

**THIS IS NOT A DIGITAL FORM. PLEASE PRINT, COMPLETE BY
HAND AND POST BACK**



Family Focus 2022

Hello and welcome,

I'd like to take this opportunity to thank you for taking the time to complete this annual survey. Your responses are invaluable and help us review and improve the support we provide to your loved one/ones.

Your responses are held centrally and securely. The information we ask for towards the end of the survey allows us to analyse regional trends as well as provide helpful feedback to our support teams. If you would prefer for your responses to not be shared with the Manager of your relative's home please leave that section blank.

For a BSL version of this survey [please click here](#).

If you have any questions or feedback about this survey or any other aspect of the support we provide, please do not hesitate to contact me.

zoe.armstrong@achievetogether.co.uk, or communications@achievetogether.co.uk
Best wishes

Zoe Armstrong
Director of Quality, Achieve together

1. How likely is it that you would recommend Achieve together to a friend or colleague?

Not at all likely					Extremely likely					
0	1	2	3	4	5	6	7	8	9	10

2. Are you confident your relative is supported by team members who have the right training and skills to meet their needs?

☐ Not Sure ☐ No ☐ Yes

3. Are you consulted regarding decisions about your relative's care and support?

☐ Never ☐ Rarely ☐ Sometimes ☐ Mostly ☐ Always

4. Is your relative supported to make their own choices?

☐ Never ☐ Rarely ☐ Sometimes ☐ Mostly ☐ Always

5. Do you feel your relative is treated with dignity and respect by the support team?

☐ Not Sure ☐ No ☐ Yes

Comments

6. Are healthy diet/menu choices encouraged and/or offered, taking into account your relative's likes/dislikes?

☐ n/a ☐ Not Sure ☐ No ☐ Yes

Comments

7. If your family member has specific health conditions, do you feel these are well-supported by the team?

for example: epilepsy, diabetes, skin conditions etc.

☐ n/a ☐ Not Sure ☐ No ☐ Yes

Comments

8. Do you feel comfortable approaching the Manager or team members with problems or issues?

☐ Not Sure ☐ No ☐ Yes

9. Do you feel confident that the Manager or team members would communicate any problems regarding your relative's welfare to you?

☐ Not Sure ☐ No ☐ Yes

10. Do you receive regular updates about your loved one from the local team?

☐ No ☐ Yes

Comments



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11. Do you know how to raise a complaint?

☐ No ☐ Yes

12. If you have raised a complaint, was it responded to in a timely manner?

☐ n/a ☐ No ☐ Yes

Comments

13. Do you feel confident that your relative receives all the benefits that he/she is entitled to?

☐ n/a ☐ No ☐ Yes

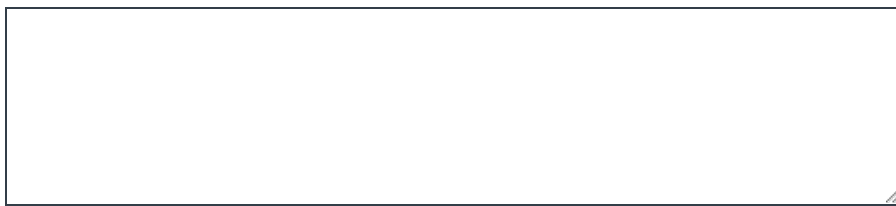
If you answered 'No' would you appreciate a follow-up call from our benefits team? (please leave a contact phone number or email address)

14. Do you feel we live and breathe our values? (Being brave, having fun, making things happen and valuing everyone)

☐ Never ☐ Rarely ☐ Sometimes ☐ Mostly ☐ Always

Comments

15. If we were to improve one thing what would that be?

A large, empty rectangular box with a thin black border, intended for the user to write their answer to the question above. It occupies the upper portion of the page below the question text.

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16.



This question is about the Wheel of Engagement, shown above.

The Achieve together 'Wheel of Engagement' brings together all the elements people have said they need to live fulfilled and meaningful lives; from family and relationships to physical exercise and community involvement.

Every Achieve together home is tasked with identifying clear measurable outcomes covering each aspect of the Wheel of Engagement as appropriate for each person they support.

