

## Lancashire County Council Learning Disability Preferred Provider Questionnaire for people with learning disabilities



Lancashire County Council has less money to spend because of central government cuts.



We want to make sure you keep getting the best support possible for the money we spend.



We asked self-advocates the following questions about the Preferred Provider Scheme.

When we say providers we mean the companies or charities that we at Lancashire County Council pay to support people with learning disabilities.

1. We asked people to look at the list of things below and tell us if their provider supports them well or if they could do better.



<b>1</b> Everything my provider does is person centred and I have a person centred plan	does well	80%
	could do better	7%
	no response	13%



<b>2</b> Listen to me and be there when I need to talk	does well	80%
	could do better	7%
	no response	13%



<b>3</b> Treat me with respect and let me have privacy	does well	85%
	could do better	5%
	no response	11%



**4 Support me to take risks**

does well **73%**  
could do better **9%**  
no response **18%**



**5 Ask me when and how I want to be supported**

does well **80%**  
could do better **7%**  
no response **13%**



**6 Give me information with no jargon**

does well **80%**  
could do better **8%**  
no response **12%**



**7 Support me to have friends and relationships**

does well **79%**  
could do better **7%**  
no response **14%**



**8 Help me stay in contact with my family**

does well **82%**  
could do better **3%**  
no response **15%**



**9 Involve me in choosing staff, training them and checking how well they are doing**

does well **58%**  
could do better **20%**  
no response **22%**



**10 Help me take care of my health and stay safe**

does well **87%**  
could do better **5%**  
no response **8%**



**11 Help me plan things to do and holidays**

does well **79%**  
could do better **8%**  
no response **13%**



**12 Help me to speak up and have a say**

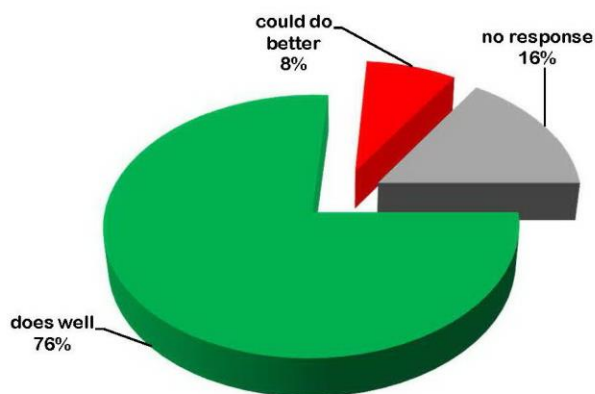
does well **79%**  
could do better **9%**  
no response **12%**



**13 Help me find work**

does well **47%**  
could do better **10%**  
no response **43%**

## In numbers...



**361** people answered these questions

on average...

**76%** liked their current care

**8%** said it could be better



2. We asked if there are other things providers did well to support people.

What things do they do well?	%
Leisure	25
Supportive staff	17
Domestic support	15
Person centred support	13
Healthy	9
Good personal care	9
Support with money	8
Relationships	6
Help to find work	3
Keeping Safe	3
Travel	3

<b>Good information</b>	<b>3</b>
<b>Reliability</b>	<b>2</b>
<b>Helping to be independent</b>	<b>2</b>
<b>Access to the community</b>	<b>1</b>
<b>Speaking up</b>	<b>1</b>



### 3. We asked are there other things providers can do better to support people.

<b>Are there other things your provider could do better to support you?</b>	<b>%</b>
<b>Person centred support</b>	<b>21</b>
<b>Support hours</b>	<b>19</b>
<b>Help me find more opportunities</b>	<b>18</b>
<b>Relationships</b>	<b>8</b>
<b>Don't listen to people</b>	<b>8</b>
<b>Supporting independence</b>	<b>6</b>
<b>Support with money</b>	<b>5</b>
<b>Keep me safe</b>	<b>5</b>
<b>This is my home</b>	<b>3</b>
<b>Finding work</b>	<b>3</b>
<b>Staff not supportive, respectful,</b>	<b>2</b>
<b>Domestic support</b>	<b>2</b>
<b>28 out of 90 responses were happy with their provider and/or felt supported well</b>	<b>31%</b>

