

SUPPORTED LIVING SURVEY

1. Purpose of Survey :

To get feedback from people using supported living services about what they like and did not like about the services and what we could do better.

2. Who is responsible for the report :

- a. Organization that commissioned the survey : NZDSN . Supported Living Thread
- b. Main contact person : Vonny Davis, Idea Services, Hamilton
- c. Other organizations involved : Supported Living Providers

3. Background data:

- a. Duration of survey : 23 March to 31 May 2011
- b. Date report completed : 24 June 2011
- c. Geographical Area covered by survey : New Zealand
- d. Definition of the population: People using Ministry of Health funded (MoH) Supported Living services

4. Survey Questions

The following questions were asked:

- a. Open ended questions :
 - What do you like about your support?
 - What don't you like about your support?
 - What we could do better to support you?
- b. Choosing from a list of possible answers :
 - How old are you? Please tick
 - 17~30 years
 - 31~50 years
 - 51~60 years
 - Above 60 years
 - What is your ethnic group? Please write Maori, European, Pacific Islander, Asian, African or other.
 - Where do you live? Please tick
 - Country
 - Town

5. Response from Open ended questions

- a. Area of services

Many varied answers were given to the open ended questions. The responses related to different aspects of the supported living services and were grouped as follows:

- Staffing : Selected where the answer related directly to their immediate support person (e.g. Brendon\$ a good support person+)
- Organisation : Selected where the answer related to the wider aspects of support which were likely to include systems (e.g. Better housing, more independentõ)
- Practical Assistance : Selected where the comments related to specific tasks (e.g. Shopping, help with doctors, winzõ +)
- All : Selected where they made a global response to everything being OK without specific information that could be categorised into the first 3 groups

b. Responses

We have classified the feedback from the survey response as follows:

- Satisfied : People who said what they liked about their support and did not provide any other comments.
- Satisfied but could do better : People who said what they liked about their support but also commented on what we could do better.
- Satisfied and Not Satisfied : People who said what they liked about their support and what they did not like about their support and commented on what we could do better.
- Not Satisfied : People who said what they did not like about their support and commented on what we could do better.

6. Results of the survey

We received a total of 193(8%) responses by the cut of date on 31 May 2011. Feedback on the survey is presented in the following reports:

7. Survey Report

Report Details			Page
A. Overall Response to Supported Living Services	A1	Overall Satisfaction Rating	6
	A2	Satisfied	6
	A3	Satisfied but could do better	6
	A4	Both Satisfied and Not Satisfied	7-8
B. Response to the supported living services according to Age group	B1	Satisfaction Rating according to according to Age group	9

Report Details			Pages
B. Response to the supported living services according to Age group	B2	Number of People satisfied with Supported Living Services in relation to Area of service & Age group	9
	B3	Number of people satisfied with supported living but commented on what we could do better in relation to Area of service & Age group	10
	B4	Number of people who were both satisfied and not satisfied with supported living and commented on what we could do better in relation to Area of service & Age group	11~12
C. Response to the supported living services according to Ethnicity	C1	Satisfaction Rating according to according to Ethnicity	13
	C2	Number of People satisfied with Supported Living Services in relation to Area of service & Ethnicity	13
	C3	Number of people satisfied with supported living but commented on what we could do better in relation to Area of service & Ethnicity	14
	C4	Number of people who were both satisfied and not satisfied with supported living and commented on what we could do better in relation to Area of service & Ethnicity	15~16
D. Response to the supported living services according to Location	D1	Satisfaction Rating according to according to Location	17
	D2	Number of People satisfied with Supported Living Services in relation to Area of service & Location	17
	D3	Number of people satisfied with supported living but commented on what we could do better in relation to Area of service & Location	18

D. Response to the supported living services according to Location	D4	Number of people who were both satisfied and not satisfied with supported living and commented on what we could do better in relation to Area of service & Location	19~20
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8. Overall Feedback

a. Feedback on what people liked about their support:

Out of the 193 people who responded to the survey 138 people had commented on what they liked about their support(72%).. Key areas on what people liked are :

- Friendly and supportive staff who listen
- Like that staff encourage and empower them and help them be more independent
- Staff being there when needed and giving the right advice
- Staff helping with difficult things like WINZ, financing and budgeting, paperwork, doctors appointment and cooking
- Having more independence and freedom

b. Feedback on what people did not like about their support

52(27%). people commented on what they did not like about their support. Key areas on what people did not like were :

- Staff arriving late or not turning up
- Not having enough support or encouragement
- Getting confusing information
- Staff having a clinical approach to support
- Staff sitting around and doing nothing
- Staff not respecting the person and treating the person's house as an extension of their own home, by moving furniture, going into their bedroom uninvited or drinking their coffee

c. Feedback on what people felt we could do better to support them.

79 (41%) people commented on what they felt we could do better. Key areas on were:

- Wanting more support on weekends
- Wanting support to excess activities and resources including help with transport
- Wanting more fun activities
- Wanting to learn some basic skills (cooking, budgeting etc.)
- Wanting more information and having it explained better

In the appendix(Page 21 ~37), we have attached the comments made by people who responded to the questionnaire and the demographics.

9. Limitations:

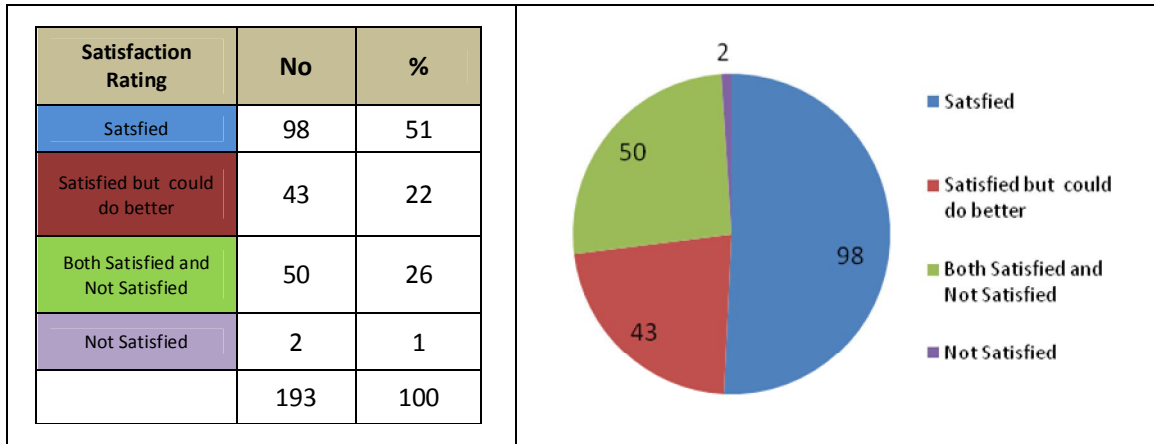
- the surveys were received in groups from around the county making clarification difficult.
- Some of the answers were unspecific and difficult to interpret.
- Many of the respondents appear to have had support to complete the surveys, the themes at times appeared to be similar for these groups.
- The data review included ~~an~~ inductive thematic coding to analyse the group themes and written responses to the first three questions.
- The ~~coding~~ was relative to the questions and what it seemed that people were saying given the reviewers knowledge of supported living.
- Early feedback suggested that where people filled in the surveys independently, respondents said things like ~~% don't~~ understand or that they needed more of a context for the survey.
- There may have been a perceived element of bias or wanting to give the ~~right~~ answer where direct supports were present whilst filling in the survey,
- Anecdotal feedback suggested that many sought reassurance that ~~they~~ were doing the right thing
- The response rate was comparatively small compared to the national population of Supported Living recipients.
- Due to the way the survey was distributed it's unclear what the return rate was.

