

Adult Day Services Engagement

Herefordshire Council wants to make sure services meet people's needs both now and in the future.

It is important to know what you think and to make sure services meet your needs. This survey is one way we would like to know what you think

We want to find out the best way to;

- Have more things to find out what new things you want to do and learn
- Find out if you want a job and to earn money?
- Make sure there are great things to do for all ages

The council wants to make sure it uses money well and buys the right things to meet your needs.

We will take your answers to these questions and use these to make changes in the future.

Please note;

All the information you give us will be treated as confidential and looked after in line with the law - therefore any information you give to the Adult Social Care Commissioning Team will only be seen by a few people in Herefordshire Council's Intelligence Unit, who are helping us with this questionnaire. Any comments you provide may be put in our report, but we will make sure no one knows who said what. If you want to talk to us about how we use your information you can email

informationgovernance@herefordshire.gov.uk

If you have any queries or would like this questionnaire in an alternative format, including Easy Read, or language, please contact John Gorman at jgorman@herefordshire.gov.uk

Please complete and return this survey by 15th October 2021

Please email completed surveys to John Gorman at jgorman@herefordshire.gov.uk

Or, you can return them in the post to

John Gorman

c/o Herefordshire Council

Plough Lane

Hereford

HR4 0LE

Section 1 - About my family member, the person or me I support

Question 1

I have support for (please select multiple answers if needed)

Learning Disability	
Physical disability	
Mental Health	
Other, (for example: Acquired brain injury, Autism, Sensory impairments)	

If you ticked 'other', please tell us who supports you in the box below.

Question 2

I live in;

Supported Housing (I have my own home and get support from support staff)	
With my family	
A residential home	
My own home (I own my own home)	
Shared Lives	
Other	

If you ticked 'other', please tell us who supports you in the box below.

Question 3

During the day, I (select all that apply)

Work (I have a paid job)	
Volunteer	
Am in Education or Training	
Attend Day Services	
Have a PA (Personal Assistant)	
Do what I want - I don't attend any services or have support	
Stay at home	
Other	

If you ticked 'other', please tell us who supports you in the box below.

Question 4

My services are paid for by

Commissioned (the Council pays the organisation directly)	
Direct Payments (the Council gives you the money and you pay the organisation)	
Direct Payments (I use a Managed Account to pay for my services)	
Self-funded (I pay for my own services or I have an advocate who helps me)	
Mix of the above	
I don't have any services	
I don't know	

Question 5

I have a good choice over the services I attend

Agree - Please explain in the box below	
Neither agree or disagree - Please explain in the box below	
Disagree - Please explain in the box below	

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Question 6

How many different Day Services do you attend each week (with different organisations?)

1	
2	
3	
4	
5	

Question 7

(Please select all you go to)

Affinity Trust	
Aspire Living	
Avenbury Care Farm	
Cart Shed	
Choices CIC	
ECHO	
Headway	
Hereford Community Farm	
Ross on Wye Horizon Centre	
Houghton Project	
Walsingham	
Another provider	
If you go to another provider, please tell us where you go below.	

Question 8

I attend Day Services to:

Please tick as many as possible

Meet with my friends	
Learn new skills	
Improve my confidence	
Be independent	
Be more independent and to regain my living skills	
Have fun	
Help me stay mentally fit	
Stay healthy	
Make me happy	
So I'm not lonely	
Be part of the community	
I go for another reason	

If you go for another reason could you tell what it is in the box below please

Question 9

How do you rate your current services? (1- 5) 1 being bad and 5 being good).

 **Very Unsatisfied**  **Unsatisfied**  **Neutral**  **Satisfied**  **Very Satisfied**

Do you have any comments you would like to tell us about your Day Service?

