



The Praxis Care Service You Receive

This survey has been sent to everyone who uses a service provided by Praxis Care. It provides you, the service user, with an opportunity to tell us what you think about the service, how it helps you and how it might be improved upon.

We hope that you will complete this survey. What you have to say is important to us and will help us shape services in the future.

Some guidelines for completing this survey:



- Do not put your name on this form.
- Jo Wilson, the Research Officer is the only person who will see your answers.
- Put your completed survey in the envelope provided and either give to staff or post directly to Jo Wilson, Research Officer.



If you need any help, or would like to know more about this survey, please contact Jo Wilson by phone on:
028 90 727 195 or by email: joannewilson@praxiscare.org.uk

Your Key Worker: A keyworker is the person who would do 1 to 1 work with you.

1. Have you a named Praxis Care keyworker?

- Yes
- No

Thinking about the last time you saw a Praxis Care staff member...

2. Did **this** person listen carefully to you?

- Yes, definitely
- Yes, to some extent
- No

3. Did **this** person take your views into account?

- Yes, definitely
- Yes, to some extent
- No

4. Did you have **trust and confidence** in **this** person?

- Yes, definitely
- Yes, to some extent
- No

5. Did **this** person treat you with **respect and dignity**?

- Yes, definitely
- Yes, to some extent
- No

6. Do Praxis Care staff treat you fairly?

- Yes, definitely
- Yes, to some extent
- No

Your Support Plan: A support plan shows your needs and how these will be met. You normally discuss it with your key worker and talk about things like medication and budgeting.

7. Do you have a Praxis Care support plan?

- Yes (go to question 8)
- No (go to question 12)
- Don't know / Not Sure (go to question 12)

8. Have you been given (or offered) a **written or printed** copy of your support plan?

- Yes, in the last year
- Yes, more than one year ago
- No
- Don't know / Not Sure

9. Do you **understand** what is in your support plan?

- Yes, definitely
- Yes, to some extent
- No, I don't understand it
- Not Sure

10. Do you think your views were taken into account when deciding what was in your support plan?

- Yes, definitely
- Yes, to some extent
- No

11. Does your support plan set out your goals?

- Yes, definitely
- Yes, to some extent
- No

12. How do Praxis Care staff help you?

(Tick all that apply)

- To make decisions
- With personal hygiene and appearance
- To prepare food and drink
- They encourage me to see friends and family and keep in touch
- Finding things to do
- To feel safe
- To keep my home nice and clean
- To manage my money
- With training/employment
- To do my shopping
- With my mental health
- With emotional support
- To solve problems
- To manage my medication
- Other (please tell us what)

13. Are you happy with the way Praxis Care staff help you?

- Yes, definitely
- Yes, to some extent
- No, not that happy
- No, not at all happy

14. Are there any other ways you would like to be supported by Praxis Care?

- Yes (go to question 15)
- No (go to question 16)

15. In what other ways would you like to be supported by Praxis Care?

About You: To make the service better we need to know some things about you.

16. How many days per week do you exercise for 20 minutes or more? (e.g. walking, running, going to the gym)

17. How often do you see your friends?

- As often as I want
- Sometimes
- Not often enough
- Not very much at all
- Never
- I have no friends

18. How often do you see your family?

- As often as I want
- Sometimes
- Not often enough
- Not very much at all
- Never
- I have no family

19. Are you able to get to places you want to go to?

- Yes, definitely (go to question 21)
- Yes, to some extent (go to question 20)
- No (go to question 20)

20. What **stops** you from getting to places you want to go to?

21. Do you feel like you are a part of the community that you live in?

- Yes, definitely
- Yes, to some extent
- No

22. Do you have the opportunity to be employed?

- Yes
- No

23. How important to you is employment?

- Very important
- Somewhat important
- Not important

24. Do you have the opportunity to be a volunteer?

- Yes
- No

25. How important to you is volunteering?

- Very important
- Somewhat important
- Not important

26. Do you have the opportunity to take part in training or education?

- Yes
- No

27. How important to you is training or education?

- Very important
- Somewhat important
- Not important

28. How would you say you feel about life in general?

Please think about all the different things in your life, both good and bad.

My life is:

- Really great
- Mostly good
- OK, good and bad things
- Mostly bad
- Really terrible

29. Has receiving services from Praxis Care made a difference to your life?

- Made it better
- No difference
- Made it worse

30. Overall, how **happy** are you with the service you receive from Praxis Care?

- Very happy
- Quite happy
- Quite unhappy
- Very unhappy

31. Please tell us what you like about the Praxis Care service you receive:

32. If a friend were in need of a similar service would you recommend Praxis Care?

- Yes (go to question 34)
- I don't know (go to question 34)
- No (go to question 33)

33. Why would you not recommend Praxis Care?

34. Have you made any **complaints** to Praxis Care in the last year?

- Yes (go to question 35)
- No (go to question 36)

35. Do you feel your complaint was well dealt with?

- Yes, definitely
- Yes, to some extent
- No
- I haven't heard anything about it

The next questions do **not** ask about Praxis Care. They are general questions about voting and healthcare.

