



## About Us

Healthwatch Leeds is here to help local people get the best out of their local health and care services by bringing their voice to those who plan and deliver services in Leeds.

## Summary

### Why the report has been written

Aspire is a not-for-profit social enterprise which provides care and support services to around 900 adults with learning disabilities in Leeds.

In the 2015 annual satisfaction questionnaire, clients felt they were less satisfied about the choice of key worker and their involvement in improving the service than in the previous year. At the same time carers highlighted that communication was the area which required improvement. Both clients and carers expressed that more activities should be provided.

Healthwatch Leeds was asked to work with Aspire to speak to clients and carers about their experiences of the areas which were identified.

Healthwatch Leeds carried out the work independently to provide impartial information about how clients feel about the service and the areas that could be improved.

## Key Findings

### Clients' feedback

- Most people know who their key worker is.
- The majority of clients had a say in choosing their key worker.
- Most people want to meet and spend some time with their key worker before they start working together.
- Feeding back their views and taking part in activities was the preferred way of being involved with Aspire.
- Going out on trips and socialising are the most popular activities.
- Some clients are keen to learn new skills.

### Carers' feedback

- Most carers know who to address any concerns to.
- Most people we spoke to told us they received feedback about their concerns, however the quality of the feedback was felt to be inconsistent.

- People are interested in hearing about changes at Aspire and giving feedback however they are less likely to offer additional involvement.
- The carers' newsletter is well liked as a means of communication.

## Key recommendations

### Clients

- More understanding about the need for the opportunity for client and keyworker to spend more time together before they begin working together.
- Ensure there are easier systems provided for clients to give their opinions and offer of support if required.
- Recognise the importance of trips and social events.
- Explore training for clients who express an interest, this could be to promote independence.

### Carers

- Consider a review of the system of how concerns are addressed to provide better consistency.
- Include more information about different Aspire centres in the newsletter and use it to inform carers of changes to the service.
- Give carers a range of opportunities and ways to share views and experiences.

## Main Report

### Why we did it

One of Healthwatch Leeds' work priorities in 2016 is gaining a better understanding of the health and care experiences of people with learning disabilities. We haven't worked with this group of people since our work on respite and children's services in 2013-14. Learning disability services have been moved from local authority provision to Aspire from 1 April 2015.

Aspire shared the results of its annual satisfaction questionnaire 2015. Clients felt they were less satisfied about the choice of key worker and their involvement in improving service than in the previous year. At the same time carers highlighted that communication was the area which required improvement.

Healthwatch Leeds worked with Aspire to find out how clients and carers would like to get involved in improving the service.

### What we did

We focused on getting the feedback on the following areas which were identified as less satisfactory in Aspires' 2015 annual satisfaction surveys.

#### Clients

- Choice of the key worker
- Client involvement
- Activities

#### Carers

- Communication
- Carers involvement
- Activities

The picture-based questionnaires which we co-designed with people with learning disabilities is enclosed in Appendix 1.

We had consulted carers for people with learning disabilities before the carer's questionnaire was finalised. This is enclosed in Appendix 2.

## Who we spoke to

We spoke with 59 clients who attended the central customer meeting, local customer meetings and in a few service locations. The full profile of the respondents is enclosed in Appendix 3. A few people asked helpers to explain the questions.

12 carers responded to the carers' questionnaires. Responses were collected from both the carers' meeting and online.

## What we found

### What the clients told us

#### Your key worker

Most respondents (83%) confirmed that they knew who their key worker was, with the remainder saying that they did not or that they were unsure.

The majority (64%) of clients had a say in choosing their key worker. Although over one third said they had not done so, some did not see this as a problem as nearly half (42%) of all respondents said that they did not mind Aspire choosing their key worker. A small minority felt strongly that it should be their choice. Some respondents said that it was important to them to have a female key worker.

There was a high level of agreement to each of the ways of choosing a key worker, with many individual respondents answering 'yes' to all options, suggesting that overall, people were generally unconcerned by how their key worker was allocated.

Many respondents thought it was a good idea to meet their key worker beforehand (78%) and two thirds (67%) of people would like to spend a period of time getting to know their key worker better before they start working together. We understand from a number of respondents that this has already been happening. Clients told us this was useful.

One third (33%) of people said they would like to read or hear about their key worker before they make their choice and another one third (33%) would like their carers to make the decision for them.

A small number specified that they would like someone experienced or someone who would be willing to confirm they had no criminal record.

## Being involved

Nearly three quarters (73%) of respondents said they would like to have more opportunities to get involved with Aspire.

