

My View

The results from this year's survey



In April 2023, we asked people we support and their families to do a survey.



The survey was called **My View**. It asked questions about the support people get, and whether people like being supported by Brandon.



274 people did the survey, including people supported by Brandon and their families.



Next year, we would like even more people to be involved and to give their feedback. We will think about how we can support more people to access the survey.



Most people that did the survey said they like being supported by Brandon.

Most family members said that Brandon provides fantastic or good support.



A few said Brandon's support is ok or concerning. We are checking why so we can improve things.

These were the other questions in the survey:

- Do you see your friends and family when you want to?
- Do you know your support team well enough?
- Do you get to try new things when you want to?
- Do you have enough choice and independence in your life?
- If things went wrong, do you feel your staff would listen to you and help?
- Are you involved in writing your own support plan?

 Yes

Most people answered Yes.

 Sometimes

Some people answered Sometimes.

 No

A few people answered No.



Another question was:

Are you involved in writing your own support plan?



Most people said they were, but some people did not agree.



We will focus on supporting people to be more involved in making their support plans.



The survey also asked people to share why their Brandon support is good.

People shared lots of nice things, including:

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

"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."



Some of the things people wanted more of were:

- Time to go out and try new things.
- Social events with friends and other people.
- Support to have more independence.
- The same staff.



Some of the things people wanted less of were:

- Lots of different staff, or support hours being cancelled.
- Sending information that is hard to understand.
- Staff doing lots of paperwork or moaning and chatting to each other during support time.



What will happen next?



We are sharing the feedback from the survey with everyone we support and work with.



We are working hard to get more staff to join Brandon, and to keep the staff we have.



We will plan more social events for people to spend time together. People have asked for this every year, so we need to do it better.



We will also make sure our staff have the right training to support people in the best way. This includes supporting people to have more independence.