The Learning Disability Survey Report 2017
Introduction

The reason of the Learning Disability Self-Assessment Framework (SAF) is to have a single way of identifying the challenges in caring for the needs of adults with Learning Disabilities, and recording where the shared goals of providing care are met. In Hertfordshire the results from the SAF will help the following groups identify areas where improvements to services can be made in health and social care.

- Learning Disability Partnership Board
- Health and Wellbeing Board
- Clinical Commissioning Groups
- Local Authorities

The last national SAF was completed in 2014-15. For the last 3 years Hertfordshire continued with a group called Learning Disability Self-Assessment Framework (LDSAF). The LDSAF group was set up to help adults with learning disabilities tell commissioners what would help to make their lives better. The commissioners use the information from the survey to help them make services better in the future.

The LDSAF Group is co-produced and is made up of self-advocates, GP Lead for Learning Disabilities, family carers, representative from ‘Carers in Herts’, manager of the learning disability partnership board and representatives from the Integrated Health and Care Commissioning Team (IHCCT).

In June 2017 the LDSAF survey was sent to 950 people with a Learning Disability who used services in Hertfordshire. 272 surveys were returned completed.

In the survey we asked questions under the following headings:

- Staying Healthy
- Communication Needs
- Feeling Safe in the Local Area
- Relationships and Independence
- My Area

There was space for individual comments to be added in each section.

What did we find out?

Lots of comments on each of the sections were made. This gave commissioners lots of information about how people are living and what people like and do not like.

I like the animals and wildlife in this area.

Health staff only write in my purple folder I ask them to. Some people don’t know about the purple folder

Like quiet near to the town centre, no noisy neighbours

I don’t like it here due to the fact it’s for old people and I would like a different place where it’s adequate for my needs and age group

If I get a job or volunteering placement I need help to get to places

Going out makes me happy

Outside of activities when at home unable to make local friends

If I get a job or volunteering placement I need help to get to places
Health:
- Nearly 9 out of 10 people received an annual health check.
- Only 1 out of 3 people were given a health check action plan at the end of their annual health check.
- Most people had their blood pressure checked and were weighed and measured.
- 2 out of 3 people were asked about smoking, alcohol and their mental health.
- Very few were asked about their sexual health.
- About 2 out of 3 people had a flu jab.
- About 3 out of 4 people had a purple folder – which was mostly used.
- Less than half of people knew how to get help from a learning disability nurse.

Communication:
- 8 out of 10 people said health professionals, Doctor. Dentist, Nurse helped them understand.
- Less than half of people were given information in easy read.
- Less than half of people were asked about how they liked to communicate.
- Not many people were asked by their doctor how they would like to receive information.
- 3 out of 4 people spoke up for themselves.
- 3 out of 4 people said other people spoke for them.

Feeling Safe:
- Most people felt safe and happy where they lived.
- A small number of people had contacted the police.
- About 3 out of 4 people understood who to speak to if they were concerned about feeling safe (safeguarding) issues.

Relationships and Independence:
- Most people had friends and family.
- 1 out of 4 people lived with their family.
- 1 out of 4 people were in a relationship with someone.
- Most people needed help to choose what to do and how to spend money.
- 1 out of 4 people were not able to choose who they lived with.
- It was mostly family and paid carers who helped people make choices.

My Area:
- 2 out of 3 people could go out when they wanted to.
- Most people were able to go out by car or walking.
- 1 out of 4 people found it hard to go out from where they lived.
- 2 out of 10 people had been on a learning course that year.
- 2 out of 10 people did some voluntary work.
- 1 out of 10 people did some paid work.

What are we doing about the things we have been told?

LDSAF Group have made an Action Plan using the information that people told us was most important to them. This information will be used to help develop the Hertfordshire 5 year Learning Disability Strategy, the Strategy is a long term plan. We will look at how we are getting on with the Action Plan at future LDSAF meetings.

