

# Experience Survey 2019–20

Summary of responses





# Thank you to everyone who has contributed to this year's Making Space experience survey.

To gain an understanding of how well our level of care and support is meeting the needs of the people we support and their carers, we encourage open, two-way communication across our entire organisation.

The experience survey is of huge value to our organisation, it gives us widespread insight into what people currently think of our services, which is crucial in determining how we progress and what we prioritise.

Without knowing what matters to people who use our services, we would be much less able to understand which areas we are performing well in, and in which areas we can improve our practice.

Feedback is so important and enables us to continue improving and developing our services. On behalf of Making Space, I would like to say a huge thank you to everyone who responded.

Whether this has been completing a response, giving feedback to help design the survey, supporting someone to complete it, or coordinating and promoting the project, we couldn't achieve this without your time and expertise.

Rachel Peacock  
Chief Executive



"Feedback is so important and enables us to continue improving and developing our services"



# The survey was open from August to December 2019 for people who use Making Space services.

The aims of the survey were to boost the level of response from 2018/19 (which was achieved, increasing this by more than 50%), and to improve the value of the survey and how it's outcomes are acted upon throughout the organisation.

A key feature of the survey was the incorporation of Making It Real, an outcomes framework devised by a partnership of organisations led by Think Local Act Personal and Coalition for Collaborative Care.

The Co-production team collaborated with 100 people who use services and the Making Change Group to help design the survey from the beginning, something which had not been done previously. Volunteers and the people we support contributed to the content and format of the survey through workshops and meetings.

The Making Change group brings together people who use our services, carers, volunteers, Trustees, and employees, to co-produce projects to help improve our organisation.

High quality feedback and insight contributed to improving accessibility, formatting, and questioning.

## The key outputs from the Experience Survey were:



The proportion of responses from each type of service broadly reflected Making Space's current service profile.

This summary shows a chart of responses for each question, where fixed options were offered, and popular words mentioned within open responses.

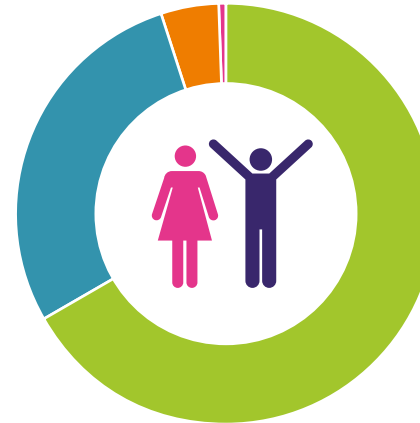
*\*All questions were optional to answer.*

*\*Group responses were accepted; each logged as a set of identical responses totalling the number in the group.*

*\*Percentages have been calculated from the number of people who answered each question, and rounded to nearest values.*

# I think my service is:

## The statistics:



**Excellent: 335 (66.6%)**  
**Good: 141 (28%)**  
**Fair: 23 (4.6%)**  
**Poor: 2 (0.4%)**

503 of 511 answered

## What people said:



"Making Space have made a big difference in my day to day life"  
 "Staff do their best, but none can be in two places at the same time"  
 "Staff have a good understanding of all my needs, and the support is excellent"

## Most popular words used:

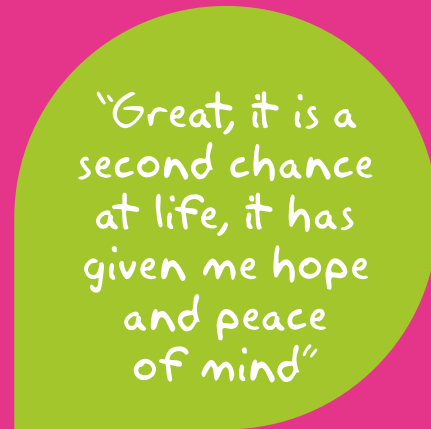


# What do I like about my service? Or how could it be better?

What people liked:



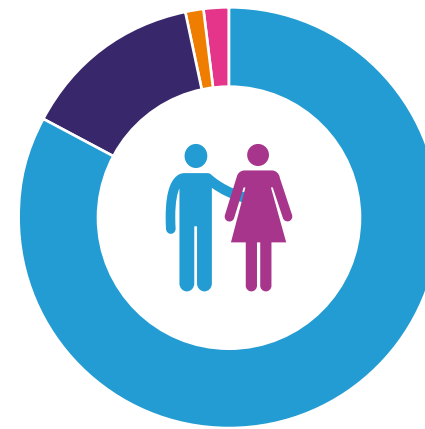
What people said:



- "I'm never judged, and feel like I'm always listened to"
- "More time for my support worker to see me - she is excellent with the time she has"
- "There should be less rules. I don't like having to be up early to order meals, I'd like to be able to stay out late at night"
- "Could be better if there was more time for the staff to deliver the service"
- "If I fall there is someone to catch me, but at the same time I keep my independence"
- "I like how my carers understand and treat me as a person, and not a problem"
- "Carer groups should take place more often"

# Does my service help me to do things by myself?

The statistics:



**Yes: 414 (82.3%)**  
**Sometimes: 69 (13.7%)**  
**No: 7 (1.4%)**  
**I don't know: 9 (1.8%)**  
 503 of 511 answered

What people said:



- "I am helped to do things for myself, even when I don't want to"
- "It helps me to go to new places with support, then I can go alone"
- "I am shown lots of things that are new to me, so I can learn for myself"

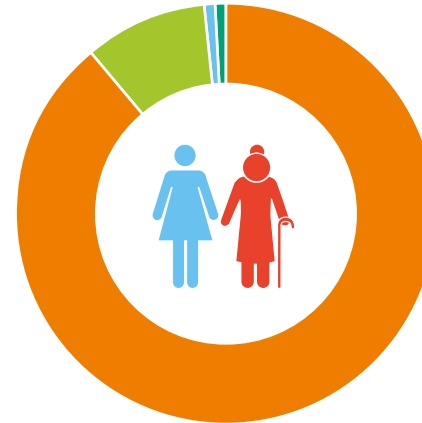
Most popular words used:





# Does my service make me feel safe, and support how and when I do something?

The statistics:



**Yes: 438 (88.5%)**  
**Sometimes: 47 (9.5%)**  
**No: 3 (0.6%)**  
**I don't know: 4 (0.8%)**

495 of 511 answered

What people said:

"The outside world can be very intimidating at times, but the office certainly makes me feel safe and comfortable"

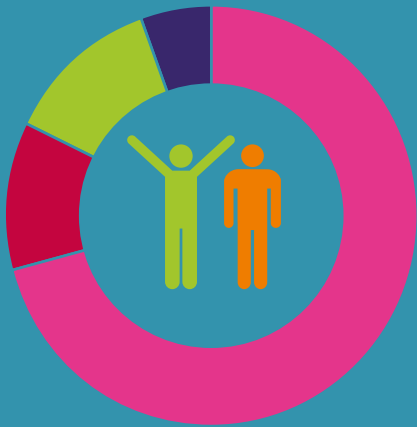
"My illness makes me doubt myself, but the service reassures me"  
 "When things become too much, they stop and help you through, and they constantly congratulate you on every little milestone you make"  
 "The intercom system makes me feel safe, as does *okay each day*"

Most popular words used:



# Does my service help me to do things in my local area?

The statistics:



**Yes: 344 (69.5%)**  
**Sometimes: 55 (11.1%)**  
**No: 60 (12.1%)**  
**I don't know: 26 (5.3%)**  
 495 of 511 answered

What people said:

"They have shown me what is in the local area, and encouraged me to use what's available"

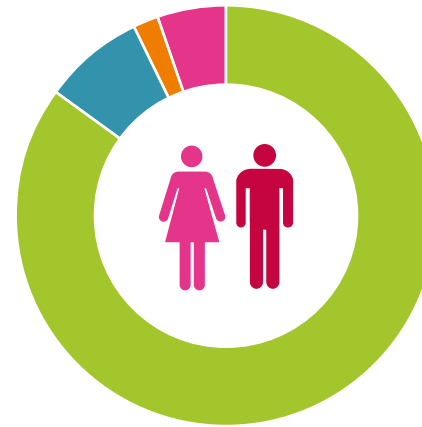
"I do not get informed of what's happening in the area"  
 "We often take trips out to keep us busy in the community"  
 "It has helped me to start volunteering in the area"

