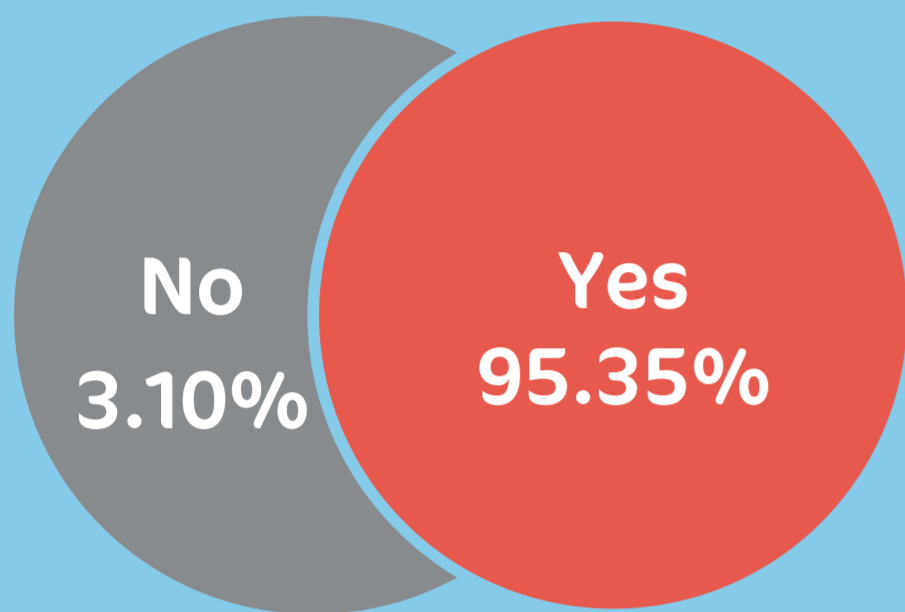


# Customer Satisfaction Survey

As part of our Care Quality Commission compliance Persona has undertaken customer satisfaction and customer experience surveys across services.

Here are some of the questions we asked and the responses of the 131 people surveyed.

Has receiving support from us helped you in your daily life?



“ I have gained confidence due to the support I have been given. Receiving support helps with my housework and daily activities such as shopping and to be more independent. I am able to have social interaction with staff and get help with money. The support provided helps me get out and about, gives me a new lease of life and allows people to live at home who otherwise wouldn't. I would feel sad and bored if I had to stay at home all the time. ”

What do you think about the staff and how do they make you feel?  
(Respondents were able to tick all that applied)

Happy/Friendly	125
Honest	106
Respectful	110
Professional	106
Kind/Caring	120



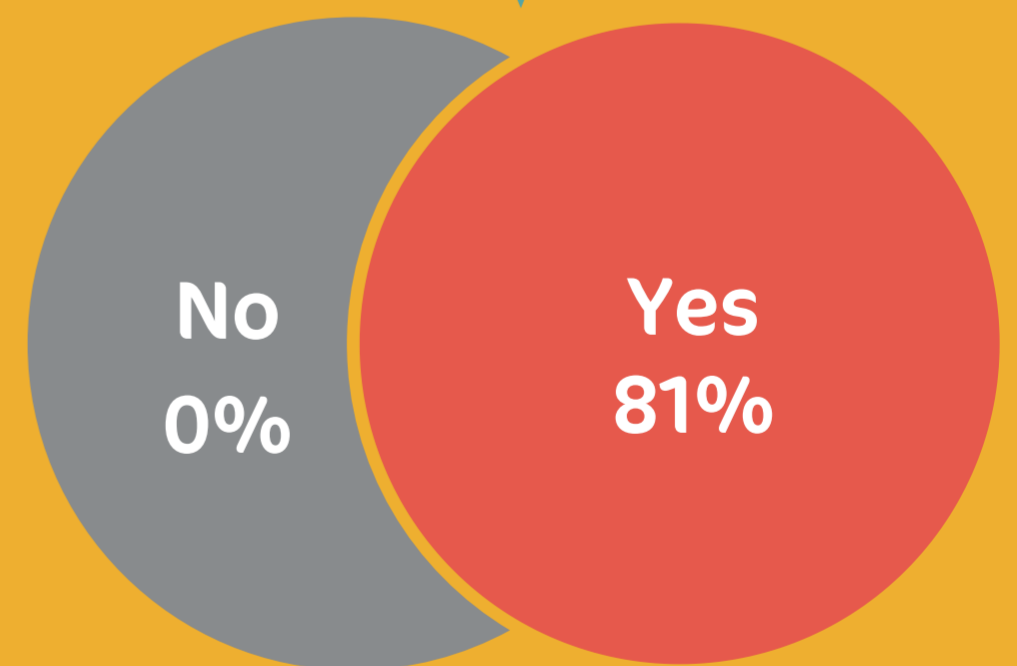
Unhappy/Unfriendly	0
Dishonest	0
Disrespectful	2
Unprofessional	0
Unkind/Uncaring	1