Health:

- We are working with Healthwatch. Healthwatch have co-produced a survey to help us look at the quality of the annual health check in GP practices.
- The learning disability nurses have put together a guide. This guide is to help carers and staff prepare for taking someone to their annual health check. The guide is now on the Hertfordshire website https://www.hertfordshire.gov.uk/services/adult-social-services/disability/learning-disabilities/my-health/annual-health-checks.aspx
- We will work with the social workers to see if the guide can be talked about in a person’s annual review.
- We learned that it is hard for people who use a wheelchair to be weighed. We know where the wheelchair scales are in Hertfordshire and have asked our Public Health team to help make wheelchair scales more accessible to everyone who needs to use them.
- We will ask the learning disability nurses where possible, to make sure that adults with a learning disability can have a purple folder if they want one. We will make sure that people know how to get new pages for their purple folder. We will think how to make the purple folder better.

Communication:

- We are working with the life-long learning (LLLG) group, a working group of the Learning Disability Partnership Board to look at how people can find courses to help them with communication skills.

Feeling safe:

- The life-long learning group are trying to find and develop a safeguarding course for people with learning disabilities.
- Some people told us they are feeling lonely. We will ask New Leaf Wellbeing College to think about how they can co-produce courses for people with a learning disability. The course will aim to help people reduce feeling lonely and feel happier. We will share the comments from this part of the survey with New Leaf Wellbeing College http://www.newleafcollege.co.uk/

Relationships and Independence:

- The comments people made about choosing where they live and who they live with have been shared with the Community Commissioning Team. This team organises services that support people in the community.

My Area:

- We have shared the comments people made about where they live, what they like and what they don’t like with the team that Commissions (buys services) Accommodation (where people live). This information helps them to work with District Councils to make good plans for where people live.
- We will share the comments people made about what was good and bad about using transport with the Transport Group, a working group of the Learning Disability Partnership Board.

This report includes the sample of the survey included in Appendix A

The detailed responses to the questions in the survey can be found in Appendix B
Appendix A – Sample of Survey
Improving health, improving lives survey for adults with learning disabilities who use services in Hertfordshire

Reference Number

Please fill in this form and send it back in the free post envelope

Answer what you can, if you get stuck on a question, move onto the next one.

Go back later to answer the question if you want to.

Please tick boxes to answer

or

Write in the box or line

What town or village do you live in?

.................................................

If you have any questions please contact

01438 844686  ihcct.admin@hertfordshire.gov.uk
1. Staying Healthy - Health checks

Have you had a health check since April 2016?

☐ YES ☐ NO

Did anyone go with you?

☐ YES ☐ NO

If yes, who went with you?

Family ☐ Support Staff ☐ Nurse ☐ Other ☐

Who…………………………

If you did, were you given a ‘Health Check Action Plan’ at your health check or later?

☐ YES ☐ NO ☐ DON’T KNOW

If yes, was the Health Check Action Plan put in your Purple Folder?

☐ YES ☐ NO ☐ DON’T KNOW

What was checked?

- Did the nurse or doctor weigh and measure how tall you are?

☐ YES ☐ NO
Please tick boxes to answer

- If you are overweight or underweight did the nurse or doctor talk to you about this?
  
  □ YES  □ NO

- If yes, was this written down in your Health Action Plan?
  
  □ YES  □ NO

- If you have diabetes, did the nurse or doctor talk to you about this?
  
  □ YES  □ NO

- Did the nurse or doctor ask you if you have any problems with swallowing and difficulty with eating?
  
  □ YES  □ NO

- Did the nurse or doctor ask you if you have any problems doing a wee or a poo?
  
  □ YES  □ NO  □ PREFER NOT TO SAY

- If you have epilepsy, did the nurse or doctor ask if the care you get for your epilepsy is good or bad?
  