SUPPORTED LIVING SURVEY REPORT

A. Overall response to the supported living services

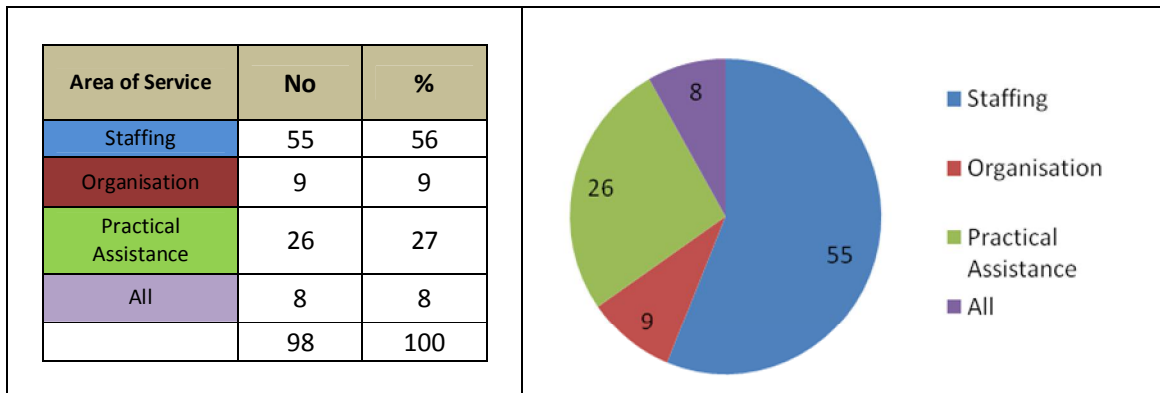
Number of people who responded to the survey = 193

A1. Overall Satisfaction rating



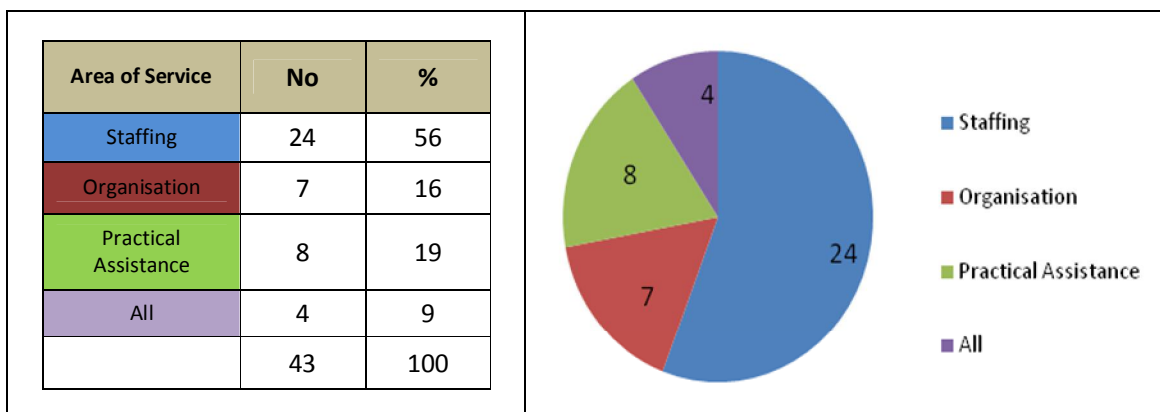
A2. Satisfied

This data shows what area of the service people were satisfied with

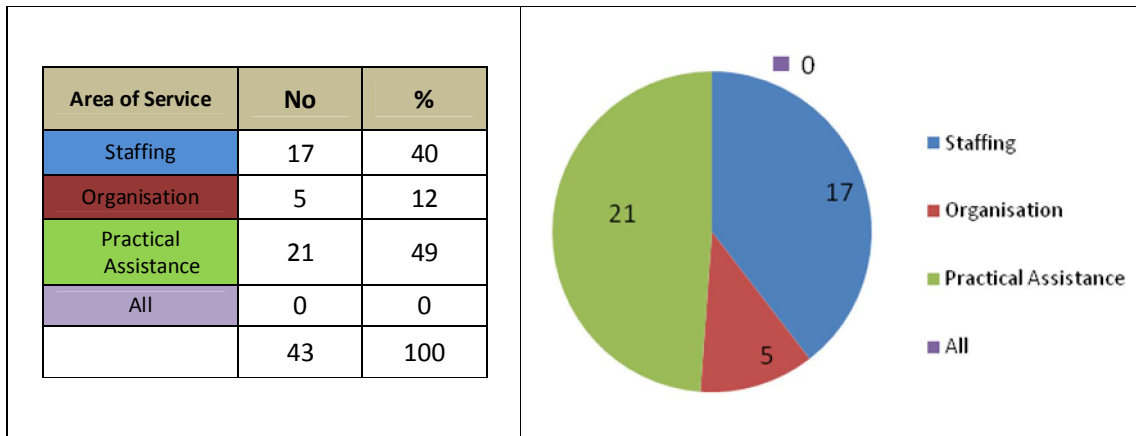


A3. Satisfied but could do better. This data is divided into 2 parts as follows:

A3.1. What people said they were satisfied about

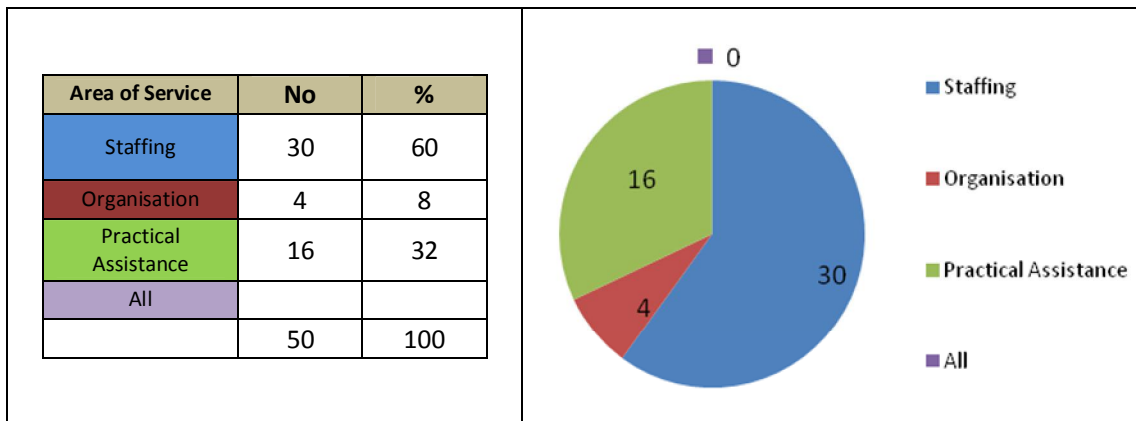


A.3.2. What people said we could do better

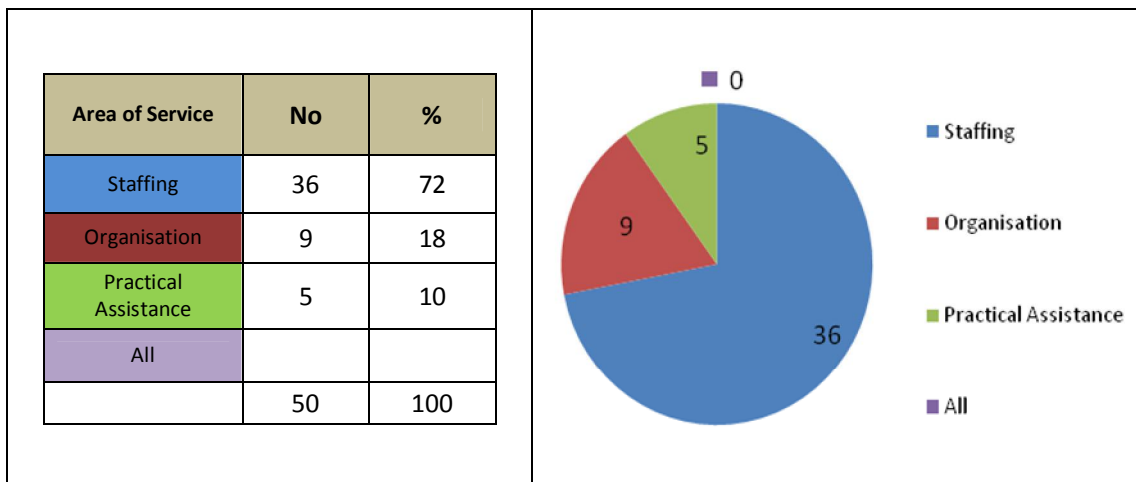


A4. Both satisfied and not satisfied with services. The data is divided into 3 parts as follows:

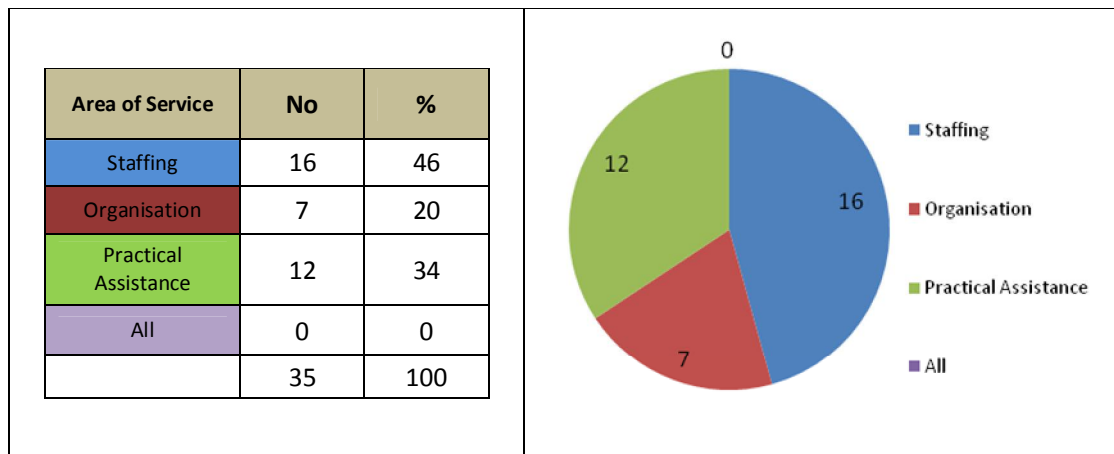
A4.1. What part of the service they were satisfied with.



A4.2 What part of the service they were not satisfied with.



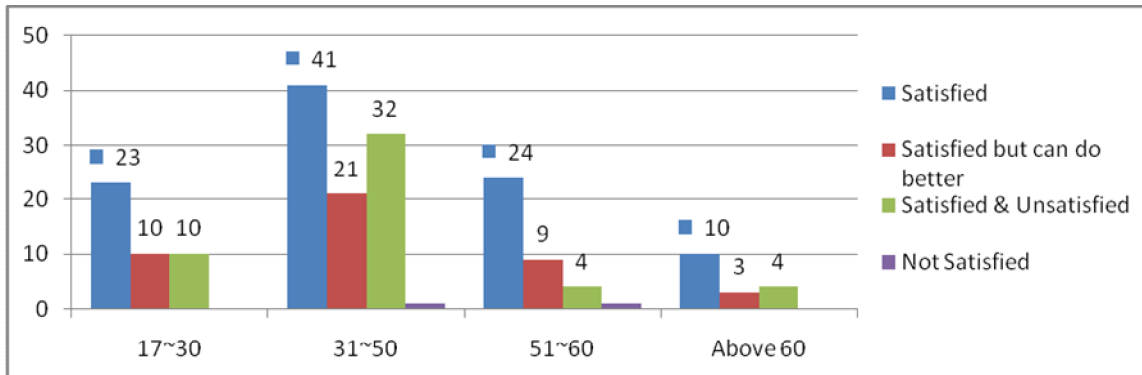
A4.3 What part of the services people said we could do better



