

# My View Survey Results 2023





# Introduction

We posed 15 questions to the people we support and their family and friends, in our annual My View survey.

## The aim of the survey

At Brandon we are committed to providing high quality support and we want to be sure that the people we support and their families and friends are happy with the support they receive, as well as to explore what we could do differently to change and improve.

## Who was surveyed

We sent the survey to all the people we support, their support teams, and their families and friends. This was an electronic form and we also made easy read paper surveys available to those who do not have access to a computer.

## Response rate

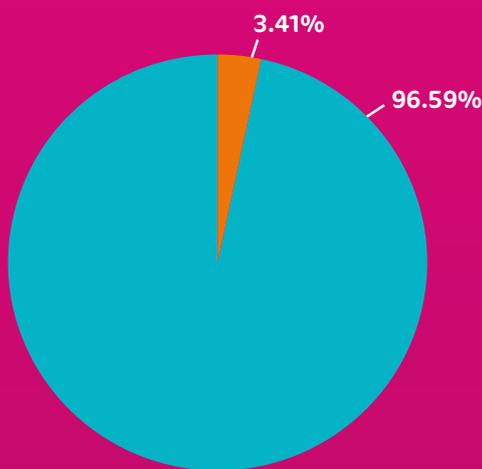
We had an 18% response rate, which is an improvement on last year's survey. This number is still lower than we would like, and we will discuss this with operational teams to understand the low take up and what improvements we can make in readiness for next year's survey.



Response rate

## Results

We asked people we support 'Do you like being supported by Brandon?'

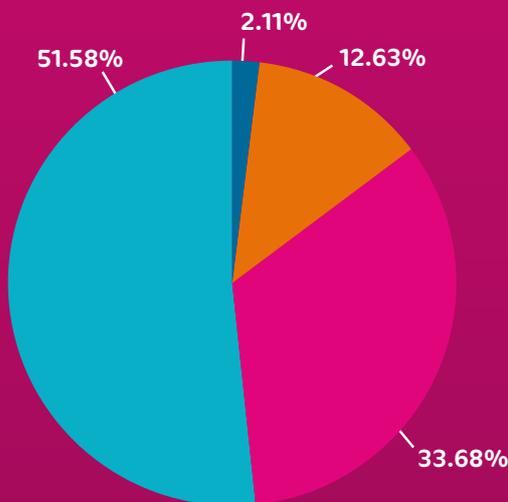


96% said Yes  
And 3.5% said Sometimes  
We had 0 responses for No

The words we used to help people to describe their opinion were written with our The Adventurers.

Yes Sometimes

We asked family and friends 'How would you describe the support your family or friend receives from Brandon?'



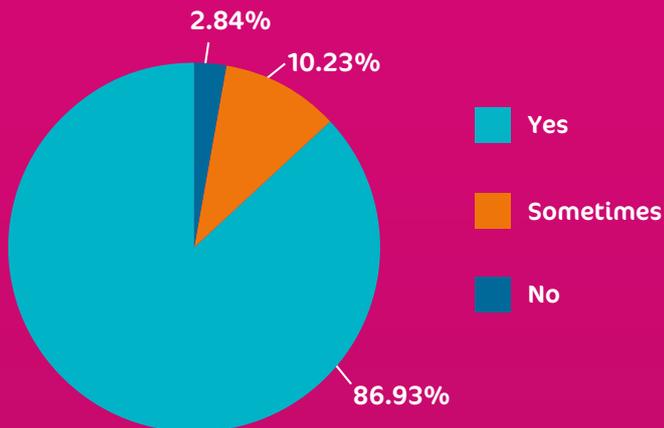
86% said it was either Fantastic or Good  
13% said it was Fair  
2% reported it as Concerning.

Fantastic Good Fair Concerning

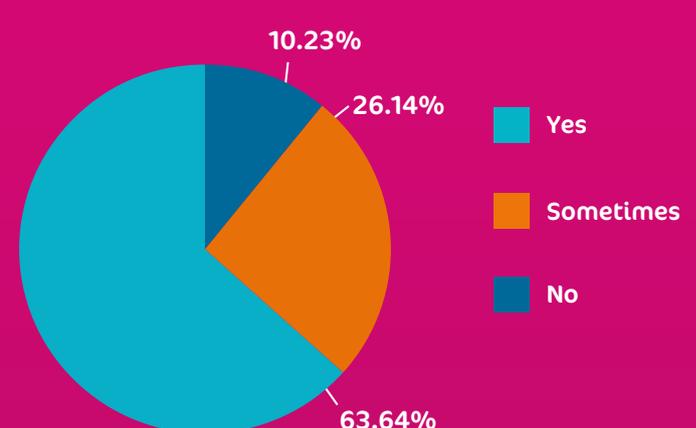
Both results will be followed up by our Operational teams to understand the concerns.