  □ YES  □ NO
Please tick boxes to answer

- Was your blood pressure checked?
  - [ ] YES  [ ] NO

- Were your ears checked?
  - [ ] YES  [ ] NO

- Did your doctor or nurse ask if you smoke?
  - [ ] YES  [ ] NO

- If you do smoke, did the nurse or doctor talk to you about this?
  - [ ] YES  [ ] NO  [ ] DON’T KNOW

- Did your doctor or nurse ask if you drink alcohol (like beer, wine, cider)?
  - [ ] YES  [ ] NO  [ ] DON’T KNOW
Please tick boxes to answer

- Have you had a flu injection in the last year?
  □ YES  □ NO

- Did the nurse or doctor ask you if you were feeling happy, sad or worried?
  □ YES  □ NO

- If you are in a sexual relationship did the nurse or doctor talk to you about this?
  □ YES  □ NO  □ PREFER NOT TO SAY

- If yes, were you given a leaflet about this?
  □ YES  □ NO

- Do you have a Purple Folder?
  □ YES  □ NO

- Does having a Purple Folder help you?
  □ YES  □ NO
Please tick boxes to answer

- If **yes**, how does having a Purple Folder help you?

- Do health staff write information in your Purple Folder?
  - YES
  - NO
  - DON’T KNOW

Do you know how to get help from the Community Learning Disability Nurse, sometimes called Health Liaison Nurse?
  - YES
  - NO
  - DON’T KNOW

If you don’t understand what is being said by your doctor, dentist, nurses or other person, do they try and help you understand?
  - YES
  - NO
  - DON’T KNOW
Are you given information in ‘Easy Read’?

‘Easy Read’ uses words and pictures to help you understand information with or without support.

☐ YES  ☐ NO  ☐ DON’T KNOW

If yes, who gives you information in ‘Easy Read’?

Doctor

☐ YES  ☐ NO  ☐ DON’T KNOW

Dentist

☐ YES  ☐ NO  ☐ DON’T KNOW

Hospital

☐ YES  ☐ NO  ☐ DON’T KNOW

Optician

☐ YES  ☐ NO  ☐ DON’T KNOW
Please tick boxes to answer

If **yes**, who gives you information in ‘Easy Read’?

Social Worker

[ ] YES  [ ] NO

Did anyone talk to you or give you a leaflet about keeping healthy and happy?

[ ] YES  [ ] NO

If **yes**, did you understand what was said to you on keeping healthy and happy?

[ ] YES  [ ] NO

If you were given a leaflet on keeping healthy and happy, did you understand the leaflet?

[ ] YES  [ ] NO
2. Your Communication Needs

Communicate means when you say what you want and you know you have been heard by what people say or do.

We can communicate with words and noises, Makaton or sign language, with your body, signing or acting, using pictures or symbols – lots of ways.

Have you ever been asked what the best ways for you to communicate are?

☐ YES ☐ NO ☐ DON’T KNOW

Have you been asked how you want other people to communicate with you?

☐ YES ☐ NO

If yes, who has asked you this?

Health Staff ☐
Social Worker ☐
Paid Carer ☐
Other ☐ Who………………………….
Please tick boxes to answer

Information can be words on paper, news on the TV, film or a CD.

Have you ever been asked how you would like your information?

☐ YES  ☐ NO  ☐ DON’T KNOW

If yes, who has asked you about this?

Health Staff  ☐
Social Worker  ☐
Paid Carer  ☐
Other  ☐
Who…………………………...

Tell us if you want changes made to help you understand information.

Do you speak up for yourself?

☐ YES  ☐ NO
Please tick boxes to answer

Do other people speak for you?

☐ YES  ☐ NO

Did you need help to complete this form?

☐ YES  ☐ NO

If yes, who helped you to complete this form?

Family Member  ☐
Support Worker  ☐
 Advocate  ☐
Friend  ☐
Other  ☐  Who..................................
Please tick boxes to answer

3. Feeling Safe in the local area

Do you feel happy in the area you live in?

☐ YES  ☐ NO

Do you feel safe in the community you live in?

☐ YES  ☐ NO

Do you ever feel lonely?

☐ YES  ☐ NO

If yes, when do you feel lonely?

Please tell us what you like or don’t like about the area you live in.