Some of those who said they did not explained that they felt they already had plenty of opportunities. Only a few stated strongly that they were definitely keen to have more of a say, with some specifying that they would, for example, like to have more say about which workers took them out.

One respondent explained that she would need help from someone if she were to express her opinion, such as her support worker. A second said they would feel more comfortable with their family doing this for them. Another said they did not like questionnaires. A small number commented that they felt at ease raising any issues with staff members or key workers or made a point of saying they thought the service was good.

Most people (83%) said they would like to say what is good or bad about Aspire and give ideas to make it better.

Many clients added the service was 'good' whilst answering this question.

Almost three quarters of people (73%) said they wanted to attend more activities and over half (62%) wanted to share ideas about services to be introduced in future.

## Activities

When asked about which activities they enjoyed at Aspire, two types were particularly popular: trips out (88%) and socialising (84%).

More than two thirds (68%) enjoyed music and dance.

More than half (58%) also said they liked fitness and exercise, art and craft (56%)

Over one third (37%) said they had enjoyed being involved in fundraising.

10% of those surveyed said that they did training and employment skills activities.

Out of 59 people, 3 respondents said there were no activities they liked at Aspire.

Many clients pointed out that they were quite happy with the provision of activities as it is. Things they would like to do with Aspire but can't at the moment are skills training such as cooking, baking and cleaning; exercise such as Tai Chi and swimming, more football sessions and more trips out including to restaurants, the cinema and discos.

## What the carers told us

### Communication

#### Concern and feedback

Out of the 12 respondents, 10 knew who to contact if they have a concern.

Out of the 11 respondents who had experience of raising a concern, 2 said they did not receive any feedback. 4 respondents were satisfied with the response they got. One said they got a response "eventually". A view was expressed that the quality of response they got depended on the staff member.

When asked about ways of getting feedback, one carer recommended that Aspire returned their calls; a second asked that responses be more consistent and put in writing; a third person commented that they missed getting emails as they used to.

#### Information sharing

The majority (8) of the carers would like to receive more information about upcoming changes to Aspire's service.

Out of the 12 carers, 4 are interested in hearing about activities that their friend or relative is doing.

More than a third of responses (5) would like to hear about other carers' suggestions regarding the service.

Four people said they got enough information already.

## Communicating with Carers

When we asked the carers how they would like Aspire to keep in touch, 7 carers appreciated receiving information in the newsletter whereas 5 people wanted to get information face-to-face, by email or by phone. Two commented that they would be interested in centre-specific news.

Social media, such as Facebook or Twitter were not popular amongst the group who responded to our survey.

A couple of carers mentioned that they encountered difficulty in being understood by the day care assistants at the care home, because the staff had poor understanding of English.

## Involvement

Half of the respondents (6) were interested in making suggestions to help improve the service and giving feedback. One carer wanted to volunteer or plan new things to do.

Two respondents commented that they found it helpful to meet other carers to share experiences. For example, the carers' meeting was a useful forum.

Apart from one carer who stated they already did fundraising for Aspire, no more interest was expressed in this area.

Four people did not want to get more involved. They felt that they were too busy to be involved with Aspire.

## Our key messages / recommendations

During this project, we received many positive comments about the service from the people we spoke with, both clients and carers.

Based on what people told us, we would like to outline some recommendations for Aspire to consider:



## Clients

### Choice of key worker

Although clients were generally not concerned about how the key worker was allocated, they told us they would welcome opportunities to meet and spend time together with their key worker before they began working together.

We recommend that Aspire review how a key worker is introduced to a client in order for both parties to feel comfortable in working together long term.

### Involvement

Clients were enthusiastic about giving their opinion about Aspire's services. We recommend that Aspire look into flexible ways for enabling clients to talk about the service they receive and give ideas to make it better. For example, consider integrating a feedback session in existing meetings and activities.

### Activities

Taking part in more activities is one of clients' favourite ways in getting involved with Aspire. Two types of activities are particularly valued: social activities and trips out. We recommend Aspire continue their good work in this area with an increased scope for training opportunities for those who require them.

## Carers

### Communication

As some responses indicated that feedback to concerns varied, we recommend a review of the process to ensure that the outcome is communicated to carers in a consistent way.

As we received a lot of positive feedback about the newsletter, we recommend that Aspire continue to send out regular carer newsletters. We would also recommend Aspire consider including more centre-specific news in the newsletter and use it to inform carers about changes to the service.

## Involvement

Several carers said they had limited time for any involvement with Aspire. We recommend looking at a range of options as to how carers can engage, in addition to the questionnaire.

