



HOW GOOD IS OUR CARE AND SUPPORT?

WHAT FAMILIES AND CARERS HAVE TO SAY

March 2021

ABOUT ELCAP

ELCAP is a Scottish charity which provides care and support for individuals who are affected by learning disabilities, physical disabilities and mental health problems.

We are passionate about making a real difference to the individuals we support, by enabling them to live better, more independent lives within our community.

OUR VISION AND MISSION

Our vision is that everyone, no matter what their individual support needs, is able to live to their full potential and be an active and valued member of our community.

Our mission is to become the recognised gold standard in social care by empowering the individuals we support, our staff and our community to grow and succeed.

OUR PARTNERSHIP WITH CARERS AND FAMILIES

ELCAP recognises the dedicated care which families and carers commit to loved ones who need support to live good lives. We respect the knowledge and skills they have developed in their caring roles and benefit greatly from the experience they can share.

Wherever possible, we work in partnership with families and carers to achieve the best outcomes for the individuals we support.

We share ideas on what's working well and what we could do differently or better. We share our ambitions and agree realistic plans for meeting them. And, most importantly, we ensure that the individuals we support are at the centre of everything we do.

ABOUT OUR ANNUAL SURVEY

While we have an ongoing dialogues with families and carers, there is a place for more formal engagement, where experiences and perspectives are shared, recorded and considered.

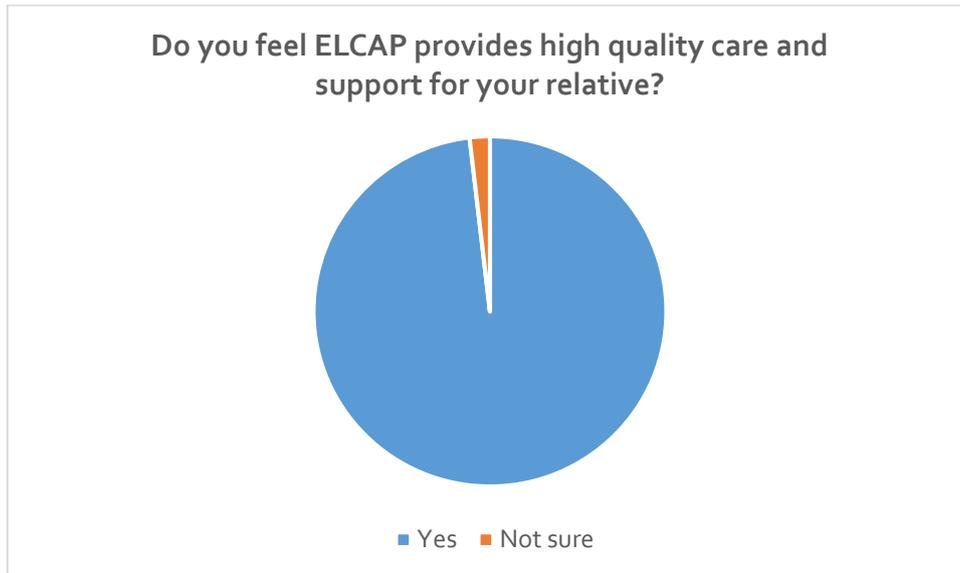
Every year we invite families and carers to complete a short survey, to let us know what they think of our care and support for their relative. The survey helps us understand where things are working well and where improvement is required.

The survey has six questions:

- Do you feel ELCAP provides high quality care and support for your relative, suitable to their needs?
- Are you and your relative fully involved in decisions relating to their care and support?
- Do you have confidence in the Support Practitioners who provide day-to-day support for your relative?
- Do you have confidence in the management of your relative's care and support service?
- What can ELCAP do differently or better?
- Would you recommend ELCAP to others?

The results from our 2020-21 survey are noted below.

HIGH QUALITY CARE AND SUPPORT?