Please think about: neighbours, near to shops, noisy, feeling safe etc.
Have you had any contact with the police about not feeling safe?

☐ YES  ☐ NO

If yes, did you feel that they helped you?

☐ YES  ☐ NO

Do you feel safer?

☐ YES  ☐ NO

If you want to tell us more about feeling safe in your local area, please use the story sheet at the end of this form.

**Safeguarding**

Safeguarding is about keeping people with learning disabilities safe from abuse.

Abuse is when someone does something wrong to you that hurts you, frightens you or makes you unhappy.

Would you know who to tell if someone does something wrong to you that hurts you, frightens you or makes you feel unhappy?

☐ YES  ☐ NO  ☐ DON’T KNOW
Please tick boxes to answer

**Relationships and Independence**

Do you have friends?

- [ ] YES
- [ ] NO
- [ ] DON’T KNOW

If *yes*, do your friends treat you well?

- [ ] YES
- [ ] NO

Do you have family?

- [ ] YES
- [ ] NO

If *yes*, how often do you see members of your family?

- [ ] I live with my Family
- [ ] Daily
- [ ] Weekly
- [ ] Monthly
- [ ] Less Often

Are you in a relationship with someone?

This could be husband, wife, partner, girlfriend, boyfriend

- [ ] YES
- [ ] NO
Please tick boxes to answer

Does your relationship make you happy

☐ YES  ☐ NO  ☐ DON’T KNOW

Tell us what makes you happy or not happy about your relationship?

Making Choices

Do the people who help to look after yourself talk to you about things you want to do?

☐ YES  ☐ NO  ☐ SOMETIMES

Are you able to choose:

The time you want to get up and go to bed.

☐ YES  ☐ NO  ☐ SOMETIMES
Please tick boxes to answer

Are you able to choose:

What you want to wear.

☐ YES  ☐ NO  ☐ SOMETIMES

How you spend your time.

☐ YES  ☐ NO  ☐ SOMETIMES

Where you live.

☐ YES  ☐ NO

Who you live with.

☐ YES  ☐ NO  ☐ SOMETIMES

How you spend your money.

☐ YES  ☐ NO  ☐ SOMETIMES
Please tick boxes to answer

If you cannot do things, do people explain the reasons why?

☐ YES  ☐ NO  ☐ SOMETIMES

Are you supported to make your own choices?

☐ YES  ☐ NO  ☐ SOMETIMES

If yes, who supports you to make your choices?

Family / Carer  ☐ YES  ☐ NO

Staff  ☐ YES  ☐ NO

Advocate  ☐ YES  ☐ NO

Friend  ☐ YES  ☐ NO
Please tick boxes to answer

If **yes**, who supports you to make your choices?

- Partner (wife, husband, girlfriend boyfriend)
  - [ ] YES  [ ] NO
- Other
  - [ ] YES  [ ] NO

**Complaints**

A complaint is when you tell someone you are not happy about something.

Have you made a complaint about the support you get?
  - [ ] YES  [ ] NO

If **yes**, did you feel listened to?
  - [ ] YES  [ ] NO

Did your support get better?
  - [ ] YES  [ ] NO
My Area

Are you able to go out when you want to?

☐ YES   ☐ NO   ☐ SOMETIMES

Do you go out on your own?

☐ YES   ☐ NO   ☐ SOMETIMES

Do you go out with other people?

☐ YES   ☐ NO   ☐ SOMETIMES

Do you need support to go out?

☐ YES   ☐ NO   ☐ SOMETIMES

Can you get to places easily such as:

Shops

☐ YES   ☐ NO

Doctors

☐ YES   ☐ NO
Please tick boxes to answer

Can you get to places easily such as:

- Library
  - YES
  - NO

- Sports and clubs
  - YES
  - NO

- Swimming pool
  - YES
  - NO

- Pub/Restaurants
  - YES
  - NO

- Theatre /Cinema
  - YES
  - NO
Please tick boxes to answer

How do you get to the places you want to go to?

