

COMMUNITY SUPPORT SERVICES "HAVE YOUR SAY" SURVEY 2018/19



266 people completed the survey
- that's 40%!



WHAT WERE THE RESULTS?

Better than last year - more than half of questions asked, including:

% of people who feel:

- safe
- happy with their quality of life
- they live in a suitable home
- happy with support from friends/ family / neighbours

"Adaptations to the house have made a big difference to me"

Similar results to last year on almost a third of questions asked, including:

% of people who said:

- they felt treated with dignity & respect
- they were able to use their preferred language
- they feel part of their community
- as a carer, they are still able to do things that are important to them

"There is not much community support in our area"

Worse than last year - less than a fifth of questions asked :

(We see these as priority areas for action over the coming year)

% of carers who feel :

- part of their community
- supported to continue caring
- happy with support they have had

% of adults who know who to contact about their care

"Being unable to leave my cared for person makes me isolated"

IF YOU, OR SOMEONE YOU CARE FOR NEEDS INFORMATION, ADVICE OR ASSISTANCE CALL US NOW ON



0300 456 1000

OR EMAIL

SPOA@DENBIGHSHIRE.GOV.UK

WHAT WE ARE WORKING ON

2019-2020



Making it easier for you to know who to contact about your ongoing care and support



Putting clear information about support available to carers on our website and in our Libraries, Talking Points and One-Stop Shops



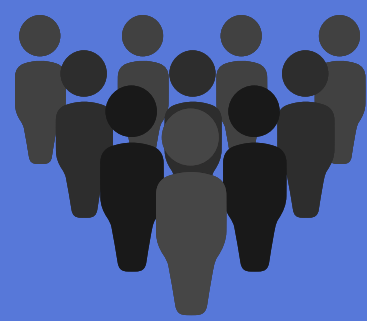
Listening to you and involving you in every decision about your care and support



Improving our partnership working with Health to provide a better service to you.



Increasing the reach of our Community Navigators to help more people get active in their communities



Act on the recommendations from Welsh Government's initiative to understand people's experiences of social care in Wales - Measuring the Mountain

Setting up Well-being Information points at the heart of communities

Becoming a Dementia Friendly Council

