



## Introduction

'Everyone has a voice and is listened to' is in our MacIntyre DNA and our survey is just one of many ways we support people to have a voice. This MacIntyre wide report was created following a survey learning session involving people with lived experience and staff from across MacIntyre who looked at what people had to say in different areas and agreed what we should share, learn and do to keep making things better.

We want to thank everyone who took part in the survey and everyone who reads, listens and 'keeps on learning'.

## Summary

- 551 responses from approximately 1200 people who draw on MacIntyre's support.
- Lots of different communication supports were used to help people have a voice and having three versions of the survey enabled far more people to take part than last year.
- The results have been looked at locally and by a national group of people with lived experience and staff from across MacIntyre.
- Almost everyone is happy with their staff and their support.
- Almost all staff are kind, know people well and give people the support they want.
- Almost everyone feels safe.
- Last year 89% of people said their support was good or very good. This year 92% of people said they were happy or very happy with their support.
- 92% of people said they feel safe or very safe. This was the same last year.
- We have learnt that these things are important to lots of people:
  - Having staff who know you well.
  - Having friendships and having the right support to make and keep friends.
  - Having independence.
  - Having a busy, varied and fulfilling life.
  - Having support to be more ambitious, to have hopes, dreams and goals for the future and to try new things, including getting paid employment.

## We will

- Keep talking about our DNA and helping everyone understand what good support looks like. Through supervisions, including observations and reflective practice (My Key) help staff improve their interactions. Where necessary including seeing how they can come across as bossy or too loud at times.
- Promote friendships and relationships best practice through sharing resources and introducing new training.
- Keep encouraging all staff to be ambitious (aim high) for each person who draws on their support through stories, training, support and supervision.
- Make accessible resources to help people understand more about 'hopes and dreams' and to become more ambitious for themselves.



- Keep talking about our new purpose statement, ‘gloriously ordinary lives’ and being an active part of your local neighbourhood. Our ‘Everyone Everywhere’ project led by our new Culture and Communities Manager will help with this.
- Ensure people have the right support with the flexibility they need to do the things they want to do. Be strong advocates for people when their support needs reviewing to ensure this.
- Promote the ‘Stay Up Late’ campaign.
- Ensure all negative answers have been addressed at a local level.
- Ensure everyone knows how to make a complaint and how to find a complaints form.

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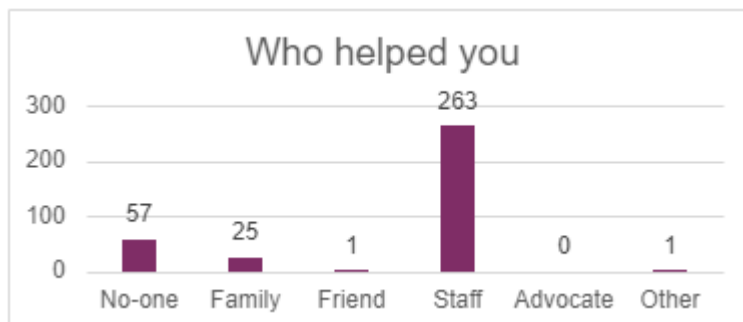
## How we did the survey and who took part

The MacIntyre survey 2024 ran during February and March 2024. People who draw on MacIntyre’s support were invited to take part using the best-fit survey for their communication needs. MacIntyre has a fortnightly best practice workshop and one of these was used to introduce the three surveys and share best practice for surveying well, how to use supports to help people have a voice and how to avoid bias created by the person supporting the survey. Local managers ensured everyone knew about the survey and social media reels were used to help people find out about the survey directly.

### Survey 1



- Survey 1 used Photosymbols to support understanding and asked the most questions.
- 366 completed surveys were returned using the Survey 1 format.
- This survey asked people if they had help to complete the survey. The graph below shows that most people we helped by staff. 57 people completed the survey without help.