Bus

Taxi

Walk

Cycle

Car
Tell us if there are other places that you want or need to go

Are these places hard to get to?

☐ YES  ☐ NO  ☐ SOMETIMES

If yes, tell us why the places are hard to get to
Please tick boxes to answer

**Learning**

We would like to know what training, courses or learning you have done or would like to do.

What would you like to learn about?

Have you been on any course or done any other learning since May 2016?

- [ ] YES  - [ ] NO

If **yes**, what did you learn?

**Employment:**

Do you have a paid job?

- [ ] YES  - [ ] NO

If **yes**, how many hours a week do you work


Please tick boxes to answer

Do you do any voluntary (unpaid) work?

☐ YES  ☐ NO

If **yes**, how many hours a week is it?

☐

If you do not have a job would you like a job?

☐ YES  ☐ NO  ☐ Don’t know

If **yes**, are you looking for a job?

☐ YES  ☐ NO
Sharing Stories Sheet

This sheet is for anything else you would like to tell us.

It can be about good or bad experiences of services.

Things like health, care or community services or other things in your life.

You don’t have to fill the following section in.

Sharing your story will help us see how people are getting on with their lives in Hertfordshire.
Sharing Stories Sheet

1. Please write down the details of the place or service where your story happened.

2. Please give your story a title and write down what happened.
3. Would you pay for this service or tell a friend they should think about doing this? (if this is not about a service leave this bit blank)

4. What do you think we can learn from your story?

Thank you for taking time to tell us your Story.
Appendix B – Results of survey in detail
Improving Health and Lives LD Survey 2017

272 people with learning difficulties completed the Improving Health and Lives Learning Disabilities Survey in 2017

Key Findings – what the participants said

Health
- 89% attended a health check in 2016/17
- 30% were given a Health Check Action Plan at the health check
- 68% had their ears checked
- 91% had their blood pressure checked
- 80% had their height and weight checked
- 67% were asked if they smoked
- 55% were asked if they drank alcohol
- 64% had a flu injection in the last year
- 67% were asked about their mental health
- Only 13% were asked about sexual relationships

Purple Folder
- 73% have a purple folder
- 70% said that health staff write in their purple folder

Community Learning Disability Nurse (CLDN)
- Only 43% reported that they knew how to get help from the CLDN

Understanding and Communication
- 82% said that their doctor, dentist or nurse helped them understand.
- 45% said they were give ‘Easy Read’ information
- 49% said they have been asked about the best ways to communicate with them
- Only 28% said they have been asked how they like to receive information.
- 75% said they are able to speak up for themselves
- 90% required help filling in this survey

Feeling Safe
- 95% said they felt happy and safe in the area they lived
- 28% said they felt lonely
- 18% had had contact with the police about safety where they lived
- 78% said they knew who to speak to about safeguarding issues

Family, friends and Relationships
- 89% said they had friends
- 96% said they had family
- 29% lived with their family
- 21% said they were in a relationship with somebody
- 64% of those said that their relationship made them happy.
Making Choices

- 86% said their carers talked to them about the things they would like to do
- 81% were able to choose how they could spend their money
- 25% of respondents said they had no choice who they lived with
- 18% felt they could not choose where they lived
- 89% said that people explain why they cannot do things they want to do
- 89% felt supported in their choices
- Family and staff were the biggest supporters of their choices

Complaints

- 20% of respondents have previously made a complaint

Going Out

- 66% said they were able to go out when they wanted to
- 60% required support to go out
- 86% said they could easily get to the shops
- 35% found it hard to go to the swimming pool
- 79% walked to the places they wanted to go
- 78% travelled by car to the places they wanted to go
- 23% found it hard to get the places they wanted to go to.

Learning and Employment

- 19% had been on a course or attended a form of learning or education in the last year
- 9% were in paid work
- 20% took part in voluntary work
Results from the Survey

Where the participants live

Surveys were received from respondents in all the Hertfordshire districts. The most surveys were received from Dacorum (46) and the least from Three Rivers (14). There were also 21 surveys received from respondents who said they lived outside of Hertfordshire.

