

Quality, Compliance and Improvement

Survey of People who use CrossReach Services 2024

Participants by Operational Area		
Operational Area	Number	%
Adult Care Services	126	22.4
Children and Family	197	35.1
Older Peoples Services	235	41.8
Did not specify	4	0.7
TOTALS:	562	100%

How the Survey was Completed	Num.	%
A CrossReach staff member assisted me to complete the form	263	46.8
I completed this form on behalf of someone who uses a CrossReach Service	67	11.9
I completed this survey myself	195	34.7
Someone other than a CrossReach Staff member assisted me to complete the form	29	5.2
Did Not specify	8	1.4

5 Questions based on Health and Social Care Standards, asked of every survey participant:	Number who Answered	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Total Positive Answers
Dignity and Respect - CrossReach staff treat me with respect	552	3 0.5%	4 0.7%	12 2.2%	55 10%	478 86.6%	533 96.6%
Compassion - Crossreach staff are kind and caring to me	553	1 0.2%	0 0.0%	18 3.3%	57 10.3%	477 86.3%	534 96.6%
Be Included - I receive the right information at the right time and in a way that I can understand	555	3 0.5%	13 2.3%	33 5.9%	110 19.8%	396 71.4%	506 91.2%
Responsive care and support - if I make a complaint or raise a concern it is acted upon.	521	7 1.3%	8 1.5%	50 9.6%	90 17.3%	366 70.2%	456 87.5%
Wellbeing - I feel safe and am protected from neglect, abuse or avoidable harm	547	4 0.7%	2 0.4%	15 2.7%	55 10.1%	471 86.1%	525 96.2%

Counselling Services: Of the total number who took the survey, <u>89</u> said the used counselling services and answered the questions below.	Skipped the Question	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Total Positive Answers
I have agreed clear expectations with people about how we behave towards each other, and these are respected	1 1.1%	1 1.1%	0 0.0%	2 2.3%	16 18.0%	69 77.5%	85 95.5%
I can build a trusting relationship with the person supporting me in a way that we both feel comfortable with.	0 0.0%	1 1.1%	0 0/0%	0 0.0%	16 10.0%	72 80.9%	88 98.9%
I can understand the people who support me in their communication with me.	0 0.0%	1 1.1%	0 0.0%	2 2.3%	17 19.1%	69 77.5%	86 96.6%
I have confidence in CrossReach staff because they are trained competent and skilled and able to reflect on their practice and able to follow their professional and organisational roles	1 1.1%	1 1.1%	0 0.0%	1 1.1%	10 11.2%	76 85.3%	86% 96.6
I am listened to and taken seriously if I have a concern about protection and safety of myself or others with appropriate action taken.	0 0.0%	1 1.1%	0 0.0%	1 1.1%	8 9.0%	79 88.7%	87 97.8

Day Services: Of the total number who took the survey <u>142</u> said they used day services and answered the questions below.	Skipped the Question	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Total Positive Answers
I have agreed clear expectations with people about how we behave towards each other, and these are respected.	5 3.5%	0 0.0%	1 0.7%	4 2.8%	14 9.9%	118 83.1%	132 93.0%
I feel at ease because I am greeted warmly by people and they introduce themselves.	3 2.1%	0 0.0%	1 0.7%	4 2.8%	15 10.6%	119 83.8%	134 94.4%
I can understand the people who support and care for me when they communicate with me.	4 2.8%	0 0.0%	1 0.7%	3 2.1%	15 10.6%	119 83.8%	134 94.4%
People have time to support and care for me and to speak with me.	4 2.8%	0 0.0%	1 0.7%	2 1.4%	12 8.5%	123 86.6%	135 95.1%

Residential Care, Housing Support and Care at Home services: of the total number surveyed <u>287</u> used residential services and answered the questions below.	Skipped the Question	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Total Positive Answers
I am confident that the right people are fully informed about my past including my health and care experience and any impact this has on me.	4 1.4%	4 1.4%	9 3.1%	22 7.7%	62 21.6%	186 64.8%	248 86.4%
Staff are kind and caring and I feel comfortable and safe with them around	1 0.3%	1 0.3%	0 0.0%	11 3.8%	44 15.3%	230 80.1%	274 95.5%
I am treated as an individual by people who respect my needs, choices and wishes, and anyone making a decision about my future care and support knows me.	4 1.4%	1 0.3%	0 0.0%	19 6.6%	52 18.1%	211 74.5%	263 91.6%
People have time to support and care for me and to speak with me	2 0.7%	2 0.7%	5 1.7%	25 8.7%	63 22.0%	190 66.2%	253 88.2%
Staff help me feel secure where I live and protect me if I need it.	3 1.0%	2 0.7%	0 0.0%	11 3.8%	48 16.7%	223 77.7%	271 94.4%

Education and Residential Childcare services: of the total number surveyed 45 used these services and answered the questions below	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Total Positive Scores
Staff talk to me, get to know me and are aware of what I want	0 0.0%	2 4.4%	8 17.8%	22 48.9%	13 28.9%	35 77.7%
As a child or young person I feel valued and protected	3 6.7%	2 4.4%	6 13.3%	17 37.8%	17 37.8%	34 75.6%
I can understand the people who support me when they communicate with me	0 0.0%	1 2.2%	14 31.1%	11 24.4%	19 42.2%	30 66.7%
I can get help quickly if I need it	4 8.9%	2 4.4%	8 17.8%	12 26.7%	19 42.2%	31 68.9
I am protected from harm, neglect, abuse, bullying and exploitation by people who understand their responsibilities	1 2.2%	4 8.9%	10 22.2%	7 15.6%	23 51.1%	30 66.7

Pick Three Words

All participants were asked to pick 3 words from those below that best represented how they feel about using a CrossReach service. Some did not pick any words and some picked more than 3, the graph below represents which words were picked and how often.