# Results: People we support

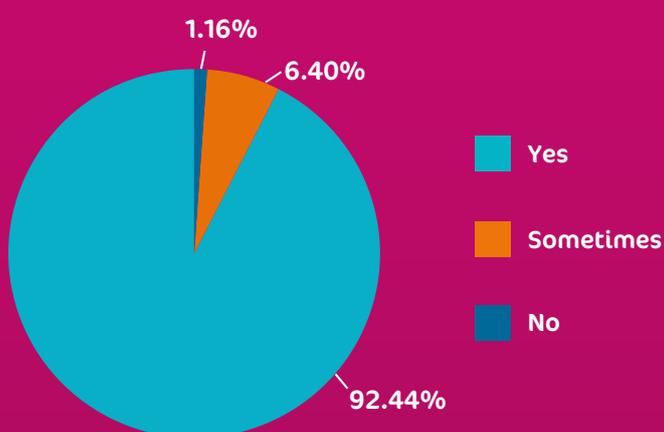
Do you see your friends and family when you want to?



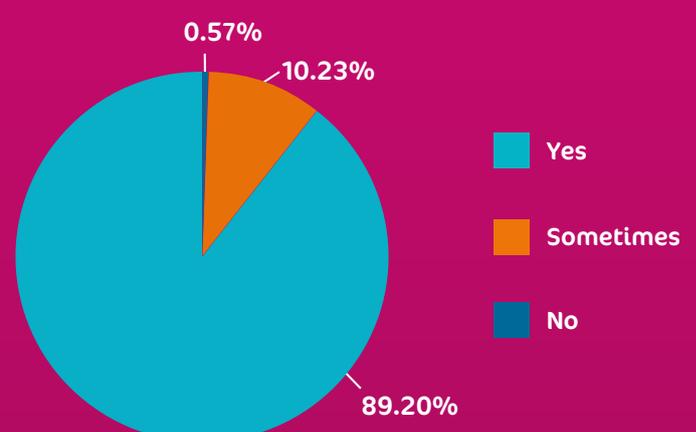
Are you involved in writing your own support plan?



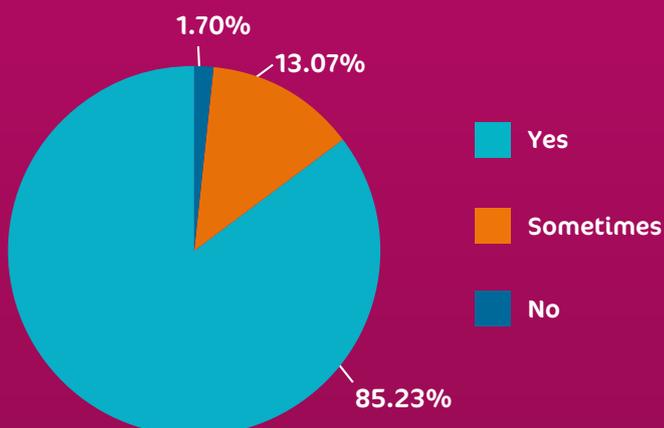
Do you know your support team well enough?



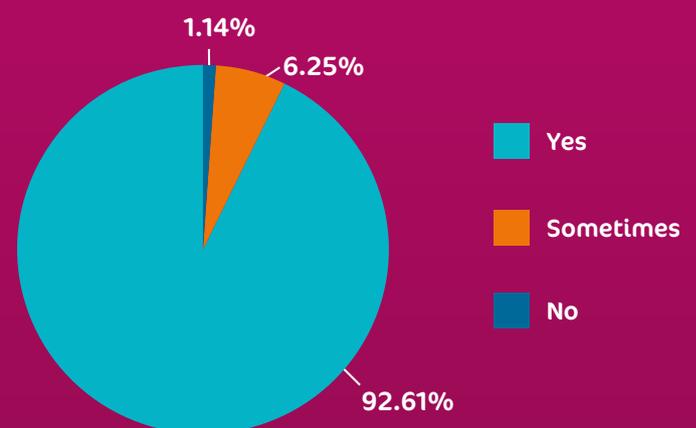
Do you have enough choice and independence in your life?