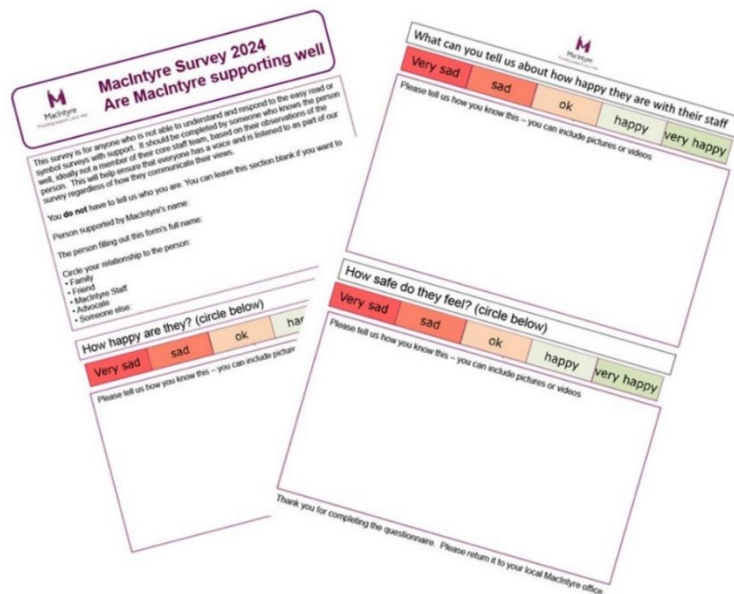


## Survey 2



- Survey 2 asked a smaller number of questions and used Widget symbols to support understanding. It was designed so staff could cut bits out to create a Talking Mat to help people communicate their views.
- 111 completed surveys were returned using the Survey 2 format.

## Survey 3

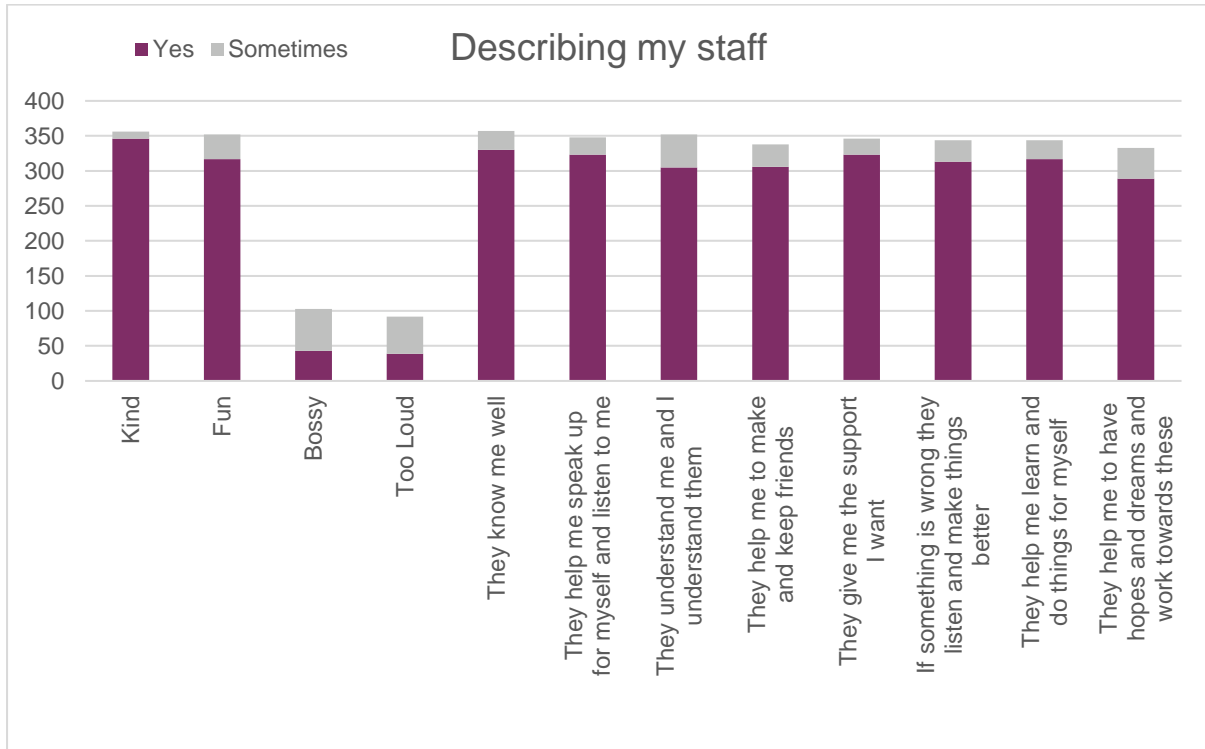


- Survey 3 was an observational survey, which allowed the views of people who were not able to engage with the other surveys to be captured. Someone who knows the person well was asked to complete on their behalf based on their knowledge of the person and how they communicate how happy and safe they feel.
- 81 completed surveys were returned using the Survey 3 format.