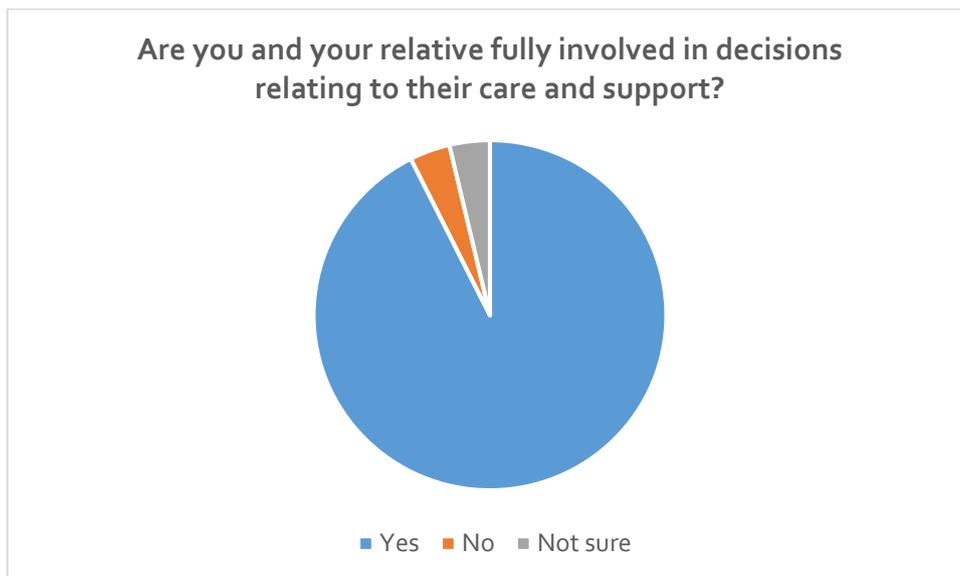
Ninety-eight per cent of families and carers who completed our survey felt that ELCAP provided high quality care and support for their relative.

We received the following comments:

- Absolutely. Team of carers could not be better.
- All carers display respect, compassion and love.
- Don't know.
- ELCAP always puts (name of individual who receives support) first.
- ELCAP has high quality care and support at all levels.
- Get information by phone or letter.
- Good support to help achieve goals.
- Great staff, great communication.
- Most definitely.
- My son is always happy after his support.

- (Name of staff member) supports (name of individual who receives support) and I have complete peace of mind.
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- Overall happy.
- Particularly during COVID. Astounded by the dedication of the team.
- Satisfied with everything.
- She has had very good care, year on year.
- She looks forward to going.
- Staff have been very adaptive during tough times.
- The provision is excellent and she seems happy.
- They have been excellent during this tough year.
- Very happy with support team.
- Very good.
- Very good, above excellent.

FULLY INVOLVED IN DECISIONS?



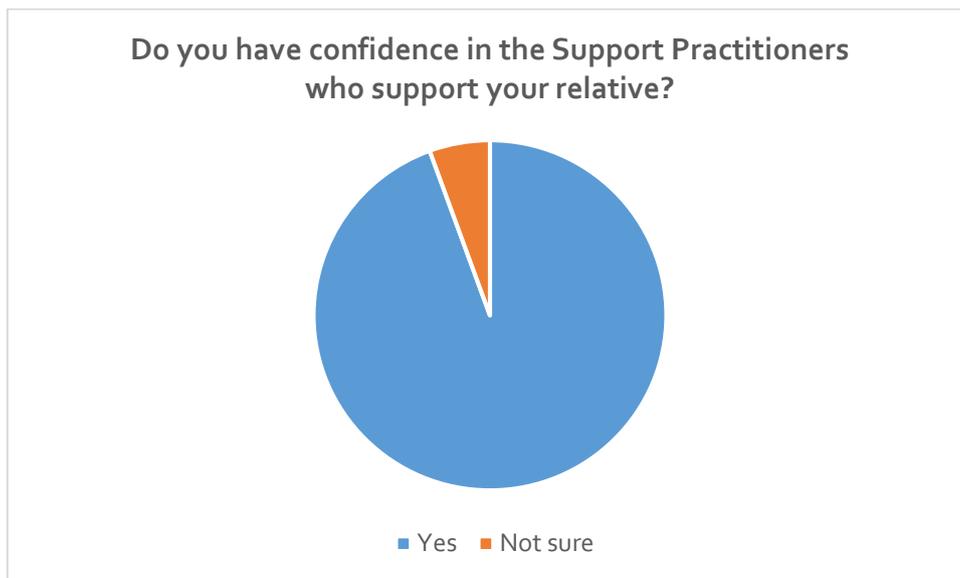
Ninety-two per cent of families and carers who completed our survey felt that they and their relative were fully involved on decisions relating to their relatives' care.

