

**Compass Carers  
Customer Evaluation  
Report 2016**

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## Introduction

Compass Disability Services is a user led organisation and our Board of Trustees, who are elected by our Customers, is comprised of at least 80% disabled people.

We operate various services for disabled people and carers both in Somerset and further afield. One of these services is Compass Carers, the Universal Carers Support Service in Somerset.

Compass Carers is the first dedicated carers support service for unpaid carers across Somerset, offering information, advice and guidance as well as emotional support, signposting, training, and a telephone support service for un-paid carers.

Compass Carers includes:

- A dedicated **carers advice and information phone line** to self-refer (or take referrals from related organisations), to access immediate advice, information or a 'listening ear' regarding any aspect of caring.
- Access to a **Carers Support Worker** when required who can visit carers to talk through their personal situation and develop structured support plans,
- **Training courses** to support the role of carers.
- A '**Talk & Support**' **telephone befriending service**, providing someone to talk to on a regular basis, addressing feelings of isolation often experienced by those in a caring role.
- A **free quarterly magazine** featuring information, reviews, and news for carers and people with disabilities available in various formats to suit their needs.
- **Carer Support Groups** facilitated by ourselves (and information about carer support groups facilitated by others around Somerset), where carers can meet others in a similar situation enabling skill sharing, experience sharing, peer support, and a social occasion. Also in attendance are relevant not-for-profit organisations, providing information.
- **Signposting**: Pointing people in the right direction in order for carers to access useful and essential services (such as advocacy for example).
- A **carer's web-site**, detailing information about our steering group (we are a user-led service), training, links to self-refer or refer someone else, upcoming Compass Carers events, carer support groups (and support funding application details), volunteering, online version of our magazine and information fact-sheets etc.

## **Methodology**

The Annual Customer Evaluation Questionnaire is designed largely around the aims of the service e.g. support for carers and our organisational aims and priorities. The overall aims are chiefly to develop the service in line with the needs of our carers.

The Annual Customer Evaluation Questionnaire was sent to all Carers registered with us as of 15<sup>th</sup> April 2016, with a response deadline of the 13<sup>th</sup> May 2016.

It was sent electronically and in a printed format. A total of 1702 questionnaires were sent out to carers and a link was added to our web-site. In 2015 1333 questionnaires were sent.

We received a total of 296 responses, and 265 of those were written. The overall response rate was 15.80% which is slightly lower than in 2015 which was 22.2%, it is generally considered that 12% or above is a reasonable response rate.

If a question has been used that was used in last year's evaluation, last year's results can be seen in red.

We have invested in software to enable improved working methods of input and analysis of the results. The software enabled creation of standardised formatting that meets our Accessibility Policy to ensure all printed documents are as accessible as possible to meet a variety of access needs.

We have included a general comments box towards the end of the questionnaire. We believe this creates the opportunity for people to give more general feedback about areas more important to them, rather than to assume that feedback is only important if it is about the specific questions that we have asked.

An example questionnaire can be found in appendix 1.