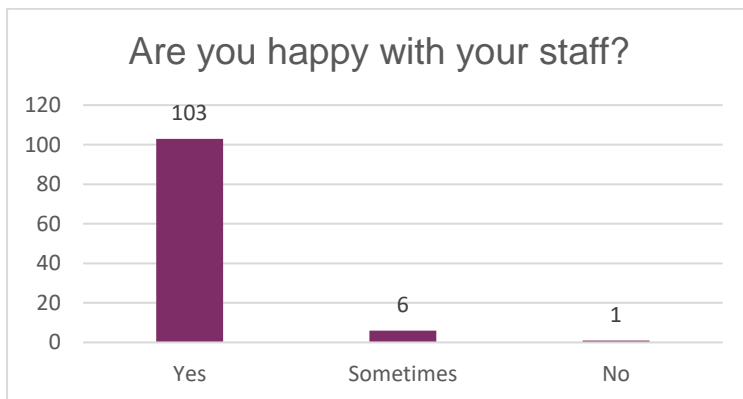


What people think about their staff

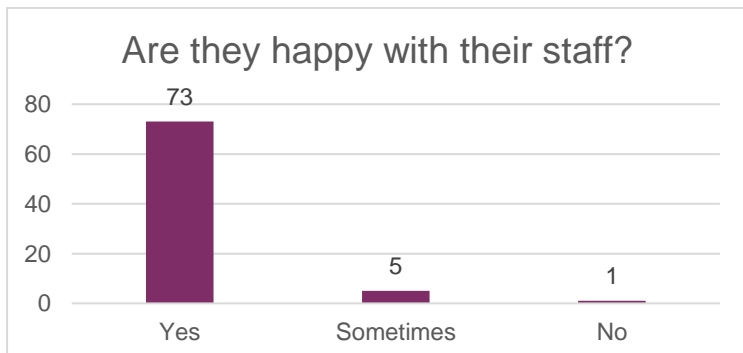
**Survey 1 - Describe MacIntyre staff who support you**



**Survey 2 - Are you happy with your staff?**



**Survey 3 - What can you tell us about how happy they are with their staff?**





## What the graphs tell us:

- Almost everyone is happy with their staff.
- The most common way of describing staff is 'kind'.
- Like last year, some people described their staff as bossy or too loud.
- 'Knowing me well' and 'giving me the support I want' rated the highest of the sentence questions.
- 'Helping me to have hopes and dreams and work towards these' rated lowest.

## The comments people made:

Lots of people left comments and a group reviewed these during the survey learning session. They picked out these themes and a few examples to share:

- Many comments referred to staff being kind, fun and knowing them well. This is positive and should be celebrated.
- Many of the comments showed good support for independence – staff knowing when to step in and when to step back. This should also be celebrated.
- People want staff who know them well, that they feel comfortable with and that know the things they like & don't like. Consistent staffing makes a big difference to how happy people are with their support.
- People want their staff to aim high and not always just focus on the practical. Some people did not understand what was meant by hopes and dreams. It is important we support everyone to understand and develop their gifts, skills and passions and have ambition and suggested we consider different language in the survey next year. The group found it easier to talk about having goals.
- The words loud and bossy were included in this year's survey because they were highlighted last year. Again, more people than we would like say their staff are always, or sometimes, loud or bossy. Some comments explained that it was the environment that was too loud, or that some people prefer staff who speak more quietly. The group discussed how to support people to 'keep on learning' without the negative experiences and pressure that is linked to people being 'bossy'. Again, it was suggested trying different language in the survey next year as well as helping all staff get the balance right.