We received the following comments:

- A very good job both ways.
- Don't hesitate to contact.
- Don't know – (name of person) won't let me get involved.
- Fully involved and regular meetings.
- Her care is very good and if there's an issue, then ELCAP respond very quickly.
- I am always asked what I want (name of individual who receives support) to do.
- I attend meetings when able to.
- I feel involved in my son's care because of the attitude and practice of the manager.
- I have final say in what we do.

- I have frequent contact.
- I would like to be more involved than I am.
- Involved in many, but not all,
- Now that (name of individual who receives support) has moved to Haddington and has a different team.
- Phone call before (respite) stays gives good chance to pass on info, then follow up.
- Relative and family are involved in all decisions.
- Sometimes would like to be involved in more reviews.
- Staff meetings don't involve other staff of duty of care.
- Still have to ask for clarity on support at times.
- Team keep me well informed.
- They always listen to what I want.
- Very much. His carers have been intuitive in decoding the signifiers.
- We are involved with decisions.

CONFIDENCE IN SUPPORT PRACTITIONERS?



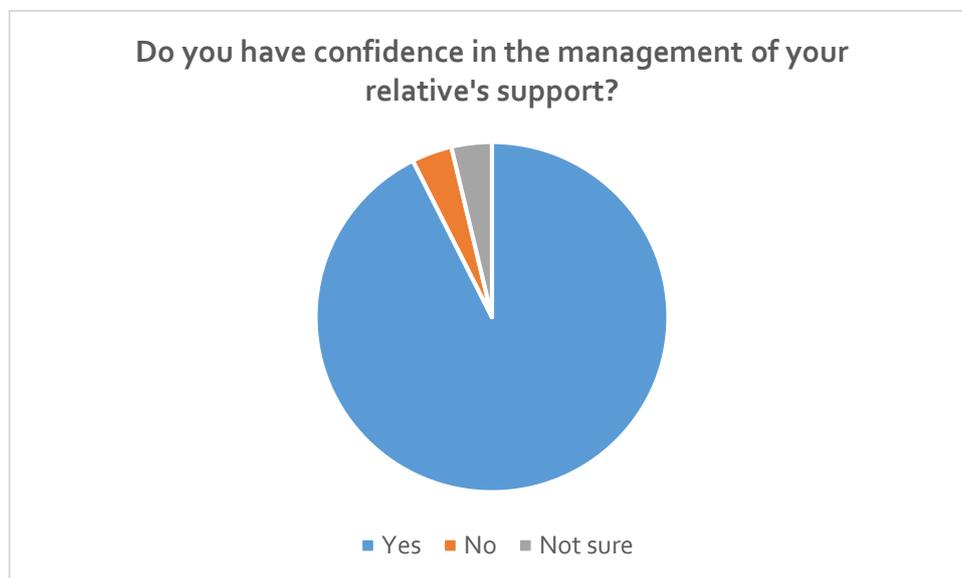
Ninety-four per cent of families and carers who completed our survey said they had confidence in the Support Practitioners who provide day-to-day support for their relative.

We received the following comments:

- A very good job both ways.
- As long as they know relative and their needs well.
- Day to day care has changed a bit more since COVID.
- Don't know.
- Excellent.
- Extra care has been taken.
- Friendly and professional and very caring.
- Happy with staff.

- I cannot speak highly enough of the care they give.
- I feel (name of individual who receives support) is safe in all aspects of her life with the team.
- I have every confidence in them. They work well.
- I have full confidence.
- Known them for a while.
- Again, now he has a different team.
- (Name of individual who receives support)'s staff go over and above to make him happy.
- 100%.
- One staff member was very rude when I last visited.
- Staff only relate to each other and not said family.
- Support staff always phone us.
- Support staff are nice and very kind.
- The current staff are very competent and caring.
- The support is excellent. They seem to treat her like their own.
- They are all very capable and caring.
- Utmost confidence in the team. We applaud them wholeheartedly.
- Varied with individual team members.
- Very good – no complaints.
- Very much so. Team work well together.
- Very stable team and very good.

