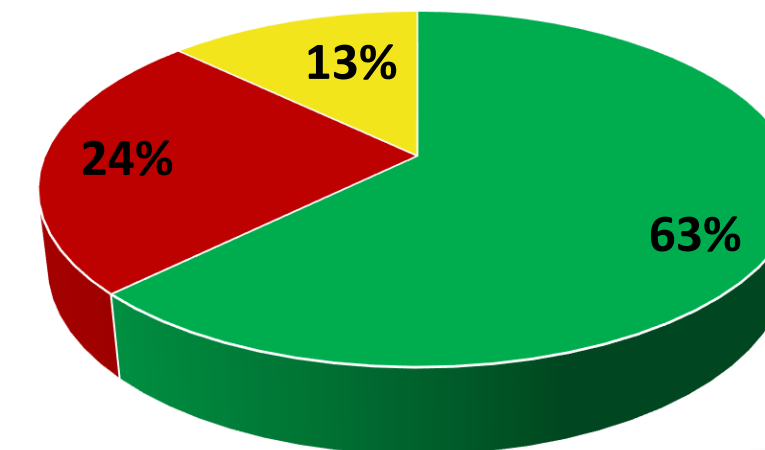
Right amount



Too much



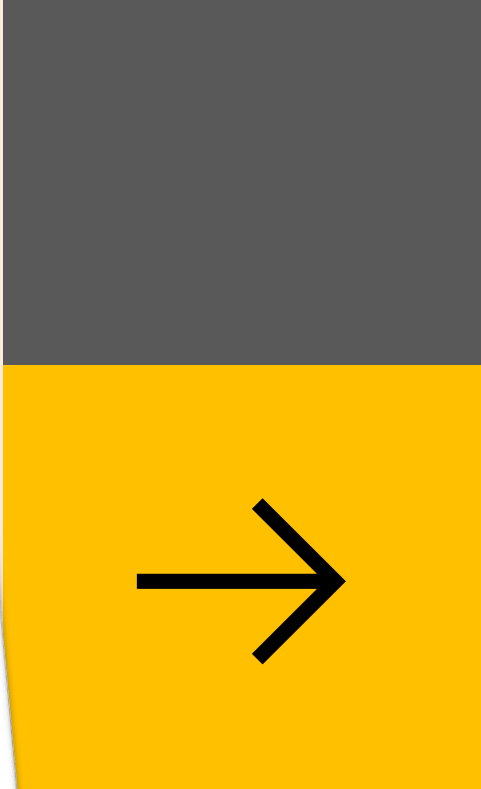
Not enough



- Right amount
- Too much
- Not enough

You would like us to get better at:

- Keep working on making Covid-19 Information available and easy to understand.
- More support for mental health and wellbeing.