## Responses to Questions

### Section 1:

#### Have you been visited by a Compass Carers Carer Support worker?

Answered Question: 249  
 Skipped Question: 20

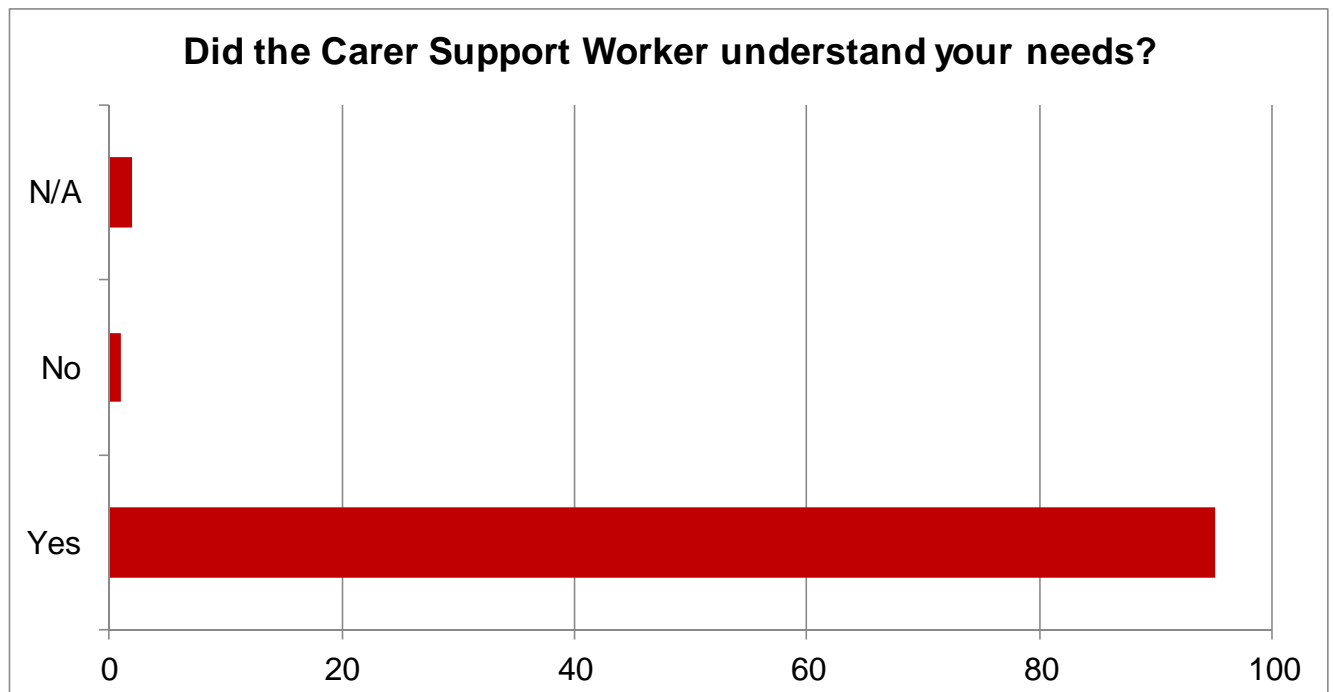
**Yes:** 98 (39.4%)                      **167 (68.7%)**  
**No:** 151 (60.6%)                      **76 (31.3%)**

The percentage of people who have received a visit from a Carers Support Worker has decreased significantly from last year this may be in part due to the success of the Talk & Support Services and Carers Support Workers attending more Carers Support Groups and being available to carers at the groups and therefore reducing the need for individual home visits.

#### Did the Carers Support Worker understand your needs?

Answered Question: 98  
 Skipped Question: 171

**Yes:** 95 (97%)                              **26 (57.77%)**  
**No:** 1 (1%)                                      **19 (42.2%)**  
**N/A:** 2 (2%)                                      **74 (62%)**



The responses given suggest that carers' needs were fully understood by the Carers Support Workers. The comparison to 2015 results shows a huge improvement in Carers perception on the Carers Support Workers understanding more of their needs. This highlights the breadth and variation of understanding across the carers that received a visit.

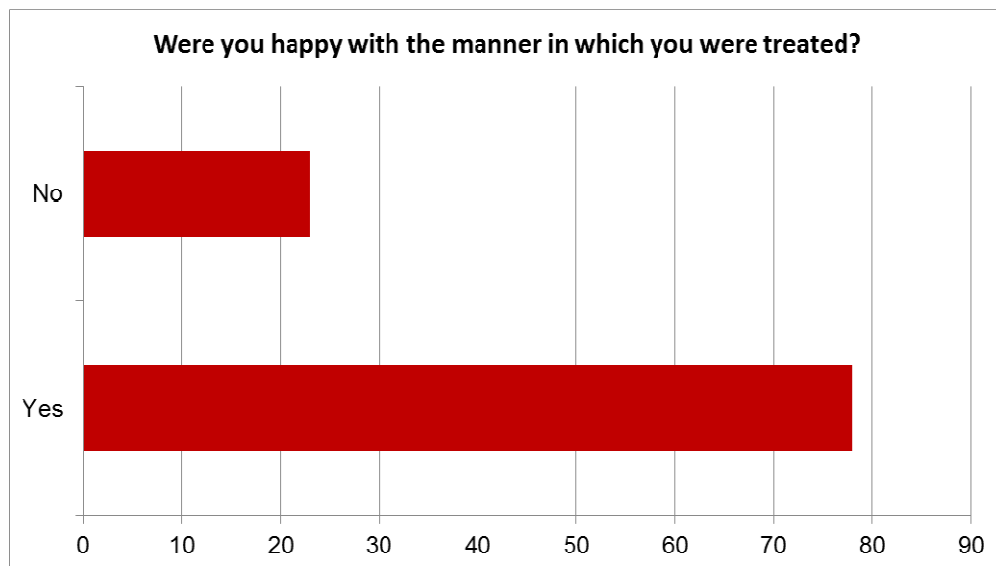
### Were you happy in the manner in which you were treated?