What do you think about the service you received?

Really Good	87%
Ok	11%
Could have been better	2%
Did not meet support at all	1%



During your time with us did you feel safe?

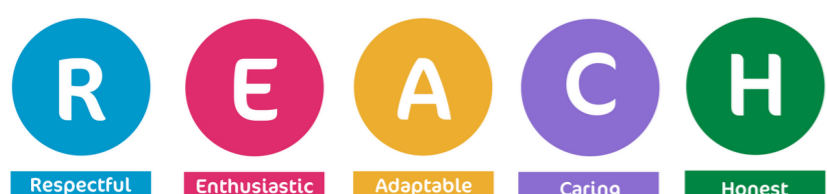


If you could change one thing about us what would it be?  
(Respondents were able to tick all that applied)



Activities I take part in	22
People who support me	7
Environment I stay/live in	3
More support time	11

Nothing	67
Food/Meals I eat	5
More support	13
Less support time	0
Other	9



# Activities and Events Survey

As part of our Care Quality Commission compliance, Persona has undertaken an activities and events survey across services.

Here are some of the questions we asked and the responses of the 85 people surveyed.

Tell us about some of things you like to do/places to go when you are not with us?



Cinema – 41%  
Eating out – 80%  
Socialising – 71%  
Going for a coffee – 63%  
Listening to music – 78%

Bowling – 43%  
Shopping – 61%  
Day Trips – 66%  
Arts & Crafts – 36%  
Exercising Holiday – 34%

What types of things would you like to do when you are with us?

Day trips, watching TV, shopping, eating out, gardening.

Baking/cooking, bingo, walking, chair exercise.

Bowling, card games, theatre trip, quizzes, music.

Light exercise e.g. gym/dancing, snooker/pool, going out to Bury.

Painting, arts and crafts, games, reading, picnic at the park.



Are there any activities that you would like to do that have not been offered to you?

People who said 'yes' said activities like:

Board games, reading, mini breaks, cinema trips, cycling, computer games, using the computers, painting, TV game shows, swimming, bird watching, buffet, karaoke and card games.



How does taking part in regular activities help you? (Respondents were able to tick all that applied)

“ I feel looked after and safe because of the staff. It keeps me stimulated, it makes me feel like I've achieved something. I am always going to want to attend this group. ”

When you have finished your activity, how does it make you feel?

(Respondents were able to tick all that applied)

“ It makes me feel confident, I am treated with respect, courtesy and I feel loved. ”

Happy	82%
Active and healthy	54%
Motivated	54%
I want to do more	43%
Part of a family	36%
Tired	30%
Energetic	26%

Makes me feel happy and valued	79%
Keeps me fit and active	63%
Keeps me mobile and independent	67%
Gives me a regular routine	62%
Gets me out to do something I enjoy	75%
I can keep in touch with/or make new friends	70%

Nobody responded with 'I don't think it does help me'