B. Response to the supported living services according to age group

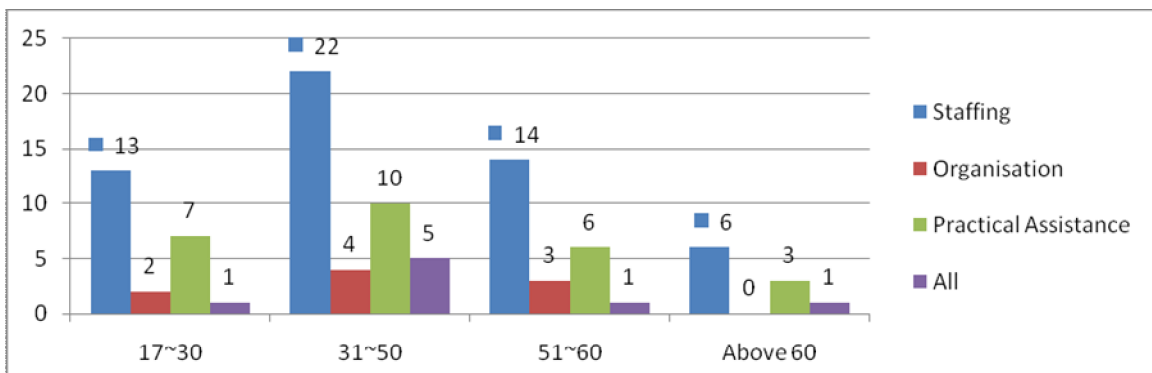
B1. Satisfaction Rating according to Age Group

Age Group	Satisfied	Satisfied but can do better	Satisfied & Unsatisfied	Not satisfied	Number of Responses	%
17~30	23	10	10	0	43	22
31~50	41	21	32	1	95	49
51~60	24	9	4	1	38	20
Above 60	10	3	4	0	17	9
	98	43	50	2	193	100



B2. Number of people who are satisfied with Supported Living services in relation to area of service & age group.

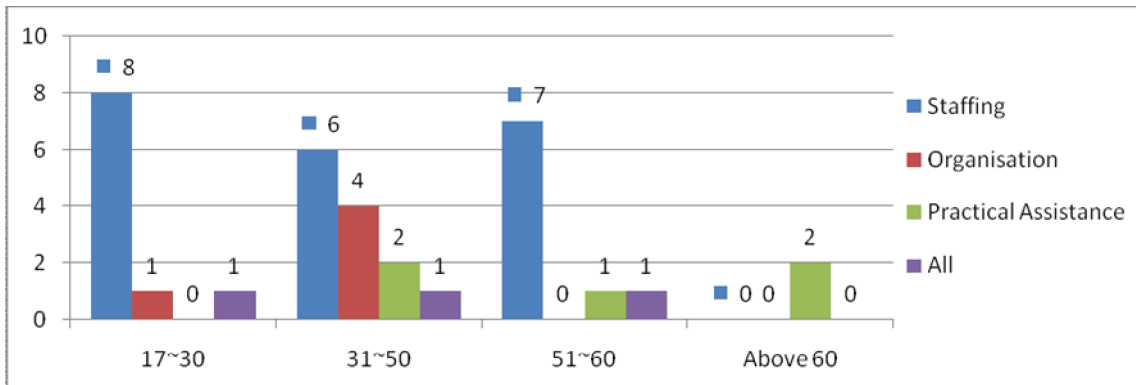
Age Group	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
17~30	13	2	7	1	23	23
31~50	22	4	10	5	41	42
51~60	14	3	6	1	24	24
Above 60	6	0	3	1	10	10
	55	9	26	8	98	100



B.3. Number of people who are satisfied with Supported Living services but had also commented on what we could do better. The data is divided into 2 parts as follows:

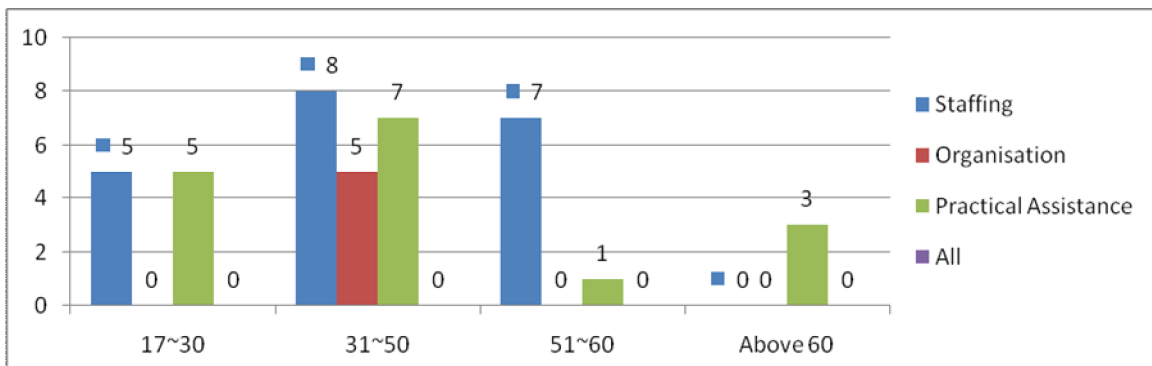
B3.1. What part of the services people were satisfied with, in relation to area of service & age group.

Age Group	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
17~30	8	1	0	1	10	29
31~50	6	4	2	1	13	38
51~60	7	0	1	1	9	26
Above 60	0	0	2	0	2	6
	21	5	5	3	34	100



B3.2. What part of the services people said we could do better, in relation to area of service & age group.

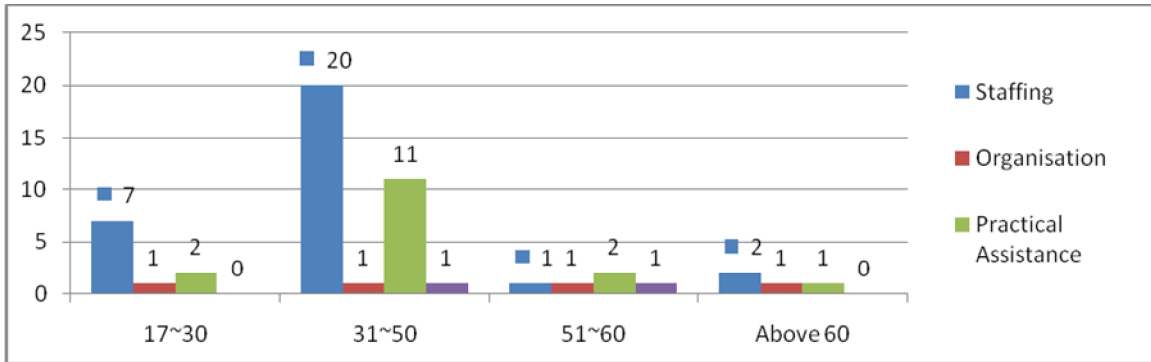
Age Group	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
17~30	5	0	5	0	10	24
31~50	8	5	7	0	20	49
51~60	7	0	1	0	8	20
Above 60	0	0	3	0	3	7
	20	5	16	0	41	100



B4. Number of people who are both satisfied and not satisfied with Supported Living services and also commented on what we could do better. The data is divided into 3 parts as follows:

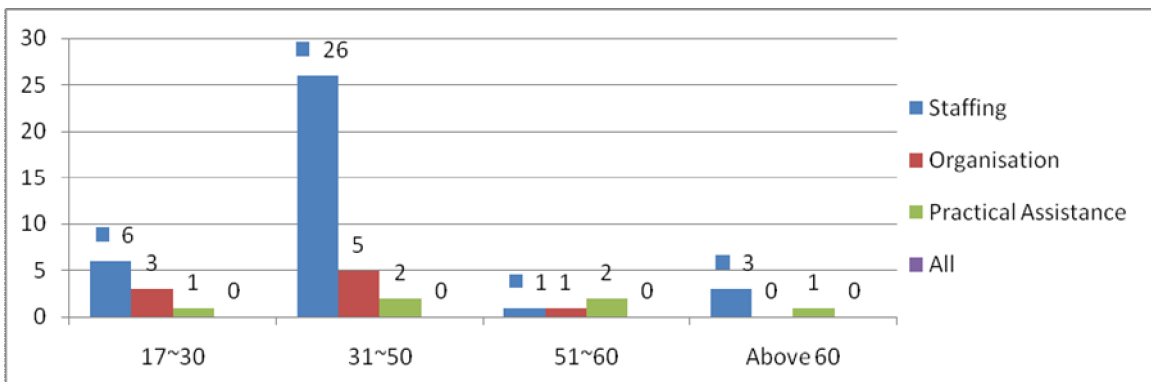
B4.1. What part of the services people were satisfied with, in relation to area of service & age group.

Age Group	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
17~30	7	1	2	0	10	19
31~50	20	1	11	1	33	63
51~60	1	1	2	1	5	10
Above 60	2	1	1	0	4	8
	30	4	16	2	52	100



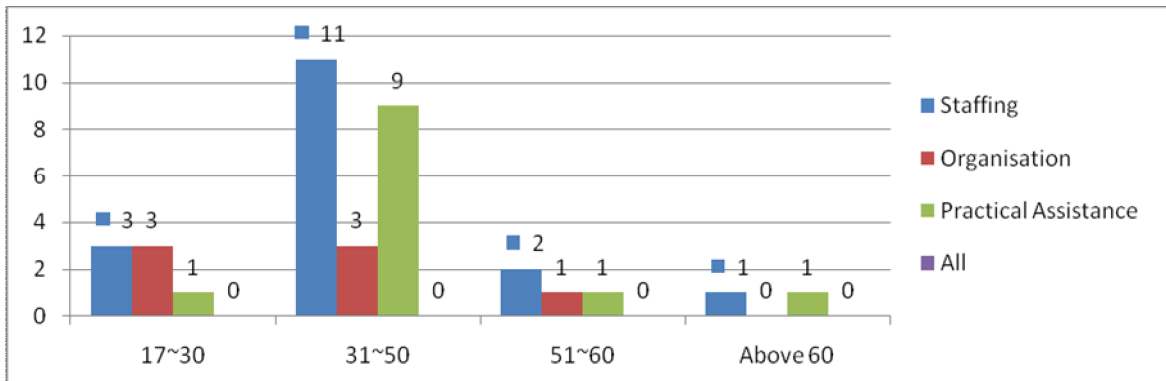
B4.2. What part of the services people were not satisfied with in relation to area of service & age group.

Age Group	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
17~30	6	3	1	0	10	20
31~50	26	5	2	0	33	65
51~60	1	1	2	0	4	8
Above 60	3	0	1	0	4	8
	36	9	6	0	51	100



B4.3 What part of the services people said we could do better in relation to area of service & age group.

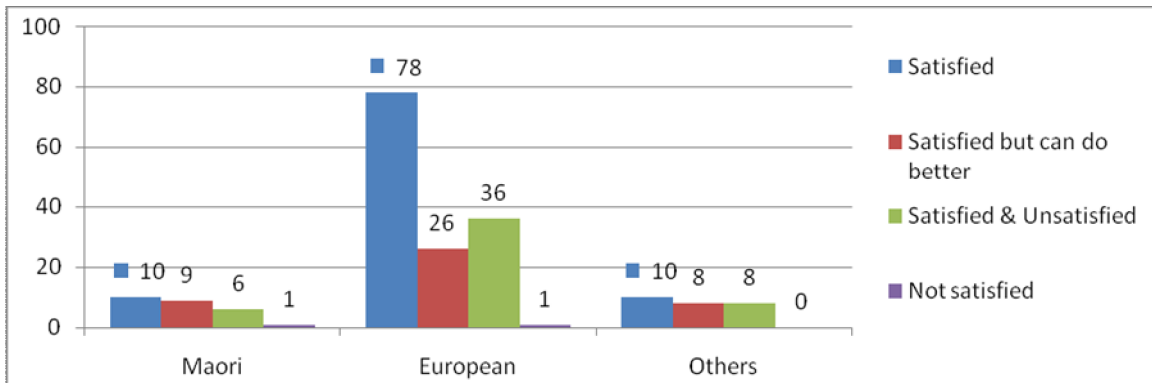
Age Group	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
17~30	3	3	1	0	7	19
31~50	11	3	9	0	23	64
51~60	2	1	1	0	4	11
Above 60	1	0	1	0	2	6
	17	7	12	0	36	100



C. Response to the supported living services according to Ethnicity

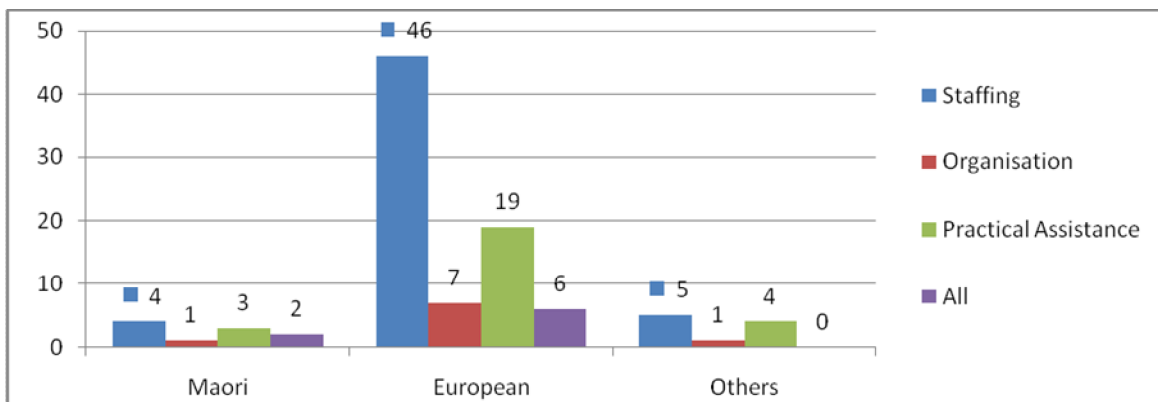
C1. Satisfaction Rating according to Ethnicity.