Health

Health Checks
Between April 2016 and March 2017, 89% of respondents attended a health check. Of these people, 88% took somebody with them to the health check.

**Who attended the health checks with them?**

![Bar chart showing who attended the health checks with respondents.]

Sixty six percent of the respondents went to their health check with a member of the support staff and 34% took a family member with them.

**Health Action Plan**

![Pie chart showing response to Health Action Plan.]

At the health check, 30% of the respondents confirmed they were given a Health Check Action Plan.
Did the Health Action Plan go in the Purple Folder?

Out of the 30% of respondents who were given a Health Action Plan, 43% said that it was put into their Purple Folder.

What was checked at the health check?

In the health check, 68% of respondents had their ears checked, 91% had their blood pressure checked, and 46% were asked about bowel and urinary issues. Eighty percent of
respondents had their height and weight measured. If the individual was considered to be either overweight or underweight, 58% were able to discuss this with their nurse or doctor. From these discussions, 45% said this was written down in their Health Action Plan.

For those respondents with epilepsy, only 30% were asked about the quality of their care and for respondents with diabetes, only 24% were talked to about the condition.

**At the health check, did your doctor or nurse ask…**

![](image)

Sixty seven percent of respondents were asked if they were a smoker, however of those who said they smoked, only 26% had a discussion about this in their health check. Fifty five percent of respondents were asked if they drank any alcohol.

**Have you had a flu injection in the last year?**

![](image)

In the last year, 64% of respondents said they had had a flu injection.
Did the nurse or doctor ask if you were feeling happy, sad or worried?

Sixty seven percent of respondents were asked about their mental health.

**Keeping Happy and Healthy**

Only 38% of respondents said that they were either talked to or given a leaflet about keeping themselves both happy and healthy. Out of those that were talked to about this 60% said that they understood what was said, and of those who received a leaflet, only 49% said they understood the leaflet.
If you are in a sexual relationship, did the nurse or doctor talk to you about this?

Only 13% of respondents in a sexual relationship reported that the nurse or doctor talked to them about sexual relationships.

If yes, were you given a leaflet about this?

Of those that had a discussion about sexual relationships, only 12% reported they were given a leaflet on this topic.
Purple Folder

Do you have a Purple Folder?

Seventy three percent of respondents reported that they had a Purple Folder.

Do health staff write in your Purple Folder?

Of those respondents who have a Purple Folder, 70% said that health staff write in their folder.
Community Learning Disability Nurse

Do you know how to get help from the Community Learning Disability Nurse, sometimes called Health Liaison Nurse?

Forty three percent of respondents reported that they know how to get help from the Community Learning Disability Nurse, however 38% said they did not know how to get help and 20% said they were not sure.

Understanding and Communication

If you don’t understand what is being said by your doctor, dentist, nurses or other person, do they try and help you understand?
When the respondents don’t understand what their health professionals are telling them, 82% said that they try to help them understand.

**Are you given information in ‘Easy Read’?**

![Pie chart showing the percentages of respondents given information in ‘Easy Read’ format.]

Forty five percent of respondents said that they are given information in ‘Easy Read’ format.

**If yes, who gives you information in ‘Easy Read’?**

![Bar chart showing the distribution of respondents who receive ‘Easy Read’ information from different health professionals.]

The respondents are given ‘Easy Read’ information by approximately 40% of health professionals including their social worker, optician, dentist, doctor and the hospital.
Methods of communication

Forty nine percent of the respondents said that they have been asked about the best ways to communicate with them and 54% said that they have been asked how they would like to be communicated to.

**Have you ever been asked how you would like your information?**

Only 28% of respondents said they had been asked how they like to receive information. Of those who had been asked, paid carers asked the most (57%) followed by health staff and social workers (both 30%).
If yes, who has asked you about this?