Do you get to try new things when you want to?



If things went wrong, do you feel your staff would listen to you and help?



## Results: people we support headline questions

### Do you see the family and friends you want to?

13% of people we support answered No or Sometimes and 2 people commented that due to staff shortages they didn't always get to the activities they had planned to see friends.

### Are you involved in writing your own support plan?

36% of people we support answered No or Sometimes. 2 people supported commented that staff seem to be too busy to spend time with them to plan activities and write support plans. This question produced the highest negative answer and will be a focus for the year ahead.

### Do you know your support team well enough?

1% of people supported answered No to this and this was specific to an outreach support package that has been impacted by low staff numbers.

### Do you have enough choice and independence in your life?

11% answered No or Sometimes to this question. These answers came from people who access the day service provision, either within Operations or Enterprises and they all referred to wanting more support.

### Do you get to try new things when you want to? (new activities, experiences, food or other things)

7% answered No or Sometimes and the main themes from the comments were around getting out and about and doing fun and exciting day trips.

## What people we support had to say:

We asked people we support to share their positive experiences of being supported by Brandon.

### Gloucestershire, Wiltshire, Hampshire & Warwickshire

"I had a water fight at Drayton Manor with my favourite support worker and I am off to Skegness on holiday."

### Bristol & North Somerset

"My support worker helped me to find a box fit class where I can stay active with minimal support and can show how independent and fit I have become in the last 2 years."

### London

"We were supported to attend the local jubilee street party; it was really fun we and looked forward to the King's Coronation."

### Gloucestershire, Wiltshire, Hampshire & Warwickshire

"I get to try lots of new things even though I am apprehensive. I have done lots of new things since moving into Supported Living."

### Enterprise

"I like doing my artwork and pottery. It makes me really proud."

### Bristol & North Somerset

"I enjoy myself everyday and laugh a lot."

### Bristol & North Somerset

"I get to use my 1:1 hours and plan my own days. I talk to staff and tell them what I want to do and off I go!"

### Oxford

"We enjoy going out and using the house car and exploring and trying out new things."

### Bristol & North Somerset

"I am supported to work and get to spend my money on whatever I want."

### Bristol & North Somerset

"I went to Adrenaline Quay and did the zip wire 4 times."

### Bristol & North Somerset

"Trip to Harry Potter World. I loved it!"

### London

"I have a wonderful Stagg House family and I love it so much!"

# Brandon

Live free

the learning disability charity



## What people we support had to say:

We asked, what if anything, would you like Brandon to do more of?

Gloucestershire, Wiltshire,  
Hampshire & Warwickshire

“More 1:1 time so I can get out more.”

Enterprise

“More projects please – Dr Who.”

Oxford

“More drivers so we can go to  
different places.”

Bristol & North Somerset

“More group activities, especially in  
the summer.”

London

“Support us to have bank accounts/  
cards so we can shop online.”

Gloucestershire, Wiltshire,  
Hampshire & Warwickshire

“More staff and less agency please.”

Bristol & North Somerset

“More opportunities to meet other  
people supported by Brandon.”

Bristol & North Somerset

“Pay the staff more so that they stay.”

Cornwall

“Let me know what staff are coming  
in or if they are off sick, I don't like  
surprises.”

London

“Keep the staff we have got as we  
know them.”

**Brandon**

Live free

the learning disability charity

# What people we support had to say:

We asked, what if anything, would you like Brandon to do less of.



‘Less agency staff’

‘Sending out information I can’t read’

‘Last-minute staff sickness; it ruins my day’

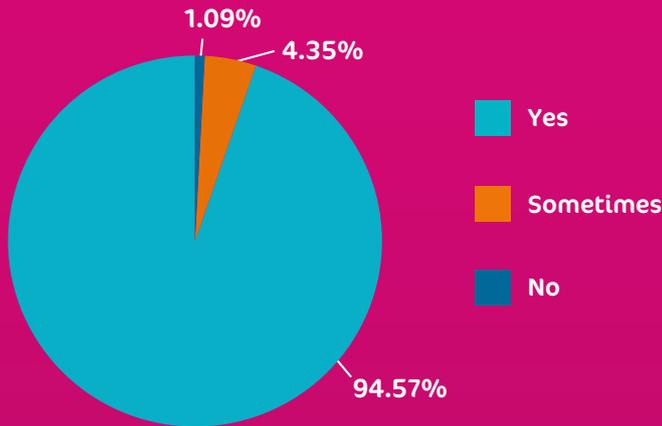
‘Less moaning by staff, I don’t like to hear it’