## Some positive examples:

- *If I get upset, they help me. I like dance - they put the right music on.*
- *Staff are all very kind and good fun.*
- *My staff are fun and friendly. I can't say anymore.*
- *I do a lot for myself.*
- *The staff have known me a long time. They have listened to me today. They do some crafts with me. They go to the shop with me. They help me with baking.*
- *They listen to me. They help me with life skills.*

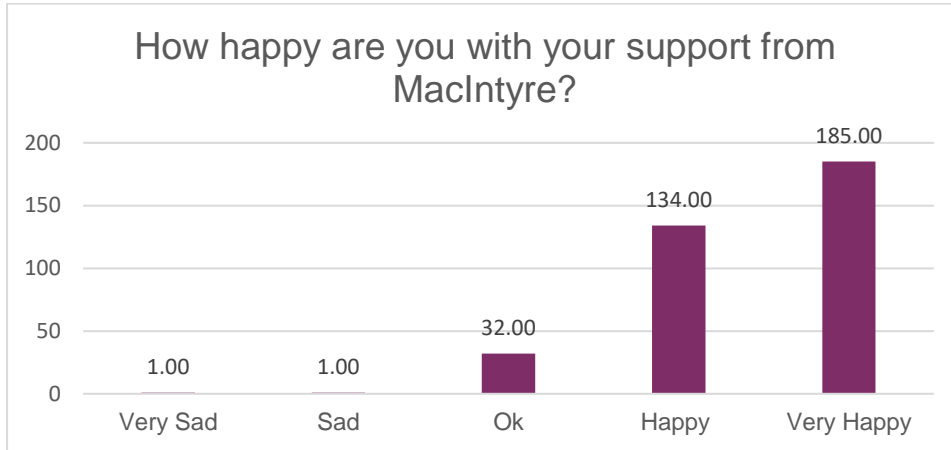
## Some opportunities for learning:

- *Sometimes they shout*
- *I don't like changes of staff, like to be supported by normal staff who I know*
- *Sometimes I feel staff are too practical. I would like to aim high.*

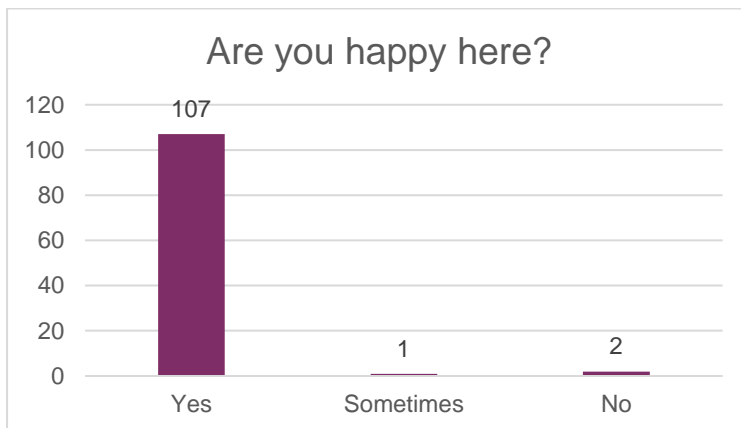


## How happy are people with their support?

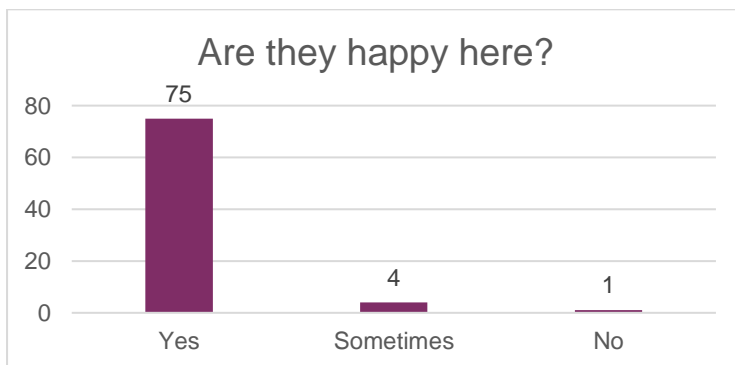
### Survey 1 – How happy are you with your support?



### Survey 2 – Are you happy here?



### Survey 3 – How happy are they?





## What the graphs tell us:

The overall message, and something to celebrate, is that the majority of people surveyed are happy with their support from MacIntyre.

Last year 89% of people said their support was good or very good. This year 92% of people said they were happy or very happy with their support.