Speaking Up

Respondents were asked if they spoke up for themselves and 75% said that they do, however when asked if other people spoke for them 73% said that other people speak for them.
Completing the survey

Ninety percent of respondent said that they needed help filling in the survey. The people who helped them the most were support workers (53%) followed by family members (20%).
Feeling Safe

The majority of respondents said that they felt happy in the area that they lived (95%) and that they felt safe where they live (95%). However 28% did say that they felt lonely.

Eighteen percent of respondents said they had had contact with the police about safety where they lived. Of those respondents, 40% said that the police helped them and 79% said that they felt safer after contact with the police.

Safeguarding – do you know who to speak to?

Seventy Eight percent of respondents said they know who to speak to if someone does something wrong to them that either hurts or frightens them or makes them feel unhappy. However approximately 22% said that they did not know who to speak to or were not sure who to speak to if something like this happened.

Friends, family and relationships
The majority of respondents said that they had friends (89%) and family (96%). Ninety seven percent felt that their friends treated them well. However 8% felt they didn’t have any friends and nearly 5% said they had no family.

How often do you see your family?

Out of those who had family, 29% lived with them, 4% saw their family every day, 24% every week and 15% monthly. However, 28% of respondents said they saw their family less than once a month.
Are you in a relationship with somebody?

Twenty one percent of respondents said that they were in a relationship with somebody.

If yes, does your relationship make you happy?

Sixty four percent said that their relationship made them happy, however 16% said their relationship did not make them happy.
Making Choices

Do the people who help to look after yourself talk to you about things you want to do?

Around 86% of respondents said that their carers talked to them about the things they would like to do and just a few (3%) said they were not asked about things they would like to do.

Are you able to choose:

Around 81% of respondents said they could choose how they spent their own money and only 5% said they had no choice. The majority of respondents said they were able to
choose where and who they lived with. However 25% said they did not have a choice about who they lived with and 18% felt they could not chose where they lived. Most respondents were able to choose how they spend their time, choose what to wear and when they got up in the morning and went to bed in the evening. Just a few respondents felt they had no control over these areas of their lives. Nearly 3% felt they could not choose what to wear and how they spent their time. Five percent felt they had no choice over when to go to bed and when to get up.

**If you cannot do things, do people explain the reasons why?**

Most respondents said they if they were not able to do something, the reasons were explained. However nearly 5% said they got no explanation why they could not do something.

**Are you supported to make your own choices?**
Most respondents felt they were supported in the choices they made with only 2% saying they were definitely not supported in their choices.

**If yes, who supports you to make your choices?**

![Bar chart showing support sources](image)

When it comes to supporting their choices, 98% of respondents said that family supported them and 95% said care staff supported them.

**Complaints**

![Bar chart on complaints](image)

Twenty percent of respondents have made a complaint before. Of those who have made a complaint, 74% said they felt listened to and 73% said that their support got better from raising a complaint.
Sixty six percent of respondents said they were able to go out when they wanted to and 16% said they were not able to go out when they wanted to. Around 35% went out on their own and 73% went out with other people. On the other hand, 4% said they never went out with other people and 51% said they never went out on their own. When it comes to support, 60% of respondents said they needed support to go out and 21% said they could go out without support.

Can you get to places easily such as:
Looking at places respondents want to go to, 86% said they could easily get to the shops and 83% to pubs and restaurants. However 35% said it was not easy to go out to the swimming pool, 32% said it was not easy to go out to sports and clubs and 30% found it hard to go out to the theatre and cinema.

**How do you get to the places you want to go to?**

![Bar chart showing methods of travel to desired places]

To get to places the respondents want to go to, walking (79%) and car (78%) are the most popular methods of travel. The least popular transport method was cycling (13%).

**Are these places hard to get to?**

![Pie chart showing difficulty in getting to desired places]

In getting to places the respondents wanted to go to, 23% found it hard to get there and 30% sometimes found it hard to get where they wanted to go to.
Learning and Employment

Have you been on any course or done any other learning since May 2016?

In the last year, 19% of respondents said they had been on a course or attended another form of learning or education.

