

2019



PHEW (Scotland)

The results of the Questionnaire issued to Carers of people using PHEW(Scotland) respite services are as follows. 186 questionnaires were sent out and 23 were returned

QUESTIONS FOR CARERS

Carers were asked to tick one score only for each Question **A=Always S =Sometimes N= Never**

		BLANK	ALWAYS	SOMETIMES	NEVER
	Staff:				
1	Do you feel the staff at PHEW who support the person you care for are:				
	Knowledgeable	1	18	4	
	Confident	2	19	2	
	Appear Competent	3	19	1	
	Competent in Communicating	1	20	2	
	Show Understanding	1	21	1	
	Respectful	1	22		
	Supportive	1	22		
	Caring	1	22		
Comments	Always happy with service given. No issues with standard of staffing. L loves coming to meet new people. Recently started staff are welcoming and helpful particularly in accommodating dates. We only get glimpse on arrival and departure but son seems happy				

2	Do you think the staff at PHEW support guests to?	BLANK	ALWAYS	SOMETIMES	NEVER
	Feel valued as an individual using the information from their Support Plan	2	19	2	
	Feel included	1	20	2	
	Feel safe	1	22		
	Address their Health & wellbeing	1	20	2	
	Have choice in their activities	1	20	2	
	Engage in the local community & amenities	2	19	2	
Comments	Never have any issues. Offers a good variety of activities. L enjoys going to mass. Son delighted with every aspect of PHEW. More encouragement to get B out of her room and joining in activities				
3	PHEW Management Do you feel the quality of the following is?	BLANK	STRONG	ADEQUATE	WEAK
	Staff Leadership		19	4	
	Involvement with guests and their carers		19	4	
	Transparency	2	17	4	
	Communication	1	17	5	
Comments	Well managed				

		BLANK	YES	NO
	Are you Aware of: Complaint/Comments Procedure		17	6
	Additional Comments: E always enjoys her stay and has no complaints. We have never needed to use this procedure. Not aware of the above as have had no reason to use it. No need information passed on, I'm sure staff would inform me if needed. Haven't met management but have no complaints or concerns			

	The Environment	BLANK	GOOD	FAIR	POOR
4	What are your views on:				
	Private Areas - bedrooms/bathrooms		22	1	
	Shared Areas – Lounge/dining room		22	1	
	Cleanliness		23		
	Food	1N/A	20	3	
	Activities		20	3	
	Arrival/Departure times		19	4	
	Length of stay	1	18	3	1
Comments	Doesn't always like what's on the menu but will try and eat something. Could always do with extra days. There is a good variety of activities and the cleanliness is very good. Poor for length of stay as would like more days to enjoy PHEW but know its funding. Rooms large with all amenities but still giving privacy. Good selection of food and activities. On one occasion though room was smelly (urine from carpet) but asked for son to be moved and this was accommodated. Bedrooms don't always have a lamp and TV.				
	Overall Rating				
5	How would you rate PHEW's Service Overall?				
Comments	EXCELLENT	GOOD	FAIR	POOR	VERY POOR
	17	6			
6	Guests Reviews				
Comments	Son doesn't have any issues happy to be there and happy to share info when home. G checks callander to see next visit, he really looks forward to and enjoys his visit. Find it astonishing that your not full as I know many people who are desperate for respite. Distance due to location and work commitments. Work and family life make attending reviews almost impossible. Happy commenting through questionnaires and telephone reviews. Having reviews when arriving and leaving respite. Happy with everything, budget doesn't allow for more dates which my so would like. Time and date just not always suitable. Recently started PHEW haven't had review yet. Transport is a problem. Arrange when guest arriving or leaving respite.				

Would you like PHEW to Provide – With a move towards personalisation for guests, we would like to know what kind of services are important to you

Suggestions	Comments
Respite Services	<p>“Offer Mon -Fri to those without special dates. Everyone has to take at least one Mon-Fri in their allocation. Many Carers don’t now about respite. Vary arrival/departure dates. A rota or 1st come 1st served</p>
Support to undertake Community Activities	<p>“Offer a choice of activities to guests and make them available to them.</p>
Evening Opportunities	<p>Offer a reduced cost for evening. Would be good for things that crop up at the last minute. Too far to travel. Walks, trips to cinema, bowling</p>
Home Support	<p>Offer a bespoke service to suit individual needs. Good for some families.</p>
Day Opportunities	<p>Combine day opportunities with the availability of community activities to suit guest. Parks, picnics, museums, beach trips Ayr, north Berwick (Summer)</p>
<p>Additional Comments “Not possible to use due to budget. Service suits us as it is. Reduction in price for the times more vacancies exist. Mon-Fri not good when at school. Pick up and drop off service would be good.</p> <p>Approach to potential Carers/Guests could be – Sample a day at PHEW with other guests. This could help with guests who think “I wouldn’t like it” and Carers who think “I don’t qualify for respite”</p> <p>Distribute leaflets to agencies and public services</p>	

