

## Lancashire County Council Learning Disability Preferred Provider Questionnaire for families

### Why are we asking you these questions?

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

We want to make sure your loved one keeps getting the best support possible for the money we spend. To help us do this, we want to know what you think is important about the support your loved one receives.

In the following questions when we say **providers** we mean the companies or charities that we at Lancashire County Council pay to support people with learning disabilities.

**1. Please look at the list of things below. Thinking about your loved one's support, for each item you think is important for your loved one please tick the box that best describes their support.**

<p><b>1</b> Everything their provider does is person-centred and I have a person centred plan.</p>	<p>does well <b>78%</b> could do better <b>13%</b> no response <b>9%</b></p>
<p><b>2</b> They are listened to and someone is there when they need to talk</p>	<p>does well <b>81%</b> could do better <b>10%</b> no response <b>9%</b></p>
<p><b>3</b> They are treated with respect and they have privacy.</p>	<p>does well <b>86%</b> could do better <b>6%</b> no response <b>8%</b></p>

4 They are when and how they want to be supported	does well 76% could do better 11% no response 12%
5 The provider gives information with no jargon	does well 80% could do better 8% no response 12%
6 They are supported to have friends and relationships	does well 70% could do better 14% no response 16%
7 They are supported to stay in contact with you.	does well 73% could do better 6% no response 21%
8 Involved in choosing staff, training them and checking how well they are doing	does well 50% could do better 20% no response 30%
9 Help to take care of their health and stay safe	does well 76% could do better 8% no response 16%
10 Supported to plan things to do and holidays	does well 65% could do better 16% no response 19%

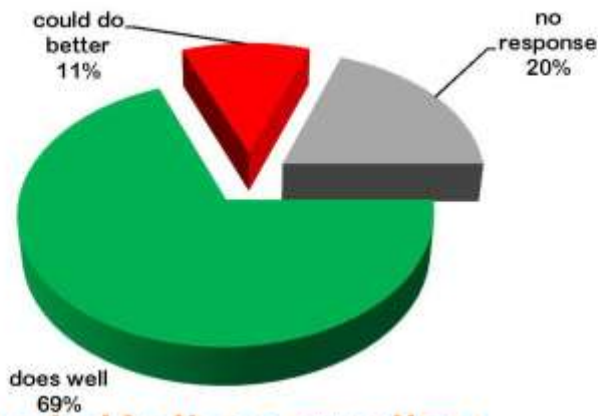
**11 Helped to speak up and have a say**

does well **67%**  
could do better **10%**  
no response **22%**

**12 Help them find work**

does well **28%**  
could do better **12%**  
no response **59%**

**In numbers...**



**186** people responded to these questions

on average...

**69%** approved of the support provided to their loved ones

**11%** felt that the support provided could be better

**2. Are there other things your loved one's provider does well to support them?**

Are there other things your loved one's provider does well to support them?	%
Recruit good staff and provide consistency	35%
Happy overall with care	21%
PCA	11%
Involve family	10%
Support healthy lifestyles	6%

Support Choice	5%
Meaningful occupation	4%
Create a happy home life	3%
Support in the community	2%
Promote independence	2%
Senior managers keep close involvement with people	1%
Flexible support	1%

### **3. Are there other things your loved one's provider could do better to support them?**

Are there other things your loved one's provider could do better to support them?	%
Better communication with and involvement of family	17%
Involvement in community	15%
Meaningful activities	12%
Unhappy overall with care	12%
Person Centred approaches	10%
Maintain consistent quality staff	7%
Personal care	5%
Support choice	5%
Support skills for independence	5%
Support health	5%
Support opportunities for work	2%
Total communication	2%
MCA	2%

**4. Are there things that your loved one's support workers help them with that you think they could do on their own?**

Things your loved one can do on their own	%
Learn to travel independently	24%
Decide how to use their own money	18%
Choose their own friends	17%
Cooking, cleaning & shopping	17%
Be on their own at home	15%
Take responsibility for their own health	10%

**5. Are there other things you think your loved one could do on their own?**

Are there other things you think your loved one could do on their own?	%
Cooking/domestic skills	67%
Travel	17%
Making choices/decisions	17%

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

- Make sure your loved one's support workers have the training they need
- Involve your loved one in choosing the people who support them
- Make sure everything the provider does is person centred and your loved one has a person centred plan
- Give your loved one a say in how well they think their support workers are doing
- Help your loved one to have a good life
- Help them stay healthy
- Help them to stay safe

- Help them to manage their money
- Deal with any complaints that your loved one makes
- Support them to communicate with others
- Speak to and write to your loved one in ways that they understand
- Work with other providers to make services better

**Are there things you think should be added to this list?**

Q6 - Preferred Provider Scheme requirements - Are there things you think should be added to this list?	%
Positive relationships with families	43%
Strong emphasis on Person Centred Approaches	19%
Monitoring	14%
Minimum staff conditions of employment	10%
Staffing, quality and continuity	10%
Sharing best practice	5%