Answered Question: 101

Skipped Question: 168

**Yes:** 78 (77.2%) 82 (94.3%)

**No:** 23 (22.8%) 5 (5.7%)



This represents a considerable decrease in our respondent's satisfaction of how well our clients felt they were treated by our Carer Support Workers. We are disappointed that 23 carers were not happy with the way that they were treated by the Carers Support Worker, where contact details have been given the carer will be contacted to discuss this further, to apologise and learn from it. We have noticed that some of those who have not been happy with the manner in which they were treated felt that the Carers Services should offer things like respite and carers assessments.

**Were you given a new carer information pack (containing an I.C.E. card, 1st visit form etc.)?**

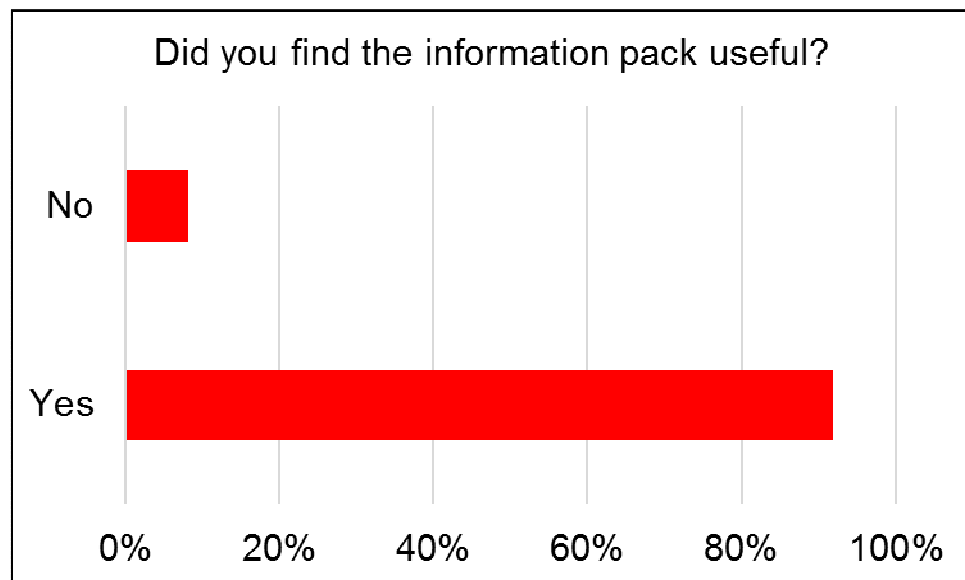
Answered Question: 92  
 Skipped Question: 177