CONFIDENCE IN MANAGEMENT?



Ninety-two per cent of families and carers who completed our survey said they had confidence in the management of their relative's care and support service.

We received the following comments:

- A couple of recent incidents have reduced confidence – things which should have been tackled.
- Again, now he has a different team.

- Always there if I need guidance and support.
- Displays care for staff, us and the recipient of care. Cannot speak highly enough of her.
- Don't know.
- Every confidence. No problem at all.
- Everything is in place for her care and support.
- Excellent.
- I don't know why you let Cherry Road back into (name of individual who receives support)'s life after they said they didn't want him there.
- I have no problem with the service.
- I haven't met the new Operational Lead yet but keep up to date through staff.
- I like (name of manager).
- I only hear from social workers.
- I would appreciate more contact with manager.
- Management has been exemplary.
- Management respond very quickly to any questions we have.
- (Name of individual who receives support) needs consistency and she gets this.
- No PPE available for staff when COVID first started.
- Overall.
- Professional and efficient.
- The manager is excellent.
- They listen.
- Very good job.
- Very supportive and always available.
- When staff are on annual leave or sick, core team don't stick together.
- When we have an issue, we know it will be resolved.

CAN WE DO THINGS DIFFERENTLY?

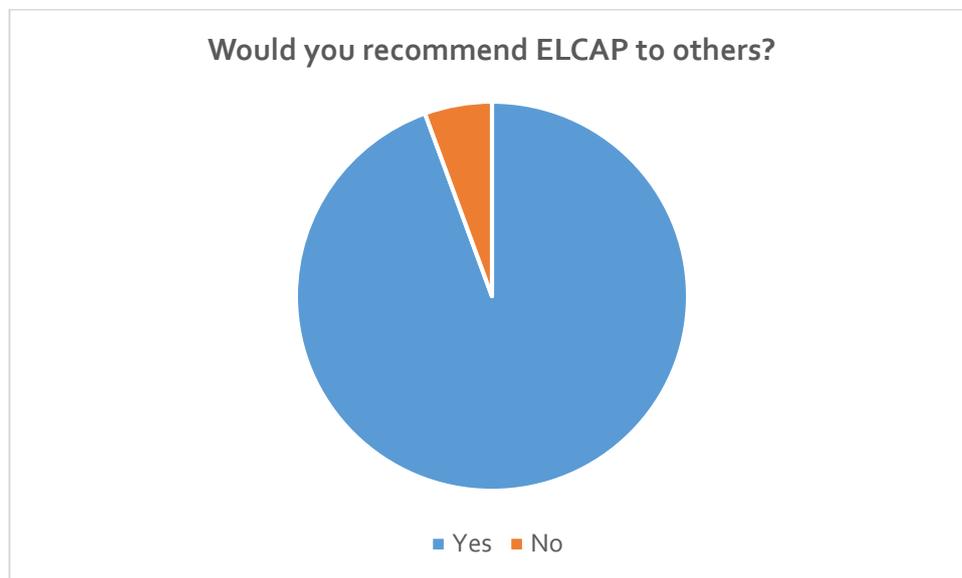
We asked families and carers of the individuals we support what ELCAP could do differently or better.

We received the following comments:

- At the moment everything is OK.
- Communication from all levels is still falling short.
- Don't know.
- Everyone I know who is aware of your service speaks very highly.
- Financial arrangement are a burden on us, having to go to the bank to get money for (name of individual who receives support).
- Happy with service.
- Happy with service provided.
- Have a core team in place, so they have cover when necessary.
- I am very happy with the care.
- I like the support.
- I think (name of individual who receives support) has good care and support in every way.
- Keep staff team consistent.

