

Preferred Provider Scheme

Self-Advocates Workshop 1st July 2014-07-17

Your views on the preferred option

Working

- *It was read out slowly and clearly*
- *Different areas were explained*
- *What is important to people has been said*
- *Good to talk about privacy, money, transport and independence*
- *Choose where you live*
- *Trips and shows*
- *Important to choose who supports me*
- *We will get great quality of support*
- *New providers to choose from*
- *Feel that people supported plus carers and parents*
- *Less choice is a good thing if the providers are good quality*
- *We can have more say in our support*
- *Like having choices*
- *Sharing of support easier if one provider is in an area*
- *Good idea to have opportunity for new providers*
- *Better monitoring and quality*
- *Hard working support*
- *Remove poor quality providers*
- *More work for quality providers*
- *Higher standards of care*
- *Better trained staff*
- *Providers working together*
- *Quality checks*
- *Assistive technology*
- *Listen to peoples views*
- *Provider not brilliant so new one brilliant*
- *Better start and finish*
- *People on same street same provider if providers travel = less support hours*
- *Workshop is good*
- *Good to fill in the forms- questionnaire good and give views*
- *People are listening*
- *Everyone gets to know what's going on*
- *Spoken clearly, really good information could understand well*
- *Being able to voice our opinions, things we like to do with staff E.G. leisure/ cooking*

- *Good to have my own choices, what I want to do*
- *Important to me to be healthy, going to health checks, doctors, keeping safe at home*
- *Feedback from meet and questionnaires was needed- good that it was all read out slowly and clearly.*
- *Different areas were broken down*
- *What is important to people has been highlighted*
- *Good that we talked about privacy, money, transport, independence etc. – ideas shared by others*
- *Good work*
- *More independence*
- *PCP*
- *Use of pictures in person centred planning has really helped*
- *Happy with introduction of person centred plan*

Not working

- *Did not understand the cake*
- *Thinking about people who do not talk... how do we ask them?*
- *Don't like support from people I don't like*
- *Don't want to live with people I don't like*
- *I would like to meet a manager to talk about my support*
- *Not very practical to get providers and only use certain ones in the area*
- *Would not like to be unsettled with a new company, new staff*
- *How would that benefit us?*
- *We already work well with other companies/ providers in our area, does not have to be one in the area*
- *Does not matter how many providers there are in an area to us as long as they are all CQC registered and provide excellent support*
- *Settled and happy with are providers*
- *New surrounding/ new people*
- *Didn't understand the options*
- *Want more information*
- *Would rather stay with current carer then have quality checks on providers*
- *If changes do happen want all information to get used to*
- *Would like to keep existing staff*
- *Having to do things we don't like doing*
- *Not being understood*
- *Is it my home?*
- *Key issue to think about people who might have to move providers*
- *lack of money*

- *Lack of staff hours*
- *Staff values*
- *Support hours*
- *Having hours changed*
- *Not knowing who's walking with me*
- *Not being listened to*
- *This is my house*
- *Change for service users, how this affects them/us!*
- *Possible change of support provider*
- *Might not be as much individual choice*
- *Don't like change*
- *" " staff change*
- *Creating work*
- *Don't like idea of geographical area it takes choice away*
- *Too many tables*
- *If happy with someone don't like change*
- *We need a better explanation of option 3*
- *Provider change would be bad for some people*
- *People may have to travel out of area EG Preston to Lytham*
- *Not happy if carers are taken away, that's not our choice*
- *Person centred plan but if changed not our choice*
- *What % of providers will we be able to trust seen TV Doc*
- *New care provider will do things different, we like to do activities with our care staff and this might change.*
- *Fewer providers less choice*
- *Providers under pressure*
- *Lots and lots of paper work*
- *Lots of people for 1 provider we may not get the same support*
- *Lots of information in short time*
- *Lots of noise in the room, couldn't hear properly*
- *Boring*
- *More pictures*
- *More pie charts, not percentages. More visual*
- *Not everyone has access to the internet to look at council website*
- *Should have more staff and hours*
- *Too many cutbacks from council*
- *Changing staff... we don't know why they keep changing*
- *It would be good to stay where I am*
- *Want the staff that know you, being friends, being known*

- *Didn't understand %'s etc need to be numbers- picture format didn't understand pie charts or % figures*
- *Concern that the most able have fed back maybe not as much from the less able - % return*
- *Some bits missing, accessible info more easy read*
- *More time to do the process*
- *Want things to continue as they are*
- *Happy the way things are*
- *Feels like they keep them safe*
- *Happy in the jobs they have*
- *Want to have a say in choosing own staff (most important)*

Questions:

Can we be part of the checking of quality?

Other comments

- *What do your staff do well? yes*
- *Do you do jobs at home? Cleaning, tidying, polishing, empty bins, television, films and reading*
- *Having work*
- *Going to the football or cricket*
- *Having a holiday*
- *Good to be healthy and safe*
- *Like having things to do*
- *Like being busy*
- *Like having a say*
- *Going out socialising- friends- social life- away house- walks- now card- health*
- *TOP TIP*- never interrupt when people are talking*
- *Need more support hours don't get enough time to learn new things like shopping/ cooking (need help with this)*
- *I would like a paid job, willing to do voluntary too.*
- *I would like to go out further places on my own.*
- *I would like to use my skills to help elderly people voluntary or paid work to help support others too.*
- *Supported to go on holiday*
- *Getting out and about in car*
- *Choosing own friend, support round friends and relationships*
- *Respecting peoples need for space and to have time away from support/ family time to myself*

- *Risk taking the support to stay safe, but also allowed to take risks*
- *Want carers to make more money*
- *People should get enough hours with help that they need.*
- *Pay providers more money*
- *More support hours*
- *Want to be more independent*
- *More confident now with carers*
- *Carers have helped me improve skills in cooking*
- *More Paul McCartney*
- *Keeping staff*
- *More leisure*
- *Help to grow relationships*
- *More independence*
- *Want to go to more place*
- *More help with living more healthy*
- *Food and exercise*
- *Good staff training*
- *The right hours for the person*
- *Should be able to enjoy your life*
- *Bus passes aren't transferable*
- *More respect for people from staff*
- *Transport cost are difficult for people, staff with cars do a good job*