‘Less doing for me and support me to do my washing up myself’

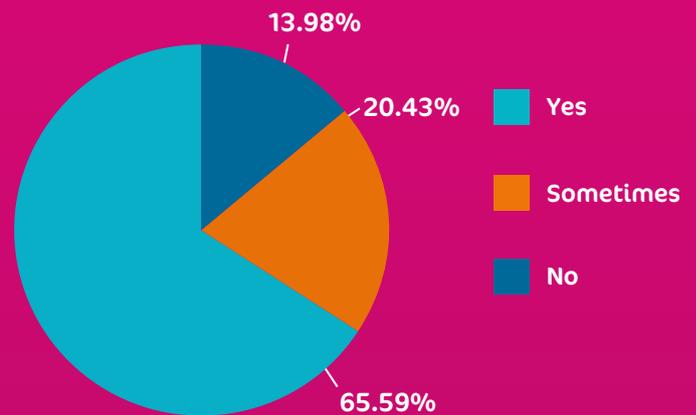
‘Less paperwork and more time to go out and try new things’

## In this section, over 80% of families and friends answered Yes or Sometimes' to the questions below

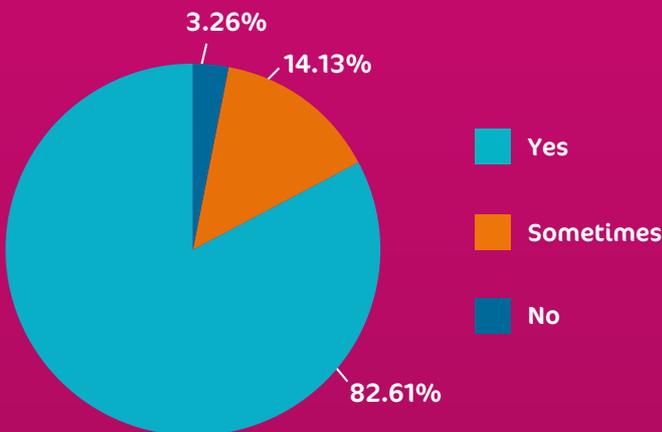
Do they see their friends and family when they want to?



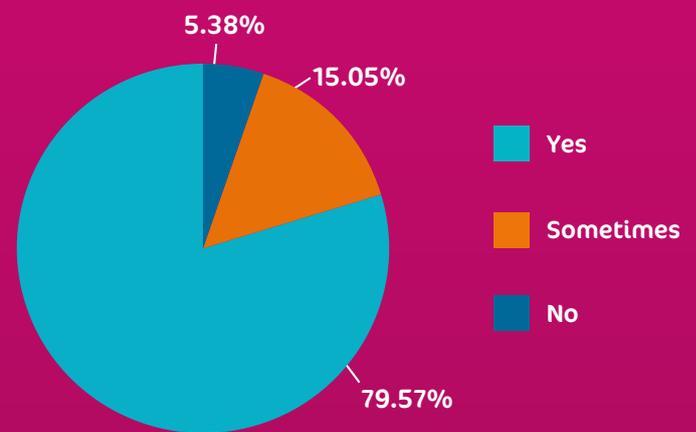
Is the person we support, and/or their family, involved in writing their support plan?



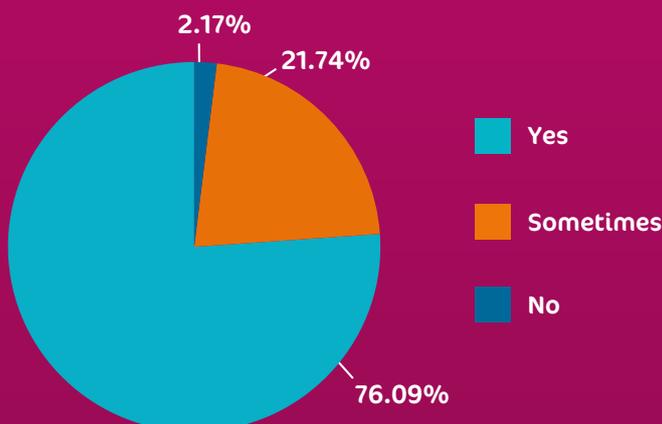
Do they know their support team well enough?