## Next Steps

We will share this report with Aspire and the Chief Executive Officer for Aspire who is planning to present it to the Board.

An easier read version of the report will be shared with Aspire clients and their carers.

As with all our publications, we will also upload the full report and the easier read version to the Healthwatch Leeds website and share them with Healthwatch England and the Care Quality Commission.

## Acknowledgements

This report has been written by Tatum Yip, Community Project Worker at Healthwatch Leeds, in collaboration with Anna Chippindale, Project Support Volunteer at Healthwatch Leeds.





We would like to thank Philip Hawley, Jonathan Butler and Claire Nixson at People's Parliament at Advonet and our volunteer Shanjida Ahmed who assisted with the design of the clients' questionnaire. Lynn Bailey and Maureen Lumb of Better Action for Families who gave useful feedbacks on the carer's questionnaire.


We would also like to thank Richard Taylor, Anna Chippindale, Stuart Morrison, Tom Donegan, Fiona Powell and Parveen Ayub who helped to carry out the interviews.

Our gratitude goes out to the staff at Aspire who have provided assistance and advice throughout the planning and delivery of the research.

Last but not least, a big thank you to the clients and carers who responded to our questionnaires, your views have helped to make the report possible.

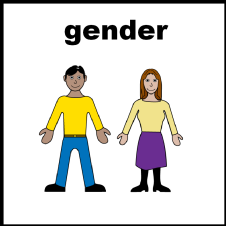

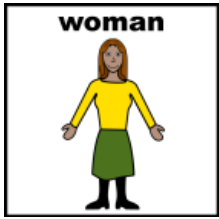
## Appendix 1 Clients' experience of care and services - Aspire 2016

	<p>Healthwatch Leeds was invited to speak with the people who get help and support from Aspire about their experiences.</p>
	<p>We are independent (this means we don't work for Aspire). We help local people to get the best out of health and social care services by listening to their views.</p> <p>We will share your views with Aspire so they can help you get involved in improving the service.</p>
	<p>Anything you tell us will be anonymous. This means we will not use any information which will identify you. We will only share information if we have a serious concern about yours or other people's safety.</p> <p>A report of findings will be shared with Aspire and on our website.</p>
	<p>We want to know about three things:</p> <ul style="list-style-type: none"> <li>Choice of key worker</li> <li>Being involved</li> <li>Activities</li> </ul>

1. Do you use Aspire service?	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <input checked="" type="checkbox"/> <b>yes</b>  <input type="checkbox"/> </div> <div style="text-align: center;"> <input type="checkbox"/> <b>no</b>  <input checked="" type="checkbox"/> </div> </div>	
<p>2. Where are you today?</p> <p style="text-align: center;">visit</p> 	Central customer meeting	
	Local patch customer meeting	
	A respite service	
	A supported living service	
	A day service	
	Other	

## Equality information

The information will also help Aspire to understand if it is providing a quality service to all customers regardless of their age, gender, ethnic origin or communication methods.


<p style="text-align: center;"><b>gender</b></p> 	<p>3. My gender is...</p>	<p style="text-align: center;"><b>man</b></p>  <p style="text-align: center;">Male</p>	<p style="text-align: center;"><b>woman</b></p>  <p style="text-align: center;">Female</p>
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<p style="text-align: center;"><b>sexuality</b></p> 	<p>4. My sexuality is...</p>	<p style="text-align: center;">Straight man</p>	<input checked="" type="checkbox"/>
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		Straight woman	
		Gay man	
		Lesbian	
		Bisexual	
		Prefer not to say	

 <p><b>age</b></p>	5. My age group is...		<input checked="" type="checkbox"/>
		18-24	
		25-44	
		45-64	
		65 or over	




6. Is English your first language?	<input checked="" type="checkbox"/> <b>yes</b> <input type="checkbox"/>	<input checked="" type="checkbox"/> <b>no</b> <input type="checkbox"/>
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 <p><b>ethnicity</b></p>	7. My ethnic origin is...		<input checked="" type="checkbox"/>
		White	
		Black or black British	
		Mixed race	
		Asian or British Asian	
		Other, please state	