Ethnicity	Satisfied	Satisfied but can do better	Satisfied & Unsatisfied	Not satisfied	Number of Responses	%
Maori	10	9	6	1	26	13
European	78	26	36	1	141	73
Others	10	8	8		26	13
	98	43	50	2	193	100



C2. Number of people who are satisfied with Supported Living services in relation to area of service & according to Ethnicity.

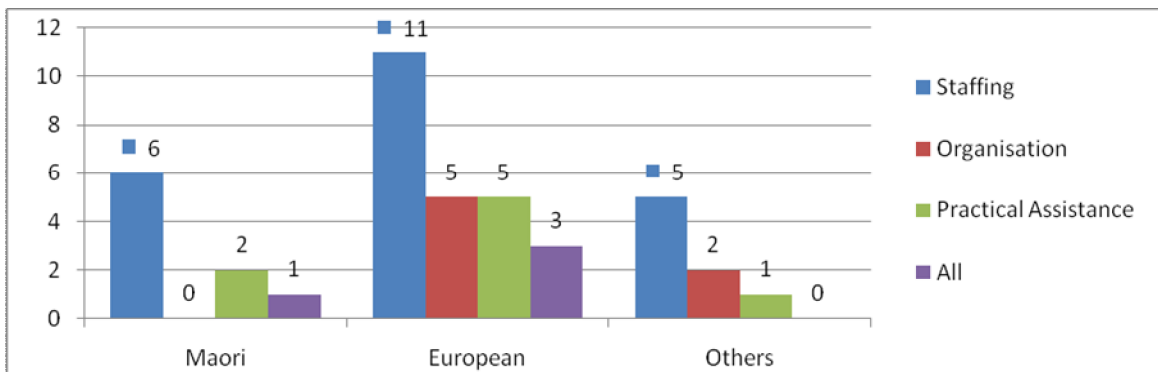
Ethnicity	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
Maori	4	1	3	2	10	10
European	46	7	19	6	78	80
Others	5	1	4		10	10
	55	9	26	8	98	100



C3. Number of people who are satisfied with Supported Living services but had also commented on what we could do better. The data is divided into 2 parts as follows:

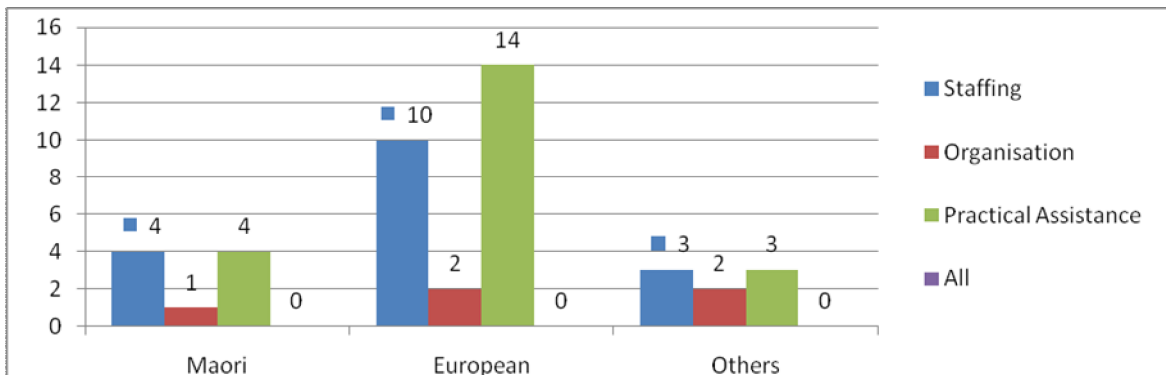
C3.1. What part of the services people were satisfied with, in relation to area of service & ethnicity.

Ethnicity	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
Maori	6		2	1	9	22
European	11	5	5	3	24	59
Others	5	2	1		8	20
	22	7	8	4	41	100



C3.2. What part of the services people said we could do better, in relation to area of service & ethnicity.

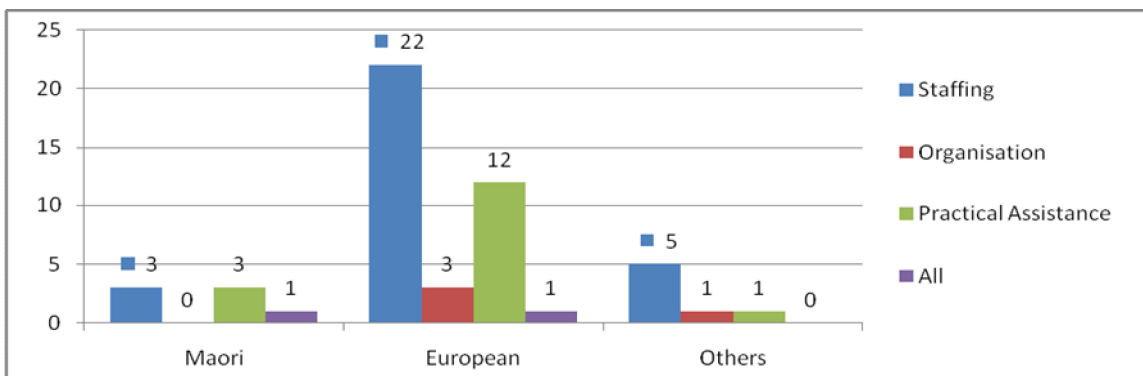
Ethnicity	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
Maori	4	1	4		9	21
European	10	2	14		26	60
Others	3	2	3		8	19
	17	5	21	0	43	100



C4. Number of people who are both satisfied and not satisfied with Supported Living services and also commented on what we could do better. The data is divided into 3 parts as follows:

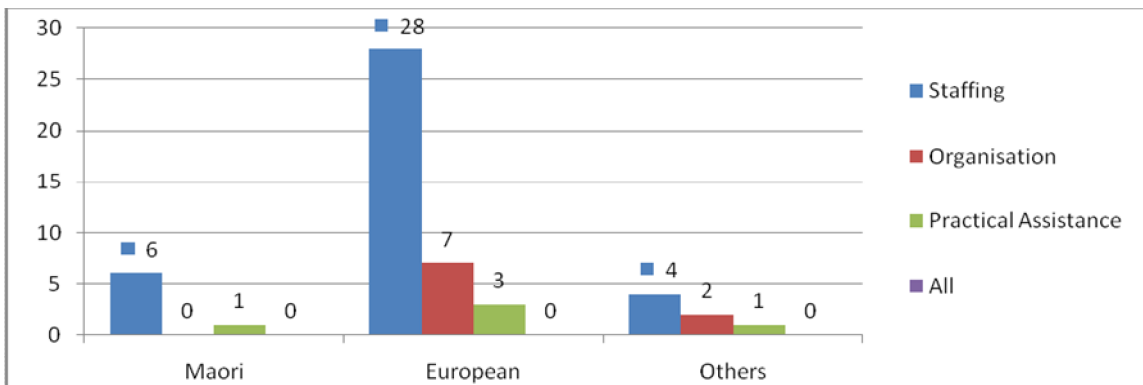
C4.1. What part of the services people were satisfied with, in relation to area of service & ethnicity.