#### 4. We asked people if there are things they could do on their own.



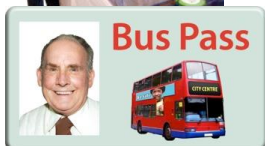
Cooking cleaning and Shopping – 11%



Decide how I use my own money – 13%



Learn to travel on my own – 15%



Take responsibility for my own health – 16%



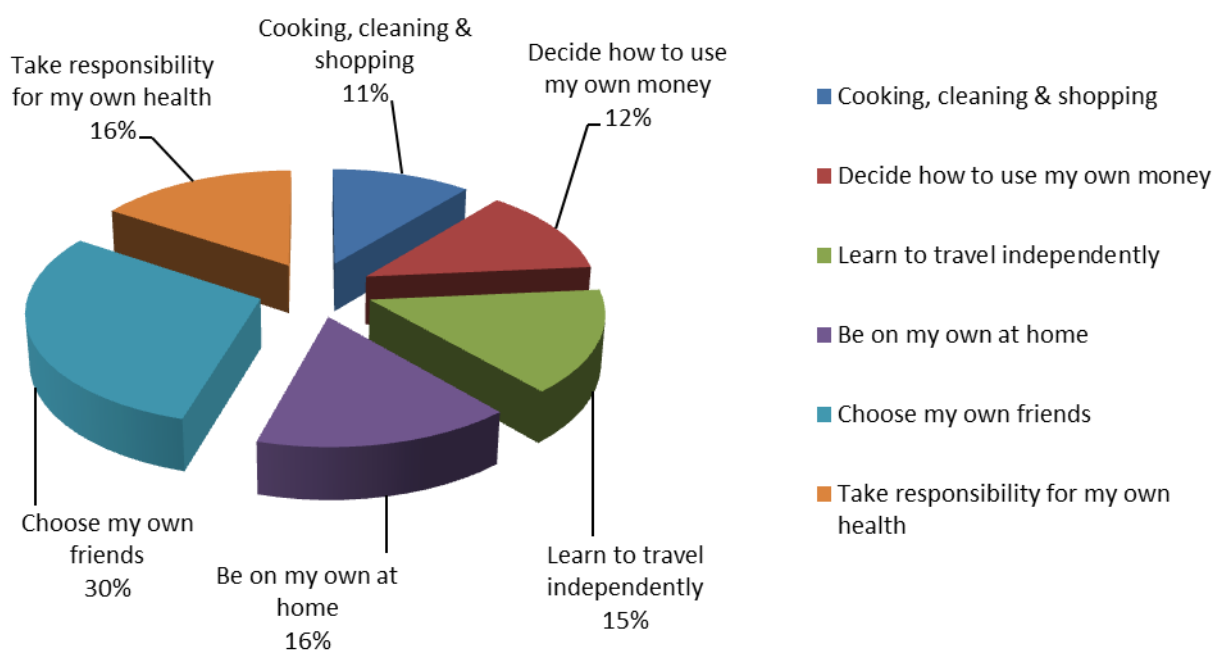
Be on my own at home – 16%



Choose my own friends – 30%



### Things people can do on their own





**5. We asked if there are other things that support workers help people with, which they thought they could do on their own.**

Are there other things that your support workers help you with that you think you could do on your own?	%
Do my own cleaning, cooking and shopping	38
Decide how I use my own money	24
Learn to travel on my own	21
Take responsibility for my own health	7
Be on my own at home and doing things on my own	7
Finding work	3



**6. For a provider to be part of the Preferred Provider Scheme they have to:**



- **Make sure your support workers have the training they need**



- **Involve you in choosing the people who support you**



- **Make sure everything they do is person centred and you have a person centred plan**
- **Give you a say in how well you think your support workers are doing**
- **Help you to have a good life**
- **Help you stay healthy**
- **Help you to stay safe**
- **Help you to manage your money**
- **Deal with any complaints that you make**
- **Support you to communicate with others**
- **Speak to and write to you in ways that you understand**
- **Work with other providers to make services better**



**We asked people if there were things they wanted to add to this list.**

<b>Are there things you think should be added to this list?</b>	<b>%</b>
<b>Person centred support</b>	<b>15</b>
<b>Communication &amp; Information</b>	<b>15</b>
<b>More supportive and respectful staff</b>	<b>6</b>
<b>Quality Staff training</b>	<b>6</b>
<b>Better personal care</b>	<b>6</b>
<b>Help me find more opportunities</b>	<b>6</b>
<b>Cooperation between providers</b>	<b>6</b>
<b>Pay a living wage</b>	<b>3</b>
<b>Housing</b>	<b>3</b>
<b>More support hours</b>	<b>3</b>
<b>More domestic support</b>	<b>3</b>
<b>Leisure</b>	<b>3</b>
<b>Monitoring/contracts</b>	<b>3</b>
<b>Employment/ finding work</b>	<b>3</b>
<b>Support to access advocacy</b>	<b>3</b>
<b>Better support for cultural needs</b>	<b>3</b>
<b>An on call system 24/7</b>	<b>3</b>
<b>Staff matching</b>	<b>3</b>
<b>More resources</b>	<b>3</b>
<b>Open, honest and transparent providers</b>	<b>3</b>