## The comments people made:

- Many of the comments refer to staff being fun and supportive.
- Lots of comments refer to support to make and have a good time with friends. This is definitely a cause for celebration!

The comments next to all 'sad' or 'not happy' answered were reviewed and it was noted that:

- Sometimes a person had selected a negative option but left a positive comment.
- One person had selected 'happy' and 'sad' on a communication device in answer to all questions on survey 3 and this accounts for all of the 'no' answers for each part of survey 3.
- Negative comments had already been unpicked locally in many cases, for example a staff member who attended the review session described how the survey had helped them listen to one person who had just tried a new dance session and used the survey to help her explain that she'd found it too loud. As part of the follow up, we will check that all areas have followed up with people who are not happy individually if they chose to include their name.
- Some people wanted more help, or different help with difficult tasks, or things they find hard.
- A few people talked about support to have a job.

## Some examples:

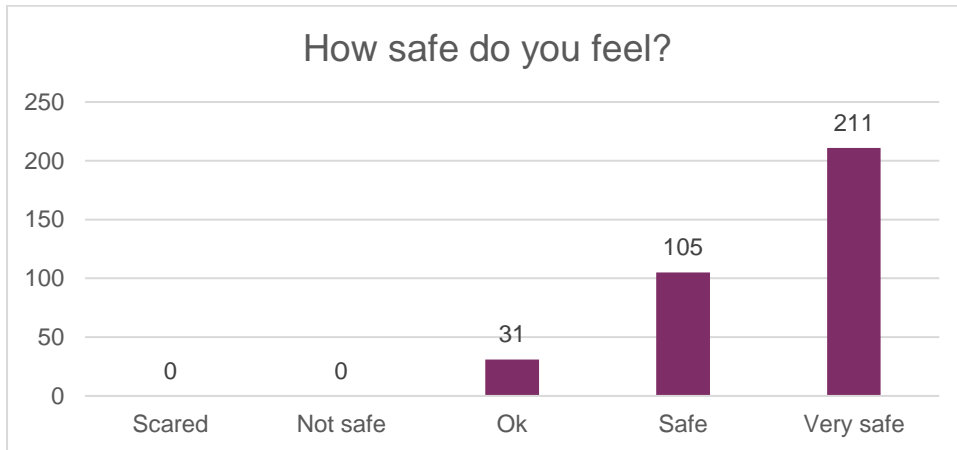
- *Staff have always been fully supportive*
- *I am very happy with the support I get. The staff make me feel wanted and loved - they really care for me.*
- *The staff help me have a good time with my friends.*
- *I am always happy at MacIntyre because I am a joker to make people laugh.*
- *I love coming to MacIntyre to see my friends. I love the staff at MacIntyre and love my support with T – when we go out it is fun.*
- *Working at MacIntyre is great because my colleagues are kind, supportive and believe in me*