Employment

Only 9% of respondents said that they had a paid job and only 20% did some sort of voluntary work.
If you do not have a job would you like a job?

Twenty percent of those respondents without a paid or voluntary job would like to do some sort of work.
Appendix B continued – Summary of comments
Improving Health and Lives Survey 2017 – Comments Analysis

Learning

Service users were asked if they had attended any courses or learning since May 2016 and they were also asked what they would like to learn in the future.

<table>
<thead>
<tr>
<th>Course Type</th>
<th>A: Learning - what you have done</th>
<th>B: Learning - what you would like</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acting</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Animal care</td>
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<td>1</td>
</tr>
<tr>
<td>Arts and crafts</td>
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<td>7</td>
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<tr>
<td>Catering</td>
<td>2</td>
<td>0</td>
</tr>
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<td>Computer skills</td>
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<td>12</td>
</tr>
<tr>
<td>Cooking</td>
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<td>12</td>
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<tr>
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<tr>
<td>Healthy eating</td>
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<tr>
<td>Reading and writing</td>
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<td>Telling the time</td>
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<tr>
<td>Yoga and meditation classes</td>
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</tr>
</tbody>
</table>

Figure 1: Course types respondents have attended and would like to attend

Cooking courses were the most popular courses attended and they were also cited as the most popular courses wanted in the future. The second most popular course attended was on preparing for work. Service users said that they were keen to learn how to use a computer, attend arts and crafts courses and learn how to read and write. Figure 1 above
shows all the types of courses service users have attended and would like to attend in the future.

**How does your purple folder help you?**

The service users were asked for feedback on the purple folders they use for storing their personal health information. Overall they reported that the purple folder was helpful for informing the health professionals they were patients. They also found it a useful reference of their health history and appointments. A few service users asked for a purple folder and a few others said they prefer to use an alternative health recording method. Figure 2 below shows the main themes found from the purple folder comments.

![Diagram showing how purple folder helps](image)

**Figure 2: How does your purple folder help you?**
Tell us if you want changes made to help you understand information

Not everybody wanted changes to the way information was currently given to them; however the most popular request from service users was to use more pictures. Figure 3 below shows the changes to receiving information service users would like.

Figure 3: What changes would you like to help you understand information?
Do you ever feel lonely?

Some service users reported that they felt lonely when they were on their own. Several service users lived by themselves which contributed to loneliness. The most popular times for feeling lonely were at night and in the evenings. Several service users reported missing family and friends. Figure 4 below shows some of the times and reasons why they feel lonely.

Figure 4: Do you ever feel lonely?
Does your relationship make you happy?

Service users who were in a relationship were asked if their relationship made them happy. The majority reported that it did make them happy as they could share time together. A few service users reported that their relationship made them unhappy. Figure 5 below shows the reasons why relationships make the service users happy or sad.

Figure 5: Does your relationship make you happy or sad?
What do you like or don’t like about the area you live in?

Service users were asked what they liked about the area that they lived in. The majority of the comments were positive. The most popular reasons for liking where they lived were being close to the local shops and having friendly neighbours. Figure 6 below shows the reasons why the service users like where they live.

Figure 6: What do you like about where you live?
The reasons given by the service users for not liking where they lived included living on a noisy and/or busy road, anti-social behaviour and noisy neighbours. Figure 7 below shows all the things the service users do not like about where they live.

Figure 7: What do you not like about where you live?
Tell us if there are other places that you want or need to go to

The service users were asked if there were any other places that they wanted or needed to go to. The most popular places were sports and leisure activities, day trips and to go on holiday. Figures 8 and 9 below shows all the places that the service users would like to go to.

**Figure 8:** What other places do you need or want to go to?
Figure 9: What other places do you need or want to go to? – Sports & Leisure activities
Tell us why the places are hard to get to

The service users were asked why the places they wanted to go to were difficult to get to. The most popular reason was that the service users needed support to go to these places. This was often due to mobility issues and they required transport. Figure 10 below shows all the reasons why it is hard to get to these places.

Figure 10: Why are places hard to get to?