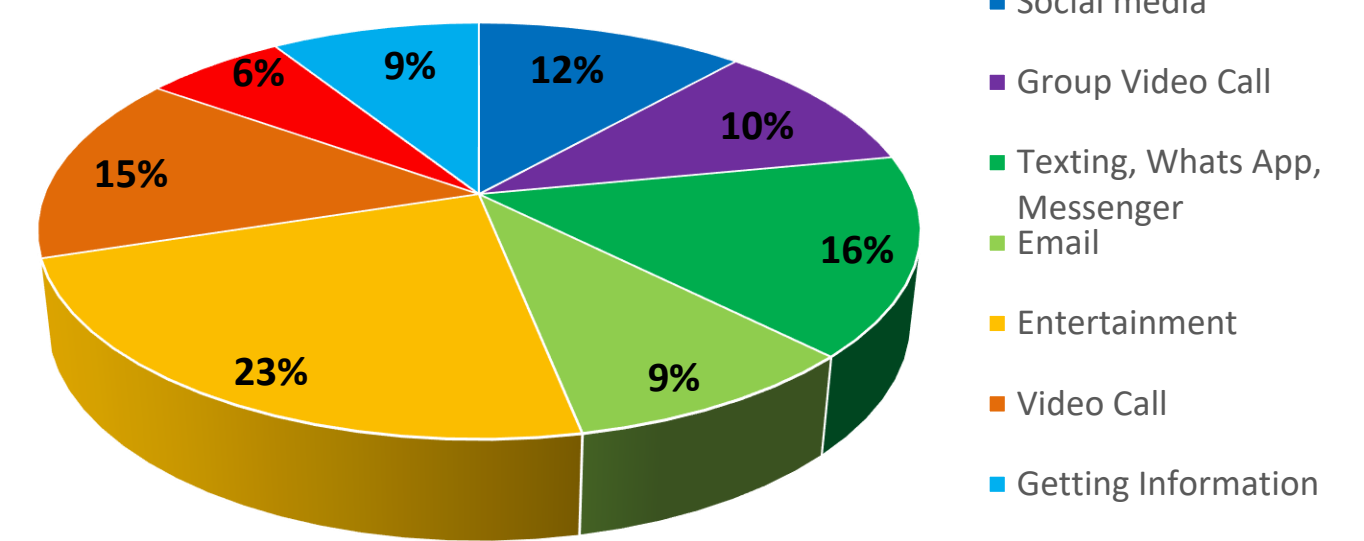
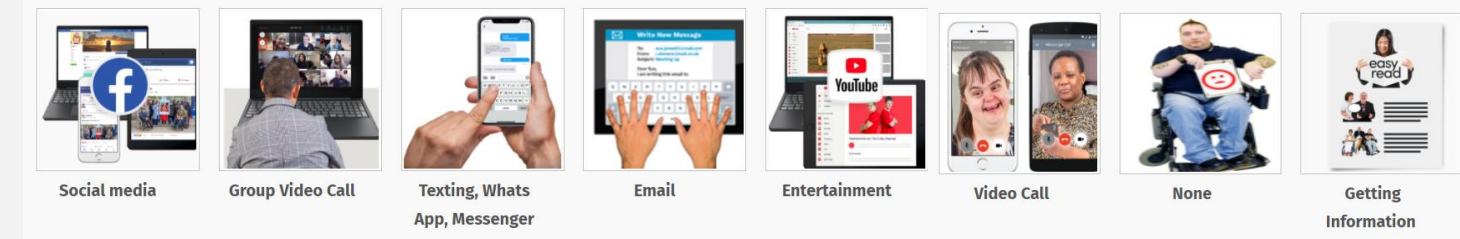


Section 6 - Digital



6% of people do not use digital devices in anyway.

. What has been most useful about using digital devices.

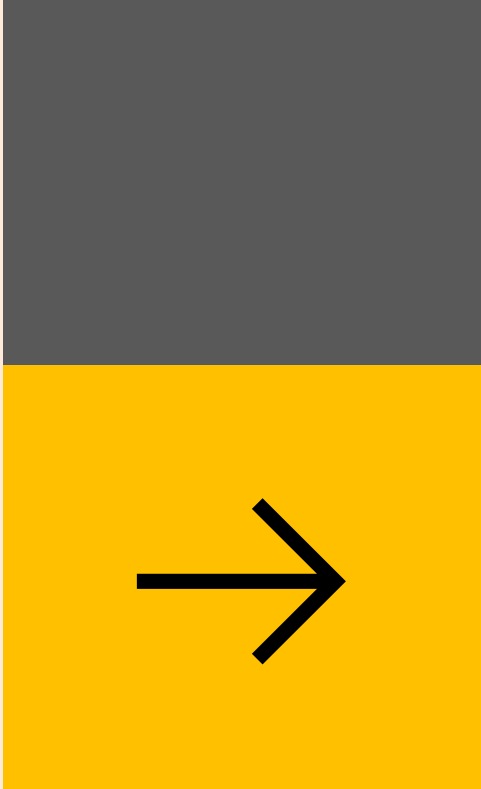
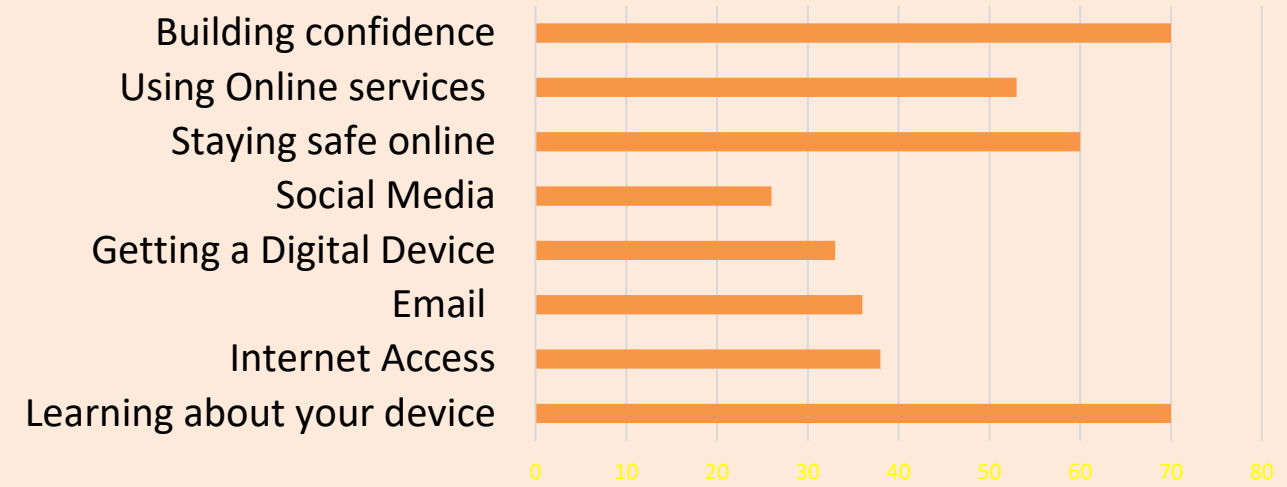