## Your key worker

 <p><b>keyworker</b></p>	<p>8. Do you know who your key worker is?</p>	<p>yes <input checked="" type="checkbox"/> no <input checked="" type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p>
	<p>9. Did you have a say in choosing your key worker?</p>	<p>yes <input checked="" type="checkbox"/> no <input checked="" type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p>
<p>10. What is the best way to choose your key worker?</p> <p>These are some options, do you think they are good ideas? You can tick more than one box.</p> <div style="text-align: right;"> <input checked="" type="checkbox"/> </div>		
 <p><b>good ideas</b></p>	<p>I would like to meet them before they become my key worker</p>	
	<p>I would like to read or hear information about them</p>	
	<p>I would like my carer to help me choose my key worker</p>	
	<p>I would like to spend a few days or weeks with them, then decide if I want them to be my key worker in future</p>	
	<p>I don't mind Aspire choosing for me</p>	
 <p><b>give comments</b></p>		

## Being Involved

	<p>11. Would you like to have more say in your service or care?</p>	<table border="1"> <tr> <td>yes</td> <td>no</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>	yes	no	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
yes	no							
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>							
<input type="checkbox"/>	<input type="checkbox"/>							
	<p>12. I would like to get involved with Aspire by...</p> <p>These are some options, do you think they are good ideas. You can tick more than one box.</p>							
	<p>Saying what I think is good or bad about Aspire and giving ideas to make it better</p>	<input checked="" type="checkbox"/>						
	<p>Attending more activities</p>	<input type="checkbox"/>						
	<p>Giving ideas about new services to introduce in the future</p>	<input type="checkbox"/>						
								

## Activities

 <p>activities</p>	<p>13. Tick all the activities you enjoy taking part in with Aspire.</p> <div style="text-align: right;"><input checked="" type="checkbox"/></div>	
 <p>exercise</p>	<p>Fitness and exercise</p>	
 <p>arts &amp; crafts</p>	<p>Art and craft</p>	
 <p>field trip</p>	<p>Trips out and visits</p>	
 <p>training      job coach</p>	<p>Training and employment skills</p>	
 <p>socialize</p>	<p>Socialising</p>	
 <p>music group      dance</p>	<p>Music and dance</p>	
 <p>funding</p>	<p>Fundraising</p>	
	<p>14. Is there anything else you would like to do with Aspire which you can't at the moment?</p>	



## Appendix 2 Carers experience of care and services - Aspire 2016

Healthwatch Leeds was invited to speak with the people who get help and support from Aspire about their experiences.

We are independent (this means we don't work for Aspire). We help local people to get the best out of health and social care services by listening to their views.

We will share your views with Aspire so they can help you get involved in improving the service.

Anything you tell us will be anonymous. This means we will not use any information which will identify you. We will only share information if we have a serious concern about yours or other people's safety.

A report of findings will be shared with Aspire and on our website.

The three areas we are asking you about today are:

- Feedback
- Involvement
- Activities

### Carers' experience of care and services - Aspire 2016

2. Would you know who to speak to if you had a concern?

- Yes
- No
- Any comments?

3. If you have reported a concern, did you get any feedback afterwards?

- Yes
- No
- I have never reported a concern

4. What could Aspire do to give better feedback after you have raised a concern?



Comments

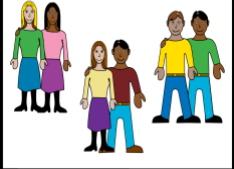
5. Would you like to receive more information about...?


- Activities your relative/friend is doing
- Upcoming changes to the service
- Ways to get involved
- Other carers' suggestions to improve the service

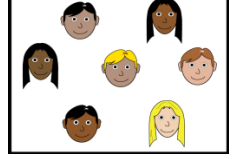
- Nothing, I get enough information already
  - Other (please specify)
6. How would you like Aspire workers to keep in touch?
- Contact me face to face
  - Contact me by phone
  - Contact me by email
  - Contact me by text
  - Contact me by social media
  - Via Newsletter
  - Are there any other ways which you would like to get involve?
7. How would you like to get involved with Aspire?
- Making suggestions to help improve the service and giving feedback
  - Planning new services to be introduced in future
  - Volunteering
  - More opportunities to meet other carers
  - Get involve in fundraising
  - I don't want to get more involved

## Appendix 3: Profile of the clients who we spoke to

<p><b>man</b></p>  <p>31</p>	<p><b>woman</b></p>  <p>26</p>
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<p><b>sexuality</b></p> 	Straight man	25
	Straight woman	21
	Gay man	3
	Lesbian	0
	Bisexual	2
	Prefer not to say	7

<p><b>age</b></p> 	18-24	1
	25-44	16
	45-64	33
	65 or over	8

<p><b>ethnicity</b></p> 	White	55
	Black or black British	2
	Mixed race	1
	Asian or British Asian	1

Where?

Central customer meeting	17
Local patch customer meeting	9
A respite service	5
A supported daily living service	16
A day service	12