Do you feel that your relative is being supported to fulfil their potential in each of the elements identified in the Wheel of Engagement?

	n/a	Not Sure	No	Yes
Physical Well-being	☐	☐	☐	☐
Mental Well-being	☐	☐	☐	☐
Spiritual Well-being	☐	☐	☐	☐
Personal Safety	☐	☐	☐	☐
Family	☐	☐	☐	☐
Friendships	☐	☐	☐	☐
Sexuality	☐	☐	☐	☐
Managing Emotions	☐	☐	☐	☐
Goals & Dreams	☐	☐	☐	☐
Daily Living Skills	☐	☐	☐	☐
Sensory Experiences	☐	☐	☐	☐
Employment & Education	☐	☐	☐	☐
Inclusive Communication	☐	☐	☐	☐
Being Part of Community	☐	☐	☐	☐
Intensive Interaction	☐	☐	☐	☐
Hobbies & Interests	☐	☐	☐	☐

Comments

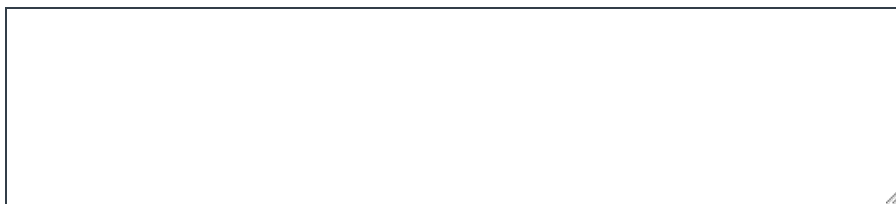
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17. What do you think the home and support team do particularly well?

Please choose as many as relevant.

- ☐ Individualise care and support plans
- ☐ Support people to set and achieve goals
- ☐ Celebrate success
- ☐ Provide a clean, hygienic environment
- ☐ Build positive relationships with family members and wider stakeholders
- ☐ Effectively communicate with you/your relative being supported
- ☐ Provide a friendly, family atmosphere / warm welcome
- ☐ Identify and offer a diverse range of engaging activities
- ☐ Put safety first in relation to health issues and/or safeguarding
- ☐ Actively engage with the local community and get involved
- ☐ Listen to and act upon feedback
- ☐ Other (please comment)

18. If you would like to highlight a particular team member or occasion of great care, please do so here

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19. Thinking about the property itself, would you say that your relative's home...

	n/a	Not Sure	No	Yes
Is clean, tidy and litter free both inside and out?	☐	☐	☐	☐
Has presentable and welcoming exteriors including working door bells, no cobwebs and tidy driveways and landscaping?	☐	☐	☐	☐
Has a good standard of décor inside, including flooring and paintwork that is not peeling or chipped?	☐	☐	☐	☐
Has no broken windows, rotten sills, broken doors or cupboards?	☐	☐	☐	☐
Contains equipment in clean and good working order?	☐	☐	☐	☐

Comments



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20. If you answered 'No' to any questions in this survey, please share the concerns you have experienced.

21. If you would like to discuss any concerns that you have with a member of the Quality team, please provide a contact phone number or email address.

22. Would you find it useful to have an Achieve together Family Support Line operated by a knowledgeable team who can answer families frequently asked questions and source answers to specific questions within a timely manner?

☐ No ☐ Yes

Comments

23. Achieve together produce a monthly family e-newsletter, 'Together now'. If you would like to receive that and are not already on our mailing list, please share your first name and email address below.

Your name

Your email address

24. Are there any particular topics you would like to see featured in our monthly family e-newsletter?

25. If you would like to provide this information it will help us to help you, but all points are completely optional, thank you

Which home or service is supporting your relative?

What is your relative's name?

What is your name?

26. How are you related?

☐ Parent ☐ Guardian ☐ Sibling ☐ Aunt/Uncle

Other (please specify)

27. Any further comments?

**PLEASE RETURN THIS COMPLETED FORM
TO:
Achieve together Family Focus 2022,
Poolemead House Watery Lane, Twerton,
Bath, BA2 1RN.**