You would like us to get better at:

The top areas that people wanted help with are:

- Learning and building confidence with your digital device.
- Using online services and knowing how to stay safe online

How can The Action Group support you with your digital devices?





What did we do to improve our service in 2020?

2020

- **COVID information Pack** for the people we support with accessible information.
- **Facebook Live sessions:** to keep people we support and staff informed. Senior managers joined Facebook and did live sessions about COVID, how to be safe, symptoms, and answered live questions from the people we support and staff. These were every day for the 6 months of the pandemic.
- **Facebook Activities:** We had staff and people we support sharing activities to help everyone we support during the lockdowns and Pandemic.
- **Wellbeing Response Project:** This project supported people with learning disabilities/support needs, their parents* and carers with the problems faced as a result of the Covid 19 pandemic. It provided, phone support, Digital support, Practical support & Funding support etc.
- **Digital Care Planning:** The Action Group invested in a new software system (ACCESS) to improve the way the organisation manages the day to day services for and with the people we support.
- **Digital Fund:** Helped many of the people we support, by buying them a device and getting connected during lockdown.
- **Staff Phones:** All support staff got a mobile phone with internet access to help them be better connected to each other, TAG and the people they support too.
- **Investors in People:** We were very excited and delighted to announce that we have now been given the Platinum award in December 2020! This means your staff are better supported and trained, which means you should get a better support service too.

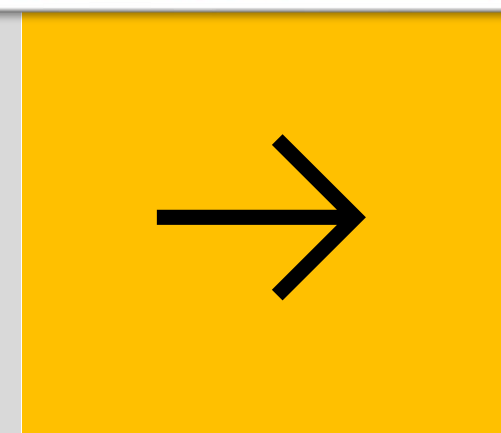
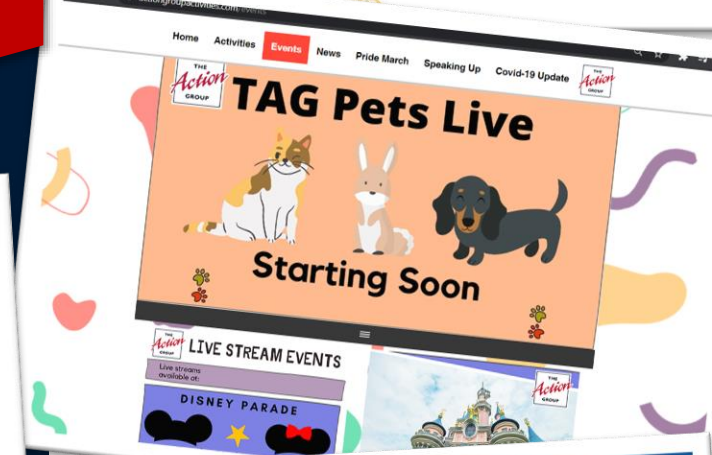




What have we done to improve our service in 2021?

