

"MAKING SPACE HAVE TAKEN ME FROM A VERY  
SCARY, DARK PLACE TO A REALITY FULL OF SAFETY  
AND OPPORTUNITY"

# Experience Survey

2022–23

Summary of responses





# Thank you to everyone who has contributed to this year's experience survey.

We need widespread insight into what the people we support think of our services to enable us to provide care and support that is far beyond keeping people safe and supporting basic physical needs.

Our experience survey is of huge value to our organisation. It gives us understanding into what people currently think of our services, which is crucial in determining how we progress and what we prioritise. Without knowing what matters to people who use our services, we would be much less able to comprehend which areas we are performing well in, and in which areas we can improve the support we offer.

On behalf of Making Space, I would like to say a huge thank you to everyone who responded to our experience survey.

Whether this has been completing a response, helping to write the survey questions, supporting someone to fill it in, or coordinating and promoting the project, we could not achieve this without your time and expertise.

The responses that have been given will enable us to strive to tailor make our services for the people we support, ensuring we are working in partnership with each other, that we are connected in our communities and that we continue to celebrate our individuality and uniqueness.



RACHEL PEACOCK

Chief Executive

A handwritten signature in dark ink that reads "Rachel Peacock".

Our Experience Survey was open from November 2022 until January 2023 for people who use Making Space services.

A key feature of the survey was the incorporation of Making It Real, an outcomes framework devised by a partnership of organisations led by Think Local Act Personal and Coalition for Collaborative Care.

The 9 questions used were based on “I” statements that form this framework. Though some have been reworded to enable as many responses as possible from all of our service types. This enabled us to identify the extent to which the people we support felt that those statements rung true for them.

‘I’ statements are an assertion about the feelings, beliefs and values of the person speaking, it’s what they expect to feel and experience when it comes to personalised care and support.

The questions were chosen by our Making Change group, a steering group that include the people we support, volunteers, employees and trustees who are committed to promoting Making It Real across all of our services.

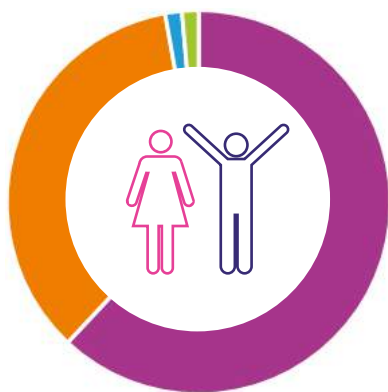
All service types we deliver were represented. The survey was completed by 28 groups of people we support in our services representing 112 individuals, the largest group number was 12 people.





# I AM SUPPORTED TO LIVE THE LIFE I WANT AS INDEPENDENTLY AS POSSIBLE:

## Individual responses:

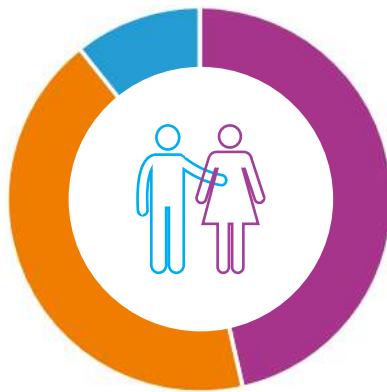


Strongly Agree: 61.97 %  
Agree: 35.21 %  
Disagree: 1.41 %  
Strongly Disagree: 1.41 %

## COMMENTS INCLUDED:

"I like to be independent but have the support knowing someone is there"  
"I am supported to be as independent as possible and encouraged to make my own decisions"  
"I do enjoy living here however the environment is too clinical"  
"We are helped but not supported"  
"No help"  
"I am a little unsure whether I am being as independent as I could be"

## Group responses:



Strongly Agree: 46.43 %  
Agree: 42.86 %  
Disagree: 10.71 %  
Strongly Disagree: 0.00 %

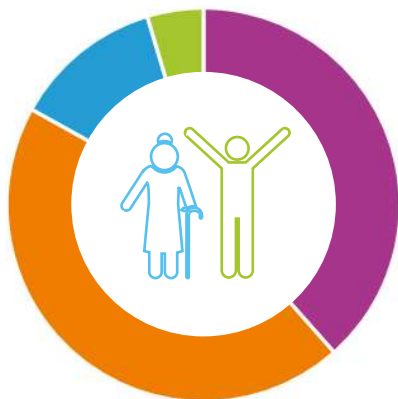
## COMMENTS INCLUDED:

"Staff are good and very helpful"  
"Mum has carers but they do very little to help mum to do things. Rather they ask mum if she would like them to do things for her"



# I AM INVOLVED IN THE MAKING IT REAL PLAN FOR MY SERVICE:

## Individual responses:

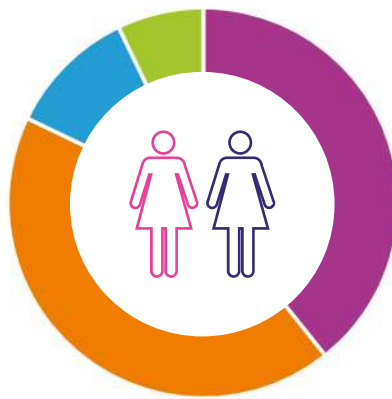


Strongly Agree: 38.46 %  
Agree: 44.62 %  
Disagree: 12.31 %  
Strongly Disagree: 4.62 %

## COMMENTS INCLUDED:

"I like to have an input"  
"Staff involve me in Making it Real and take photos of activities I take part in, I am shown newsletters"  
"I choose not to be involved as I don't want to participate in the Making it Real plan by my own choice"  
"I just like getting support without thinking about Making Space as a whole"  
"I haven't been informed of this service before by staff"  
"Not sure I know what this is"

## Group responses:



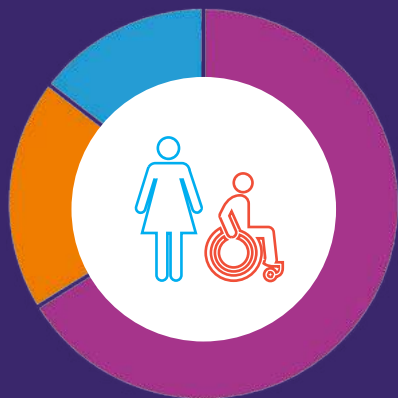
Strongly Agree: 39.29 %  
Agree: 42.86 %  
Disagree: 10.71 %  
Strongly Disagree: 7.14 %

## COMMENTS INCLUDED:

"The staff have spoken to us about Making it Real plan"  
"We don't know"

# I HAVE A PERSONAL PLAN TO HELP ME BE INVOLVED IN MY COMMUNITY:

## Individual responses:



Yes: 66.20 %

No: 19.25 %

I don't know: 14.55 %

## COMMENTS INCLUDED:

"Staff follow my care plan to see what my likes and dislikes are, and going out shopping"

"I go out with staff and get involved in the community with support"

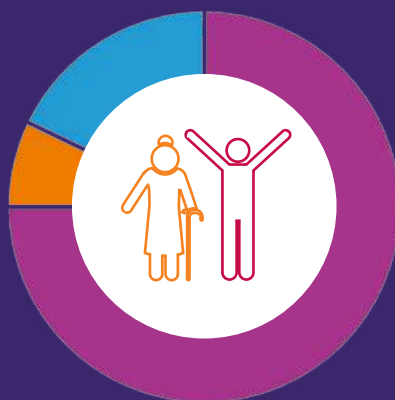
"Yes, my care plan allows me to have social time"

"It's never been mentioned"

"Even though I have my own plan I do not want to be involved with any types of groups or be around a lot of people"

"I don't have a personal plan, I am lonely and isolated"

## Group responses:



Yes: 75.00 %

No: 7.14 %

I don't know: 17.86 %

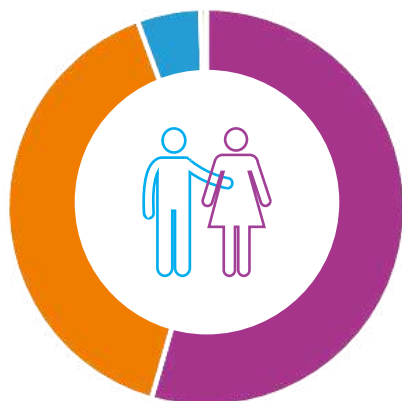
## COMMENTS INCLUDED:

"We are given help and advice where to find help when we need it"

"Choose what we want to do"

# I AM SUPPORTED TO LEARN AND DO THINGS THAT MATCH MY INTERESTS AND ABILITIES:

## Individual responses:

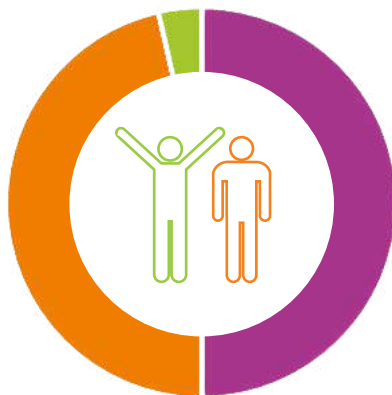


Strongly Agree: 54.46 %  
Agree: 39.91 %  
Disagree: 5.16 %  
Strongly Disagree: 0.47 %

## COMMENTS INCLUDED:

"Staff are brilliant, they help me with anything I need"  
"If I want to do something my support team will help me with this"  
"Staff support me to purchase items that I use for my hobbies such as a Spotify account and arts and crafts"  
"Staff are always supporting me with my abilities"  
"I haven't got any at the moment"  
"This has not happened for me"

## Group responses:



Strongly Agree: 50.00 %  
Agree: 46.43 %  
Disagree: 0.00 %  
Strongly Disagree: 3.57 %

## COMMENTS INCLUDED:

"Staff involve us in things that are our interests"  
"With my dementia I am not able to do the things I used to enjoy"

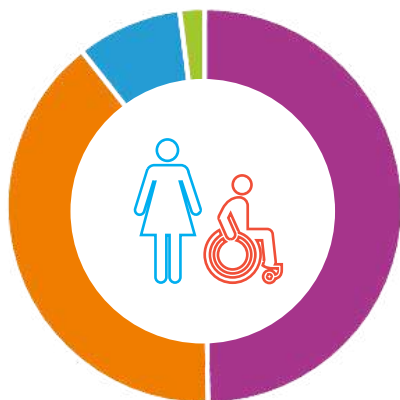






# I KNOW HOW TO ACCESS MY PERSONAL INFORMATION AND CHOOSE HOW IT IS SHARED:

## Individual responses:



Strongly Agree: 49.75 %  
Agree: 39.59 %  
Disagree: 8.63 %  
Strongly Disagree: 2.03 %

## COMMENTS INCLUDED:

"Staff have informed me that I can access my care plan whenever I wish to"

"I understand everything is kept confidential and only shared if I cannot keep myself safe"

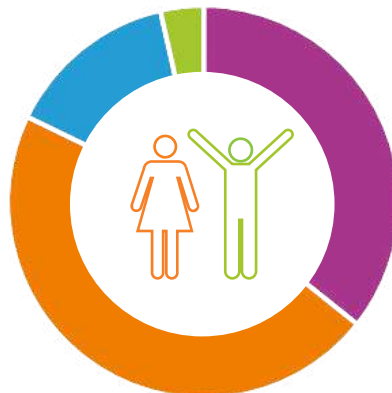
"Staff will show me if I ask"

"My support worker will tell and ask me when my information is being shared and why"

"I have no idea how to access the information"

"I don't know how to get my personal information"

## Group responses:



Strongly Agree: 35.71 %  
Agree: 46.43 %  
Disagree: 14.29 %  
Strongly Disagree: 3.57 %

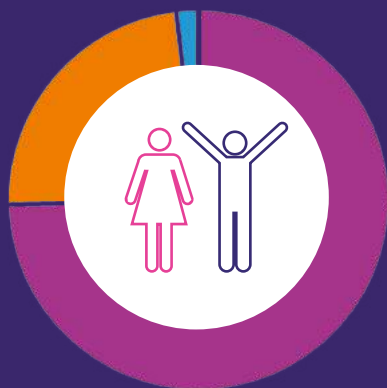
## COMMENTS INCLUDED:

"The staff told me that all my details are confidential and won't be shared with anyone else unless I give consent"

"I do not understand how to access"