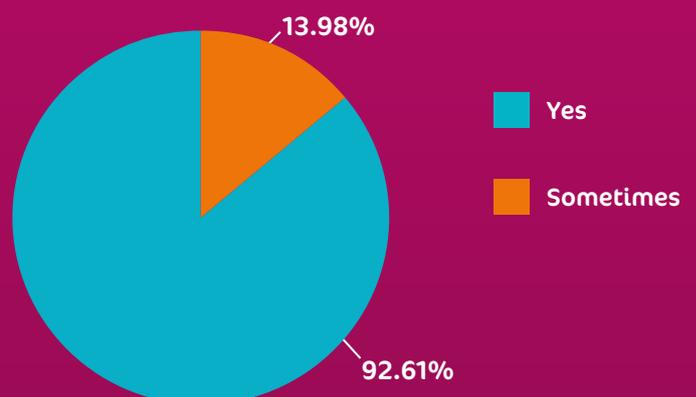
Do they have enough staff that know them well?



Do you feel they have enough choice and independence in their life?



If things went wrong, do you feel that staff would listen to them and help?





# Stories shared by families and friends of people we support:

## Gloucestershire, Wiltshire, Hampshire & Warwickshire

“There are so many exceptional stories where the staff have gone above and beyond”

## Bristol & North Somerset

“Our son was visiting when my elderly father became very unwell. The staff supported my son brilliantly and reassured him”

## Bristol & North Somerset

“The support my son gets is brilliant and he gets to go on holiday every year”

## Bristol & North Somerset

“Our daughter has recently been in hospital and the team have been wonderful in keeping in touch with the hospital and ensured her stay was as comfortable as possible”

## Bristol & North Somerset

Today my son attended Playlink and had the best time. The support workers were utterly charming”

## Cornwall

“My son loves the surfing days he has with Brandon”

## Gloucestershire, Wiltshire, Hampshire & Warwickshire

‘My son has settled into supported living well, much of this is down to the care, support and friendliness of the support workers’

## Oxford

“When I visited my son on Christmas Day the house had Christmas music on, and everyone was so happy”

## Gloucestershire, Wiltshire, Hampshire & Warwickshire

“The support they receive has really helped increase their independence”

## Oxford

“I can only compliment the staff; my son is happy and living a balanced and fulfilled life”

## Bristol & North Somerset

“One support worker did an hour and a half of a Joe Wicks workout with the tenants”

**Brandon**

Live free

the learning disability charity

# What families and friends had to say:



We asked, what if anything, would you like Brandon to do more of, or less of.

'Fewer agency staff would be good'

'Encourage more exercise and balanced diets'

'Integrate with the community more'

'Make sure you treat the homes like houses rather than care homes, please remove the office'

'To be informed of reviews and receive regular feedback'

'Nothing, the support is fabulous'

'Hire the agency staff you have working in the house'

'Less turnover of staff'

'Better communication with families from all members of the team'

'More independence for my daughter'

## What the Adventurers had to say:

- Brandon's Adventurers had a very lively meeting discussing some of the results of the survey.
- They looked through the responses area by area, and there were some common themes.
- People we support mainly want more social events and activities, as well as group events. The Adventurers thought this meant that people were feeling a bit isolated and want a bit of fun and togetherness. This has been a recurring theme over the last couple of years, so it's important that Brandon thinks about ways to make this happen.
- Agency staff, changes, and staff doing paperwork or answering work calls whilst supporting them, are the top things people said they didn't like.
- The Adventurers think that staff should be writing the daily notes, with the help of the person they are supporting. Currently this isn't happening. Staff tend to write the notes away from the person they are supporting. Doing the notes together would help people understand why staff must do so much paperwork, and people would feel better if they were involved. Nothing about us, without us!
- Some people said that they don't feel included when staff sometimes spend a lot of time chatting among themselves.



## Brandon's response and commitment to the feedback received

From these results we know there are things Brandon can improve, so that our teams are enabled to support people to live the lives they choose.

We will share the results of this survey with all of the people we support, their support teams and their family and friends, as well as our wider audience.

We will communicate with all people we support and their families on a regular basis about staffing/pay updates and recruitment.

We will work with operational teams to fully embed the 'Real Tenancy Test' and review all 'office' space in supported living settings.

Area managers will review the results specific to their area and produce an action plan that will be shared with all stakeholders.

### Key areas we will focus on with teams:

- Making sure all our teams have the understanding and training to deliver person-centred support.
- Providing teams with the support and understanding to actively support people to be in control of their own lives.