Section 2 - My Services My way – new opportunities and choices

These questions are about the way you would like services to be developed

Question 10

In the future, I would

Like my services to stay the same	
I would like to attend new services alongside what I do now	
I would like to attend different services than what I do now	
I would like to attend fewer services than I do now	

Question 11

What is your preferred time to access services? (Please select all that apply)

Morning only	
Afternoon only	
Evening only	
All day	
Monday to Friday	

Please explain your preference in the box below

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Question 12

Would you like to attend day activities on a weekend?

Yes	
No	

If you have said yes, what times would you like to be able to access day services during the Weekend? (Please select all that apply)

Morning only	
Afternoon only	
Evening only	
All day	

Question 13

How would you prefer to access support? (Please select all that apply)

In Person	
Online	
Activity packs at home	
A mixture	

Please explain why in the box below.

Section 3 – Online Activities

Question 14

Do you use the internet? (Please select the answer that applies to you)

I already use the internet	
I don't use the internet but I'd like to	
I don't want to use the internet	

If your answer is 'i don't use' or 'I don't want to use' to above question, please explain why you ticked this box.

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Question 15

I have access to the internet

At home	
I go to the library/cafe and use public Wi-Fi	
I have limited access to the internet	
I don't have access to the internet	

Question 16

I need support from someone to get on the internet

Yes	
No	

Please tell us what kind of support

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Question 17

To get on the internet I use

Computer	
Tablet/Laptop	
Phone	
I don't have a device to get on the internet	

Question 18

I am confident getting onto the internet

Very confident - I can do it by myself	
Slightly confident - I only need a little bit of help	
I'm OK - I need some help	
I'm not very confident - I need a lot of support	
I don't know how to access the internet	

Question 19

I feel safe using the internet

I know how to keep safe on the internet	
I don't know how to stay safe on the internet	
I'm scared of using the internet	

If you would like to tell us about your experiences about using internet, please use the box below.

Section 4 - Community Activities is support that includes doing activities with the wider community. The focus is to support you to live healthier lifestyles, and access activities that help you to be as independent as possible, this includes:

- Going to building-based and non-building-based activities
- Ensuring what is important when choosing the day activity you need through your care and support reviews. The support you get should match the social care assessment and what you and your social worker have agreed you need
- Get support through using the internet if you want/need it
- stop you from feeling lonely
- learning new things, doing courses and help to get into work
- We want to make sure we listen to you, your family and carers, to help design future day services

Question 20

Your local community is the area around where you live. What do you do in your local community?

Question 21

What could people or businesses in your local community do to help you?

Question 22

I would be confident attending clubs and community activities without support

Yes	
No	
Maybe	

If your answer is 'no' or 'may be' to above question please explain why you ticked this box.

Question 23

What would stop you going to community activities? Please select all that apply

I need support to take part	
I am not confident enough to go to new things	
I don't have transport	
Costs	
There is nothing I like in my community	
I don't know what's on in my community	
Other	

What stops you from attending other activities in your local community?

Question 24

In future, I would like to (select all that apply)

Attend Training/Education	
Volunteer	
Do more activities on the internet	
Join more community groups / make more friends	
Attend Day Services	
Other	

Do you have any comments about the day activities you would like to see in the future?

Question 25

1. If you could change one thing what would it be?
2. If you could keep one thing the same what would this be

Section 5 - Transport

Question 26

How do you get to your day activities? (Please select all that apply)

Public transport (train or bus)	
Private transport	
Provider transport - (My day service)	
Community transport	
Taxi - arranged through the council	
Taxi – arranged through my Direct Payment	
Taxi - arranged by me/family	
Own transport or family vehicle	
Walk/Cycle	

Question 27

How long are you happy to spend travelling to attend your day activities?

Up to 15 minutes each way	
Up to 30 minutes each way	
Up to 1 hour each way	
Up to 1 ½ hours each way	
Other	

And finally,

I have completed the survey:

By myself	
With help from a family member	
With help from my day activities support staff	
With help from my advocate	
With help from my carer	
With help from my PA (Personal Assistant)	
With help from a friend	

Thank you for taking the time to complete this survey. If you have any further feedback or question please contact us at the e-mail address shown on page 1.