2021

- **Activity Website:** We launched The Action Group Activity Website to create one place for activities, entertainment and information for you. <https://www.actiongroupactivities.com/>
- **COVID & Activity Pack:** We now send out a weekly Activity Pack and Covid-19 pack to the people we support to keep them up to date with Action Group plans, activities and Covid-19 updated information etc.
- **Improvement:** The Quality team continue to work with teams and supported people to look at key areas for improvement including– 6 monthly reviews , keyworker choices and increasing understanding and involvement in recording and updating personal information for those who want to be involved in this way.
- **Getting you back to “normal” or a “new normal”:** As lockdown restrictions ease, we are planning and checking we do this in a safe way for everyone. Plus helping you to stay digital and look at using and developing these skills and our digital “offer” for support too.
- **Digital skills events:** Support to learn even more about your digital devices and grow your confidence even more.
- **Have Your Say Groups** have expanded into different areas of The Action Group for example: East and West Lothian. More to happen...
- **Opportunities for consultation** with the people we support for example, Finance Policy , Equality Network voting project ; TAG TALKS for everyone, Digital conference and more.
- **Access App:** We have launched Access which is a digital way to record and update your information so staff can provide better support and your information can be more accessible by you.
- **Digital Fund:** At the start of the year the Board released some money to support the Digital Fund which helped many of the people we support to be connected during lockdown.

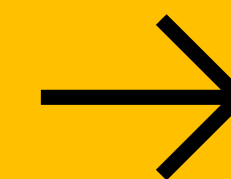




Some of the things which support has helped you to do

2021

- Got an iPad and Wi-Fi during lockdown
- Learning to understand Covid and how to keep safe
- Learning Spanish
- Sanding and woodwork
- Using Teams with my staff to look at my PSP and learning more about my personal information
- Cooking and meal preparation
- Arts & Crafts
- Gardening and planting vegetables.
- Choosing who came to the house for support and what day.
- Learning to use social media and podcasts
- I can sign off my own medication in my support worker's phone
- Writing a letter to the Queen and getting an answer.
- Learning to use contactless
- Designing a dress
- Day at the beach in a beach wheelchair
- Moving out to my own home from long respite care
- Going on a date
- Voting for the first time
- Being independent with doing my own laundry and helping to make my lunch
- Visiting Duncarron, a Medieval Village in Carron Valley
- Learning how to ride a bike
- Taking karate lessons over ZOOM
- Getting my own bank account and now I have my own bank card to pay by myself.
- Helping to share my reading journey
- Helping me decorating my house
- Helping me to get my new pets, two guinea pigs - Starsky & Hutch
- Getting to try a new diet and learn how to do food planning with a planning diary.
- Finding some family members on social media.
- Keeping in touch with friends and family
- Keeping me busy during lockdown giving me options
- Helping me clear my head by going on walks as I found this helped
- keeping my flat clean and tidy
- Playing games and watching movies
- Dancing
- Keeping fit and eating healthy
- Getting out and about and seeing my friends from a distance
- Getting lots of paperwork done
- Helping with my food shopping
- Zoom meetings and group calls
- Getting involved with the digital challenges
- Cycling up Arthurs seat
- Doing my hair & nails
- Learning about technology
- Phoning support
- Baking an Easter Rocky Road Cheesecake



- "We have to stay fit and healthy. I have been walking for hours on different routes and I enjoy this very much. Our connection has grown stronger as we have long chats and long walks together."

- "I am happy with the support staff I have I have built up a trusting relationship with who I have. Trust is important to me."

- "My name is Carol A and I have been very lucky with the staff that support me today. They are always willing to listen and are always ready to help. I have a great relationship with them all and I couldn't be happier."

- "It was good that my support was kept through phone calls just to ask me if I needed help and how I was doing."

- "I would like to see what is in my Teams file. We went through my PSP in Teams when I said this. I didn't know I could. I thought confidential means I can't see it, not that I can see it, but only certain people can see it otherwise. We plan to go through the other stuff in Teams when we can, at my pace. I already knew I could ask what is on my daily sheet and we have left a message on Teams that I want to all staff to read it back to me."

- "I was very happy staff still came to support me. I built good relationships and trust with some of them through this"



Quotes from the people we support about their support this year.

- "Took up walking we discussed what could and what could not been done during lockdown and worked a plan through, now I can't wait to get to Harry potter shop when I can"

- "I love my staff they make me happy"

- "My support staff treat me with respect and are friendly"

- "It was good to have company as I live on my own and to talk things over to have a listening ear."

- "Staff are very supportive, that's all the workers who are at the centre"



- "I got to do a lot of walking and also I got to go on the tandem with Stijn as well and to achieve Arthur's Seat during lockdown felt good, so I was very happy that it went well, and I got lots of exercise done and cycling. I thought during lockdown the support I got it was perfect."





Thanks to all of your comments and suggestions an action plan will be given to every area we provide support



Thank you

For all your feedback



If you have any questions or need support please contact us at

support@actiongroup.org.uk