Most popular words used:



# Does my service and people I know help me to plan my care or support?

The statistics:



**Yes: 398 (81.6%)**  
**Sometimes: 37 (7.6%)**  
**No: 9 (1.8%)**  
**I don't know: 24 (4.9%)**  
 488 of 511 answered

What people said:

"I feel the staff have my best interests at heart and communicate well to each other"

"I have a care plan which is updated frequently"  
 "I always get a say in my care and what I want to include"  
 "My care plans have always been followed through"

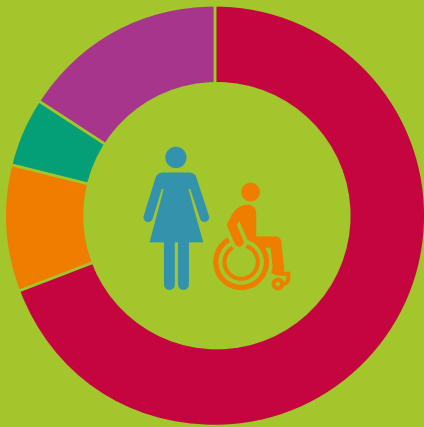
Most popular words used:





# Does my service help me to get ready for big changes that may happen in my life?

The statistics:



**Yes: 326 (66.8%)**  
**Sometimes: 45 (9.2%)**  
**No: 25 (5.1%)**  
**I don't know: 74 (15.1%)**

503 of 511 answered

What people said:

"Staff have been understanding and supportive when I have had upsetting events in my life"

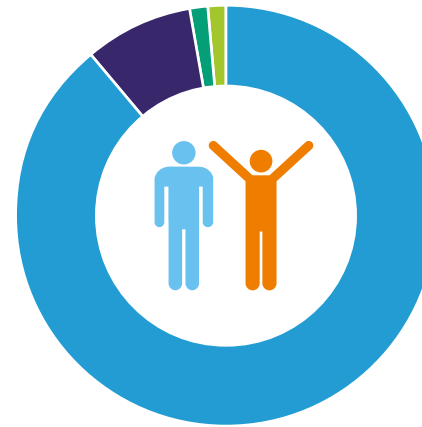
"I haven't come across any changes yet"  
 "Having a worker to help me focus and develop coping strategies is essential"  
 "No - I've managed to get these big events worked out myself"

Most popular words used:



# Does my service listen to me and know what matters to me?

The statistics:



**Yes: 433 (88%)**  
**Sometimes: 40 (8.1%)**  
**No: 7 (1.4%)**  
**I don't know: 6 (1.2%)**

492 of 511 answered

What people said:

"Sometimes the staff know me better than I know myself!"

"It depends on the staff member"  
 "They don't take me as seriously as I think they should"  
 "No matter how long I talk for, Making Space do listen for as long as I want them to"

Most popular words used:



# What next?

## The results of this survey will be shared with:

The Board of Trustees, Executive Management Team, Regional Heads of Operation, Making Space services, people who use our services and respondents to the survey, the Quality Team, the Making Change Group, and any other key stakeholders.

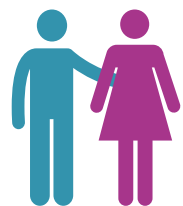
## We will use the results of this survey to:

- Form recommendations with the Making Change Group on actions to take and outcomes to achieve
- Address any areas in our organisation that would benefit from improvements
- Support key elements of our organisation and services, such as recruitment and support mechanisms

Thank you for supporting this survey. As a key stakeholder, you are invited to offer your views to influence the next steps. If you have any feedback or questions, please contact:

### Making Space Co-production team

Email: [co-production@makingspace.co.uk](mailto:co-production@makingspace.co.uk)  
Telephone: 01925 581777







# Making Space

Health & Social Care Services





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