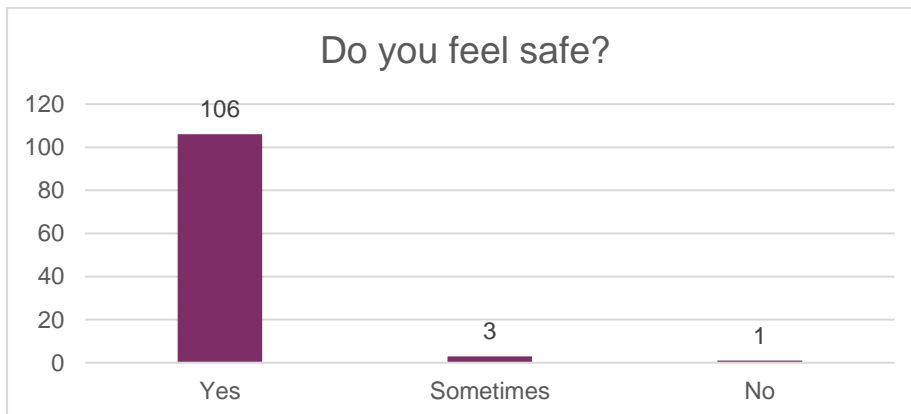


## How safe do people feel?

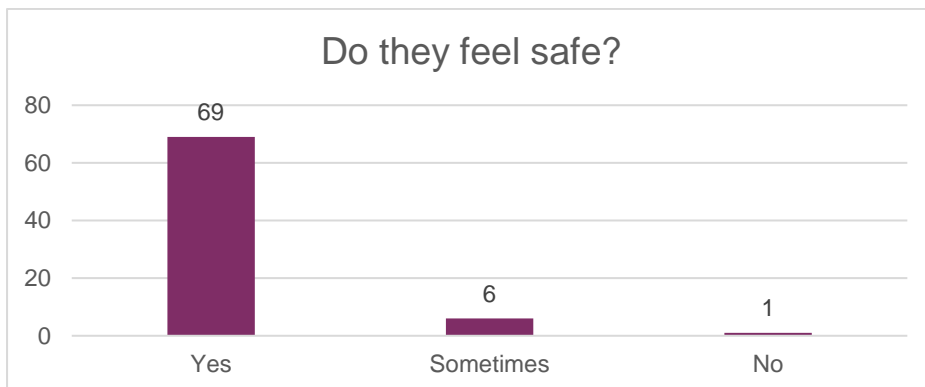
### Survey 1



### Survey 2



### Survey 3





## What the graphs tell us:

It is great to see that most people feel safe or very safe most of the time.

92% of people said they feel safe or very safe. This was the same last year.

## The comments people made:

- Some people talked about feeling safer in some places than others.
- A few people talked about feeling safer when they have support than when they don't.
- Some people talked about the people they live with and how they can make them sometimes feel unsafe.
- Some comments were hard to interpret and showed some people had found it hard to understand what safe means.
- Some people talked about being kept safe rather than feeling safe. These are not always the same thing.

## Some examples:

- *If somebody is angry, they make sure I am safe and moved out of the way.*
- *Very good at keeping everyone safe.*
- *They keep me from harm & keep me safe. Support staff keep you calm.*
- *I feel safe because I am, here at MacIntyre. I feel looked after by staff and like I can talk to them*
- *If I know my support I feel safer*
- *On my own ok/safe, with support very safe*

## Comments from survey 1

Survey 1 included an opportunity for a comment at the end. Most people left a comment.

### Points to celebrate:

- So many people happy with their support
- Kind staff
- The right support
- People have busy lives and lots of social activity
- Lots of people talked about friendships and being supported well around their friendships.
- Different ways of communicating during the survey (BSL, PECs, drawing) logged
- Staff who know the people they are supporting

### Points to work on to become better:

- Making sure staff fully understand a person's plan so they can support them well in all aspects of their support (health, opportunities, care, communication, etc)
- Changes of staff rota, how this makes people feel anxious about their upcoming support



- More support for opportunities (getting a job, going out more especially evenings and weekends - Stay Up Late campaign was discussed by the group)

### **Some positive examples:**

- *Stay awesome!*
- *Although the way A expresses herself is limited, you are left in no doubt with regard to her feelings and contentment (family member).*
- *I feel very safe as I've always got someone with me each day and I get to see different people during the day which makes me feel good.*
- *This is my home and where I want to stay.*
- *Staff help me with work, also staff take me to all my appointments.*
- *The staff are very kind & caring, thoughtful & there when you need them*
- *I feel extremely welcome. I'm happy to be here & I feel more confident through the encouragement I have received, especially when it comes to my chair-based exercise class that I lead. Also I feel I can be myself without fear of judgement. MacIntyre means a lot to me.*
- *L drew a smiley face*
- *I am enjoying my work for Oliver McGowan training to be a trainer*
- *I like being a H&S rep.*

### **Some opportunities for learning:**

- *I want to work on a laptop for myself or job*
- *I want to go to the DISCO but don't have support to go.*
- *They changed drama so now I can't do both. It makes me unhappy sometimes.*
- *I would like the Carer to help me more when I get things wrong*
- *I don't like change to my support rota plan every month, as I am Autistic and once I get my rota I like to put in my diary and I know that then on these days I will be supported by the person on my rota*
- *Staff need to charge the iPads because sometimes when I try to use the gadgets the battery will be flat. Some staff takes too much breaks. I just feel all staff do not clean up at the Day Centre.*
- *It tires me and frustrates me and I feel very uncomfortable when I find things hard.*
- *Encourage me to be independent*

### **Comments from survey 2**

Survey 2 had one comments box, which asked 'What do you like doing?' Words, symbols, PhotoSymbols, communication devices or photos could be used to help people answer the question.