Ethnicity	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
Maori	3		3	1	7	13
European	22	3	12	1	38	73
Others	5	1	1		7	13
	30	4	16	2	52	100



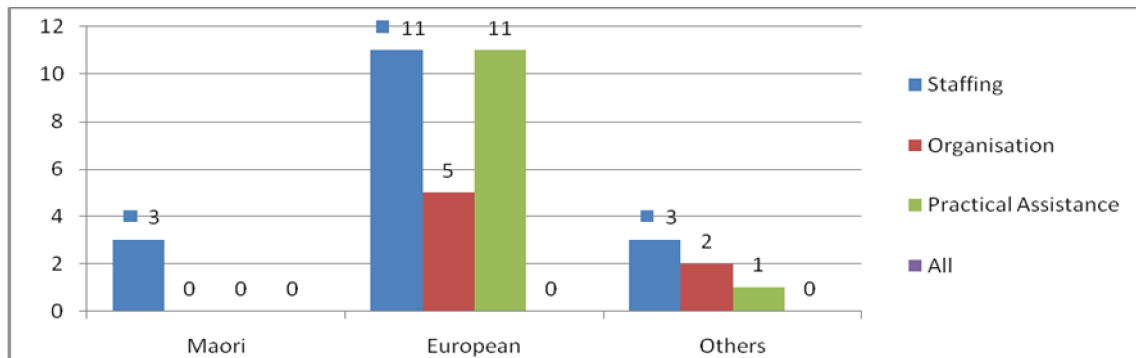
C4.2. What part of the services people were not satisfied with in relation to area of service & ethnicity.

Ethnicity	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
Maori	6		1		7	13
European	28	7	3		38	73
Others	4	2	1		7	13
	38	9	5	0	52	100



C4.3.What part of the services people said we could do better in relation to area of service & ethnicity.

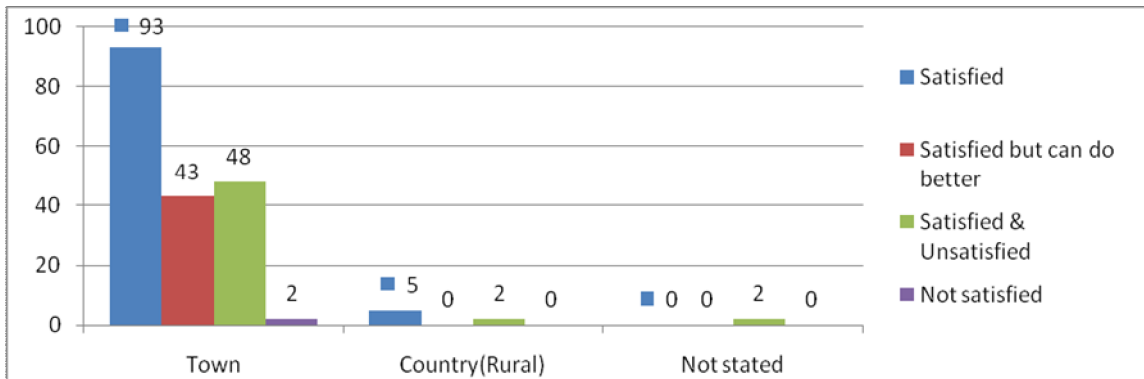
Ethnicity	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
Maori	3				3	8
European	11	5	11		27	75
Others	3	2	1		6	17
	17	7	12	0	36	100



D. Response to the supported living services according to location

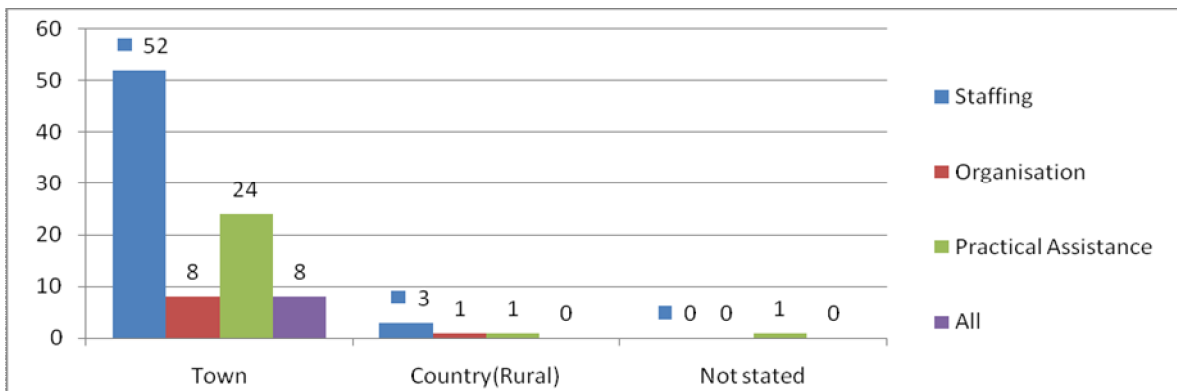
D1. Satisfaction Rating according to location

Location	Satisfied	Satisfied but can do better	Satisfied & Unsatisfied	Not satisfied	Number of Responses	%
Town	93	43	48	2	186	96
Country(Rural)	5		2		7	4
Not stated			2			
	98	43	52	2	195	100



D2. Number of people who are satisfied with Supported Living services in relation to area of service & location.