# I AM TREATED WITH RESPECT AND DIGNITY:

## Individual responses:

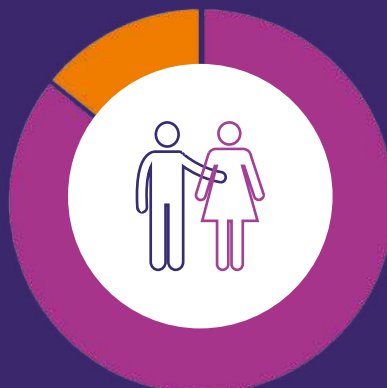


Strongly Agree: 75.65  
Agree: 23.47 %  
Disagree: 1.88 %  
Strongly Disagree: 0.00 %

## COMMENTS INCLUDED:

"All staff treat me with respect and they care about how I feel"  
"All the staff treat me very well and are very good to me"  
"Care staff are polite and respect my wishes"  
"50/50"  
"By some, but not necessarily by others"  
"Sometimes staff get annoyed with me when I am confused or forgetful"

## Group responses:



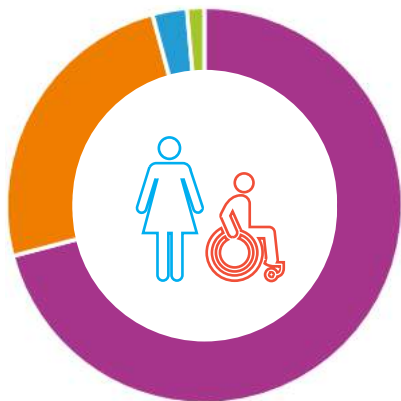
Strongly Agree: 85.71 %  
Agree: 14.29 %  
Disagree: 0.00 %  
Strongly Disagree: 0.00 %

## COMMENTS INCLUDED:

"All agreed that the staff are wonderful and that everyone is treated with respect and dignity"  
"The team are great and always really friendly and welcoming"

# I AM MADE TO FEEL SAFE:

## Individual responses:

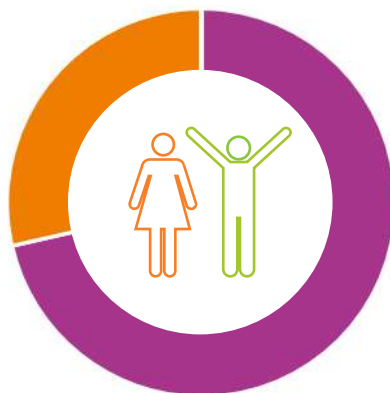


Strongly Agree: 70.89 %  
Agree: 24.88 %  
Disagree: 2.82 %  
Strongly Disagree: 1.41 %

## COMMENTS INCLUDED:

"Making Space and its team are incredible by providing me with a home and a safe, well managed home makes me feel safe and less anxious about my future"  
"I live in a safe environment and my scheme makes me feel safe"  
"All measures in place"  
"Not all the time. Conflict with other service users"  
"I don't feel safe in here because of another resident"  
"I don't know but I don't get into any trouble here"

## Group responses:



Strongly Agree: 71.43 %  
Agree: 28.57 %  
Disagree: 0.00 %  
Strongly Disagree: 0.00 %

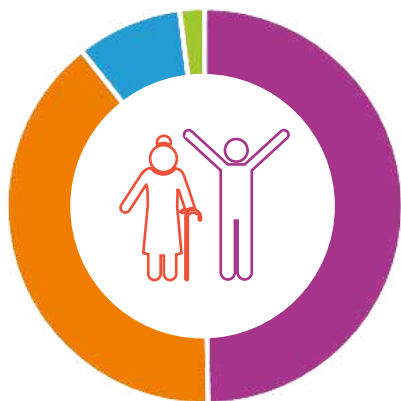
## COMMENTS INCLUDED:

"Staff make us feel safe"  
"All measures in place"



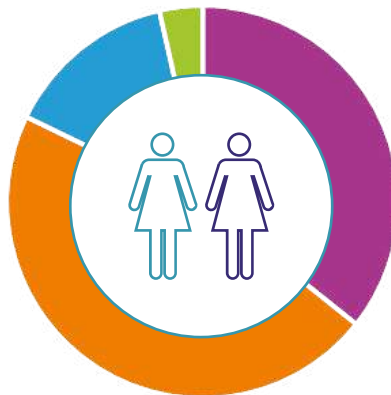
# I WOULD RECOMMEND MAKING SPACE/ THIS SERVICE TO MY FRIENDS OR FAMILY:

## Individual responses:



Strongly Agree: 70.42 %  
Agree: 24.88 %  
Disagree: 4.23 %  
Strongly Disagree: 0.47 %

## Group responses:



Strongly Agree: 75.00 %  
Agree: 25.00 %  
Disagree: 0.00 %  
Strongly Disagree: 0.00 %

## COMMENTS INCLUDED:

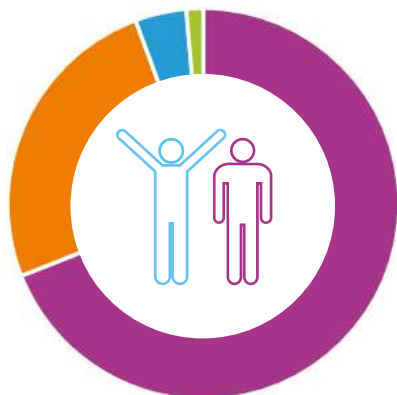
"Making Space have taken me from a very scary, dark place to a reality full of safety and opportunity"  
"Staff have supported me to live a normal and productive life"  
"It is warm and welcoming, every member of staff are caring and professional"  
"Making Space is a friendly and reassuring environment"  
"Most definitely"  
"I know they would be happy and safe here"

## COMMENTS INCLUDED:

"Staff are supportive and show kindness and it provides a kind and supportive service"  
"All the staff are understanding and listen to us, they do their best to keep us happy"

# OVERALL, I THINK THIS SERVICE IS:

## Individual responses:



Excellent: 69.01 %

Good: 25.35 %

Fair: 4.23 %

Poor: 1.14 %

## COMMENTS INCLUDED:

"Making Space is an excellent service focussed on people's wellbeing, safety and independence. Making Space is excellent because it is true to its mission statement and changes lives"

"Overall I am happy with everything"

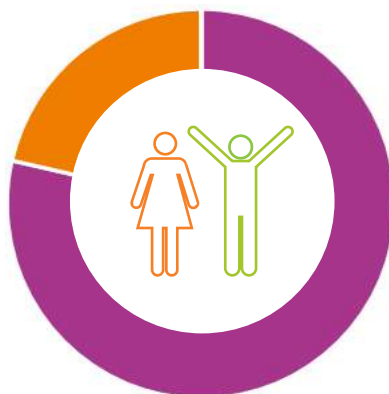
"The staff are helpful & friendly"

"Excellent, I love living here"

"It's alright"

"Some staff are abrupt and impatient, I am lonely"

## Group responses:



Excellent: 78.57 %

Good: 21.43 %

Fair: 0.00 %

Poor: 0.00 %

## COMMENTS INCLUDED:

"It's good to come to a place where people understand our issues. The food is good and we have a variety of things to do"

"Staff are great"

"All the staff are understanding and listen to us, they do their best to keep us happy"



## WHAT NEXT?

The results of this survey will be shared with the Board of Trustees, Senior Leadership Team, Regional Heads of Operations, all colleagues, people who use our services and respondents to the survey, and any other key stakeholders. The following steps will be taken:

- All questions required an answer, and there was a choice for an online survey or a paper copy, with the latter being received often missing an answer to some questions. We will be working to understand why some of the people we support didn't answer these questions but also further promote using online surveys.
- To ensure we receive full representation of all of our services and to enable as many responses as possible from all of our service types, we will review the questions of our future surveys to ensure they are appropriate for everyone we support.
- The findings will be reviewed by our Making Change group who will form recommendations on actions to take and outcomes to achieve.
- Our managers and team leaders will review the results of the survey with staff and the people who use their services, and actions will be detailed on their Making it Real plans.
- The co-production team will continue to work on embedding the Making it Real framework across our organisation.
- We will continue to work with services to highlight successes and identify areas of improvement, improve the survey's accessibility and increase the number of responses and improve the level of insight directly from people we support.

Making Space

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