### **Points to celebrate:**

- A lot of very varied lists which is positive and shows people having busy and varied lives.
- Great to see different communication methods used to support people to have a voice.



- Great to see some people identifying they enjoy to do things themselves or on their own.
- Lots of people like seeing their family.
- Quite a few people have pets that are clearly important to them.

### **Points to work on to become better:**

- How ambitious are we being with getting people out and into the community to do more than shopping, eating out and popping to the pub? Are we too set in our ways or take the easy or cheap option? Or do people have set preferences as they feel safe doing that? How many people have ever tried to skateboard, cycle or use a go kart for example
- Many people require support of staff or family to access things and without their help may not be able to
- Relationships – only a couple of people mention friends or girl / boyfriends. How can we support this more?
- There are lots of common interests. Could these be a way to increase people's connections and opportunities to develop friendships?
- We should keep trying to support people to find more opportunities to 'keep on learning' and make a difference in their local neighbourhoods.

### **Some example comments:**

- *I like going out shopping, looking after my pets and going to disco.*
- *Cooking cake, cleaning buses, Tesco, fun fair, beach, waterslides, bumper cars, tea cup rides.*
- *Work, my iPad, going for drives, going bowling in MK, going to the village shop, youth club, rugby club on a Wednesday, helping to cook, playing bowling on the TV, talking to staff and asking how are they and what's their name, trampolining, having long baths, going for a walk into the woods.*

### **Comments from survey 3**

Survey 3 asked the person observing and completing the survey to explain how they know what the person thinks and feels about their support.

### **Points to celebrate:**

- A lot of families had completed the observation survey and were able to provide valuable advocacy and voice for people.
- A lot of comments referred to people being happy.
- A lot of comments referred to evidence of positive wellbeing.
- A lot of different communication supports were used to help people have a voice.
- There was evidence of staff interactions and staff understanding of people's non-verbal communications being good.

### **Points to work on to become better:**

- This survey was the most difficult one to be confident that views are not biased by the observer and really reflect the views of the person who draws on our support.



- Continue to develop staff skills to support communication and people's skills to communicate their wishes and choices.
- Continue to be ambitious for people and support people to expand their life opportunities.

## Some positive examples:

- *H is very happy, she has access to everything that she loves. Trampoline, YouTube videos, stationary. She is often smiling and bouncing. H uses her choice board to communicate and staff know her really well and understand her.*
- *They are doing activities which interest them and being supported they are able to try new things. To explore their interest and expand their happiness. They are happy with their staff because of the routine they have means the staff for the different activities they do is most of the time the same person. They feel safe because the staff are aware of the things that need to be done to keep them safe.*
- *In general, R presents as a happy individual. R has started to use the talking mat to express how he is feeling. R is able to place pictures of himself doing various activities under the heading like-dislike-not sure. R smiles when he is happy and interacts with staff and students. R is clearly able to state when he is happy when asked. He would also say if he is sad or tired. J (staff) asked R if he liked the staff he regularly works with, R said yes to all. J asked R if he feels safe - he repeated the word safe several times. J wasn't sure if he really understood the concept of safe. Having said that I don't think R feels unsafe, as he appears comfortable in his surroundings and confident to approach different members of staff.*
- *F picked 'excited' and 'surprised' when asked to identify emotions using visual cards. F tends to pick positive emotions primarily throughout the day. F express excitement when he meets staff and when he asked to choose an emotion visual card, he selects excited. Staff thinks F feels safe because he is happy to follow instructions of staff, which might imply that he trust them. F also feels safe enough to show staff when he has had enough of an activity.*
- *Happy with Staff? – M speaks to his key worker or to the senior support worker to express how he feels about his staff or speak to his family. When M is happy, he smiles or will making mumming noises. He may show staff his guitar, videos on his tablet. Do they feel safe? - When M doesn't feel safe he will be tense, scratch or pull his hair or will retreat to his room and not want to interact. M will jump up and down when especially distressed. What do you like doing? Walking, trains, cinema, eating out, buying candles and bath bombs, spending time with family.*