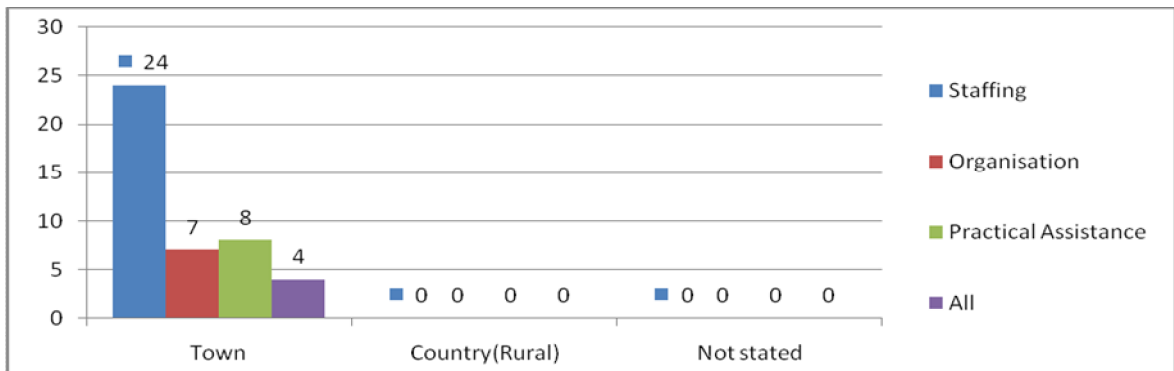
Location	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
Town	52	8	24	8	92	94
Country(Rural)	3	1	1		5	5
Not stated			1		1	1
	55	9	26	8	98	100



D3. Number of people who are satisfied with Supported Living services but had also commented on what we could do better. The data is divided into 2 parts as follows:

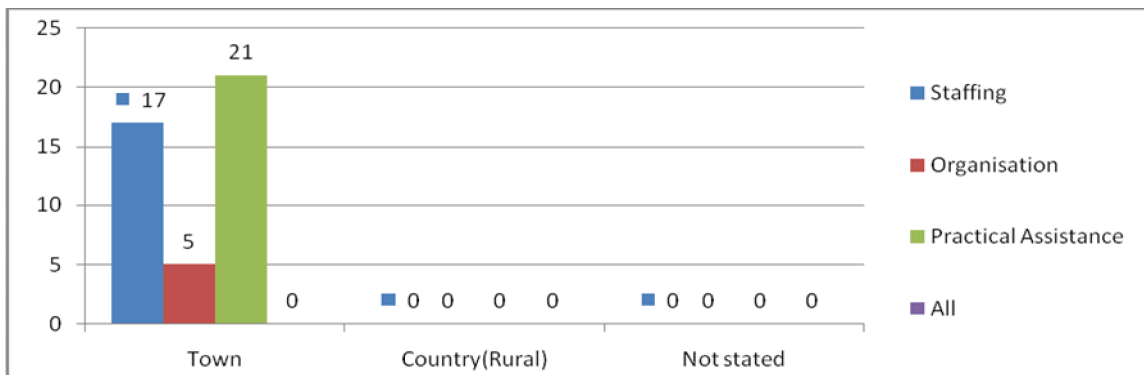
D3.1. What part of the services people were satisfied with, in relation to area of service & location.

Location	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
Town	24	7	8	4	43	100
Country(Rural)					0	0
Not stated					0	0
	24	7	8	4	43	100



D3.2. What part of the services people said we could do better, in relation to area of service & location.

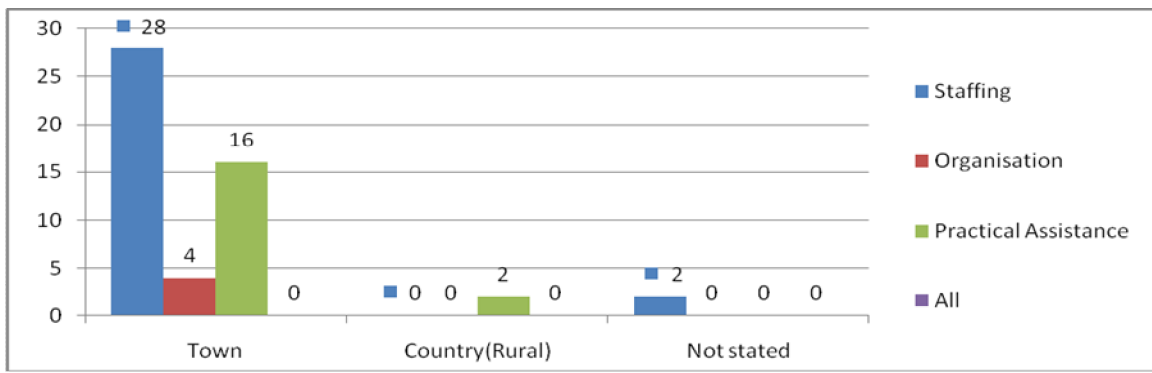
Location	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
Town	17	5	21		43	100
Country(Rural)					0	0
Not stated					0	0
	17	5	21	0	43	100



D4. Number of people who are both satisfied and not satisfied with Supported Living services and also commented on what we could do better. The data is divided into 3 parts as follows:

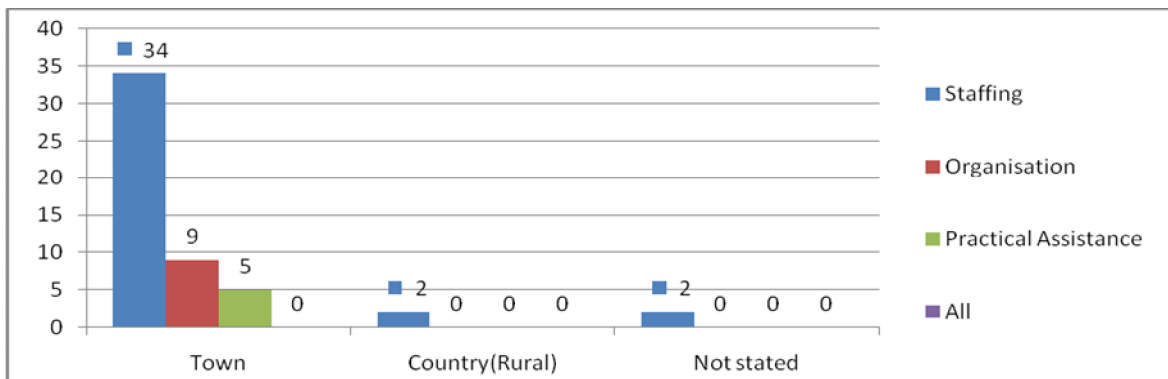
D4.1. What part of the services people were satisfied with, in relation to area of service & location.

Location	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
Town	28	4	16		48	92
Country(Rural)			2		2	4
Not stated	2				2	4
	30	4	18	0	52	100



D4.2. What part of the services people were not satisfied with in relation to area of service & location.

Location	Area of Service				Number of Responses	%
	Staffing	Organisation	Practical Assistance	All		
Town	34	9	5		48	92
Country(Rural)	2				2	4
Not stated	2				2	4
	38	9	5	0	52	100



D4.3.What part of the services people said we could do better in relation to area of service & location.

Location	Area of Service				Number of Responses*	%
	Staffing	Organisation	Practical Assistance	All		
Town	15	7	11		33	90
Country(Rural)	1		1		2	5
Not stated	2				2	5
	18	7	12	0	37	100