36. Are you on the voting register?

- Yes
- No

37. Do you have a doctor (GP)?

- Yes
- No

38. Have you been to see your doctor in the last 12 months?

- Yes
- No

39. Do you have a dentist?

- Yes
- No

40. Have you been to see your dentist in the last 12 months?

- Yes
- No

The ASCOT gains information about your quality of life. Praxis Care hope to use this measure across the organisation to improve the services it provides.



1. Which of the following statements best describes how much control you have over your daily life?

By 'control over daily life' we mean having the choice to do things or have things done for you as you like and when you want.

Please tick (☑) one box.

- I have as much control over my daily life as I want
- I have adequate control over my daily life
- I have some control over my daily life but not enough
- I have no control over my daily life

2. Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation?

Please tick (☑) one box.

- I feel clean and am able to present myself the way I like
- I feel adequately clean and presentable
- I feel less than adequately clean or presentable
- I don't feel at all clean or presentable

3. Thinking about the food and drink you get, which of the following statements best describes your situation?

Please tick (☑) one box.

- I get all the food and drink I like when I want
- I get adequate food and drink at OK times
- I don't always get adequate or timely food and drink
- I don't always get adequate or timely food and drink, and I think there is a risk to my health

4. Which of the following statements best describes how safe you feel?

By feeling safe we mean feeling safe both inside and outside the home. This includes fear of abuse, falling or other physical harm and fear of being attacked or robbed.

Please tick (☑) one box.

- I feel as safe as I want
- Generally I feel adequately safe, but not as safe as I would like
- I feel less than adequately safe
- I don't feel at all safe

5. Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

Please tick (☑) one box.

- I have as much social contact as I want with people I like
- I have adequate social contact with people
- I have some social contact with people, but not enough
- I have little social contact with people and feel socially isolated

6. Which of the following statements best describes how you spend your time?

When you are thinking about how you spend your time, please include anything you value or enjoy including leisure activities, formal employment, voluntary or unpaid work and caring for others.

Please tick (☑) one box.

- I'm able to spend my time as I want, doing things I value or enjoy
- I'm able to do enough of the things I value or enjoy with my time
- I do some of the things I value or enjoy with my time but not enough
- I don't do anything I value or enjoy with my time

7. Which of the following statements best describes how clean and comfortable your home is?

Please tick (☑) one box.

- My home is as clean and comfortable as I want
- My home is adequately clean and comfortable
- My home is not quite clean or comfortable enough
- My home is not at all clean or comfortable

8. Which of these statements best describes how having help to do things makes you think and feel about yourself?

Please tick (☑) one box.

- Having help makes me think and feel better about myself
- Having help does not affect the way I think or feel about myself
- Having help sometimes undermines the way I think and feel about myself
- Having help completely undermines the way I think and feel about myself

9. Thinking about the way you are helped and treated, and how that makes you think and feel about yourself, which of these statements best describes your situation?

Please tick (☑) one box.

- The way I'm helped and treated makes me think and feel better about myself
- The way I'm helped and treated does not affect the way I think or feel about myself
- The way I'm helped and treated sometimes undermines the way I think and feel about myself
- The way I'm helped and treated completely undermines the way I think and feel about myself

Service User Involvement

People who apply to work for Praxis Care have to complete an application form, this is then read and people are **selected for interview**.

41. Would you like to be a part of selecting Praxis Care staff?

- Yes
 No

Once a Praxis Care staff member is selected they have to complete **training**.

42. Would you like to be involved in the training of Praxis Care staff?

- Yes
 No

This year we would like service users to **help collect information** for the Views from Users Survey.

This means that you would train with us to become a 'peer interviewer' who goes to different schemes and interviews those service users who need some help reading the questions on the survey.

43. Would you like to be a peer interviewer?

- Yes
 No

Praxis Care invites all service users to take part in helping to **raise money** by doing activities such as collecting money in local shopping areas or packing bags in local supermarkets. The money you help to raise will be shared with your scheme.

44. Would you like to volunteer to help raise money for Praxis Care?

- Yes
 No

Praxis Care values service users' views on how the organisation should be run. For example, we would like to know service users' opinions what other things we need at schemes or other services we should provide.

45. Would you like to take part in meetings which make decisions on **how the organisation is run**?

- Yes
 No

End

Thank-you for completing this survey. Please return to staff, or directly to the Research Officer in the pre-paid envelope provided.

This code is used only to identify those who would like to be involved in the various aspects of Praxis Care mentioned above.
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References:
National Adult Social Care User Experiences Survey.
National Survey Programme: Service User Questionnaire.