- Keep up good work.
- Maybe a bit more reporting of what my relative is doing at this time.
- More communication. Not getting back to us. Information is relayed by Support Workers.
- More consistency and standards between each area and management.
- More get-togethers to meet up with other users. To have tea at office.
- More information and want to know if new staff are going to join the team.
- My only complaint was my son was always getting someone new, but this has been addressed now.
- (Name of individual who receives support)'s care and support is going well. So happy with ELCAP.
- Nothing.
- Nothing at the moment.
- Nothing – everything is great.
- Nothing. (Name of individual who receives support) is happy with support she gets.
- Nothing really. My daughter is very happy.
- Provide activities
- Provide good service, but would like relatives' meetings.
- Stop Cherry Road. His life is fine without them.
- They help me out a lot.
- Very happy with service as it is.

RECOMMEND ELCAP?



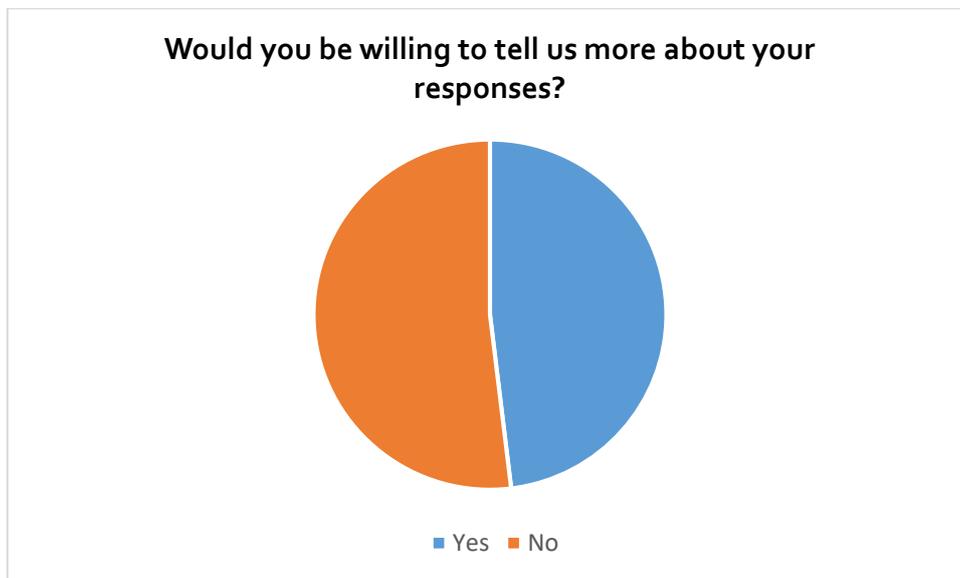
Ninety-four per cent of families and carers who completed our survey said they would recommend ELCAP to others.

We received the following comments:

- Basing it on the standard in Midlothian.
- ELCAP do everything asked of them.
- ELCAP is at the mercy of local authority who pay for care.

- Feel safe with ELCAP.
- Good service, reliable and trustworthy.
- Good support.
- Good work.
- I am not informed of anything.
- I feel very relaxed that (name of individual who receives support) is well looked after and I get a break without worry.
- I like the fact they don't change carers, which makes a huge difference.
- I would rate the care and support as 100%.
- No standards of comparison.
- Not at moment. When you all come together as one unity there will be no-one on same page.
- Our experience has been incredibly supportive and caring.
- Support staff doing a great job.
- They are very caring and deal with any concerns.
- They care for the people they look after.
- We are exceptionally lucky with the team.

WILLING TO TELL US MORE?



Forty-six per cent of families and carers who completed our survey said they would be willing to tell us more about their responses.

People who said they would be willing to tell us more were invited to discuss their responses at online meetings or via telephone calls.

NEXT STEPS

We will use the information from the survey to produce an improvement plan. The plan will be implemented during the 2021-22 financial year.

RESPONSE RATE

The survey was sent to 252 family members or carers of the individuals ELCAP supports. Fifty-four people responded, which represents a response rate of 21%. We appreciate the efforts of everyone who took time to share their views with us.

While the response rate was reasonable, we recognise that we don't know the views of 79% of the family members and carers we contacted. We will seek to improve our response rate in 2021-22 by:

- Making it as easy as possible to respond to the survey.
- Providing family members and carers with advance notice of the survey.
- Sharing our improvement plan with family members and carers, to demonstrate the difference their comments and suggestions can make.

FOR FURTHER INFORMATION

For further information on this report, please:

- Call us on 01875 814114
- Send an email to enquiries@elcap.org