**Yes:** 84 (91.3%)                      **73 (84.8%)**  
**No:** 8 (8.7%)                              **13 (15.2%)**

**Did you find the information pack useful?**

Answered Question: 85  
 Skipped Question: 184

**Yes:** 78 (91.8%)                      **68 (84%)**  
**No:** 7 (8.2%)                              **13 (16%)**



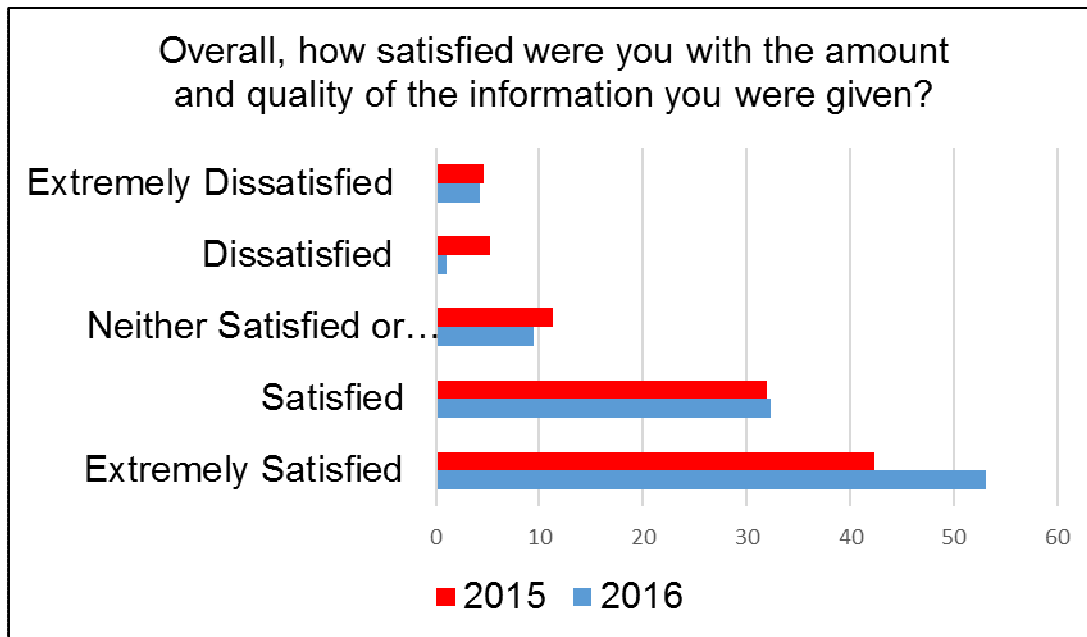
We can see a marked increase in the usefulness of the information pack, which reinforces the need to constantly review and update the information we give out.

**Overall, how satisfied were you with the amount and the quality of the information you were given?**

Answered Question: 96  
 Skipped Question: 173

<b>Extremely Satisfied:</b>	51 (53.1%)	<b>41</b> (42.3%)
<b>Satisfied:</b>	31 (32.3%)	<b>31</b> (32%)
<b>Neither Satisfied nor Dissatisfied:</b>	9 (9.4%)	<b>11</b> (11.3%)
<b>Dissatisfied:</b>	1 (1%)	<b>5</b> (5.2%)
<b>Extremely Dissatisfied:</b>	4 (4.2%)	<b>9</b> (4.6%)

The number of carers who are extremely satisfied has risen by over 10% this year.





**Section 2.****Have you attended a Carers Support Group facilitated by Compass Carers within the last year?**

Answered Question: 241  
Skipped Question: 28

**Yes:** 72 (29.9%)                      **169 (65%)**  
**No:** 169 (70.1%)                      **91 (35%)**

The responses this year show a decrease in the number of carers stating that they attend a Carers Support Group facilitated by Compass Carers, however as more groups are 'looked after' by volunteers, some groups that we support we are very much in the background.

**Were you aware of a volunteer present?**

Answered Question: 68  
Skipped Question: 201

**Yes:** 51 (75%)  
**No:** 17 (25%)

**Was the volunteer helpful?**

Answered Question: 52  
Skipped Question: 217

**Yes:** 50 (96.2%)  
**No:** 2 (3.8%)

These responses show the valuable input into support groups by volunteers and highlights their important contribution to the support of carers.

### Section 3.

#### Have you telephoned our information / advice line?

Answered Question: 235  
 Skipped Question: 34

**Yes:** 67 (28.5%)                      **168 (65.9%)**  
**No:** 168 (71.5%)                      **87 (34.1%)**

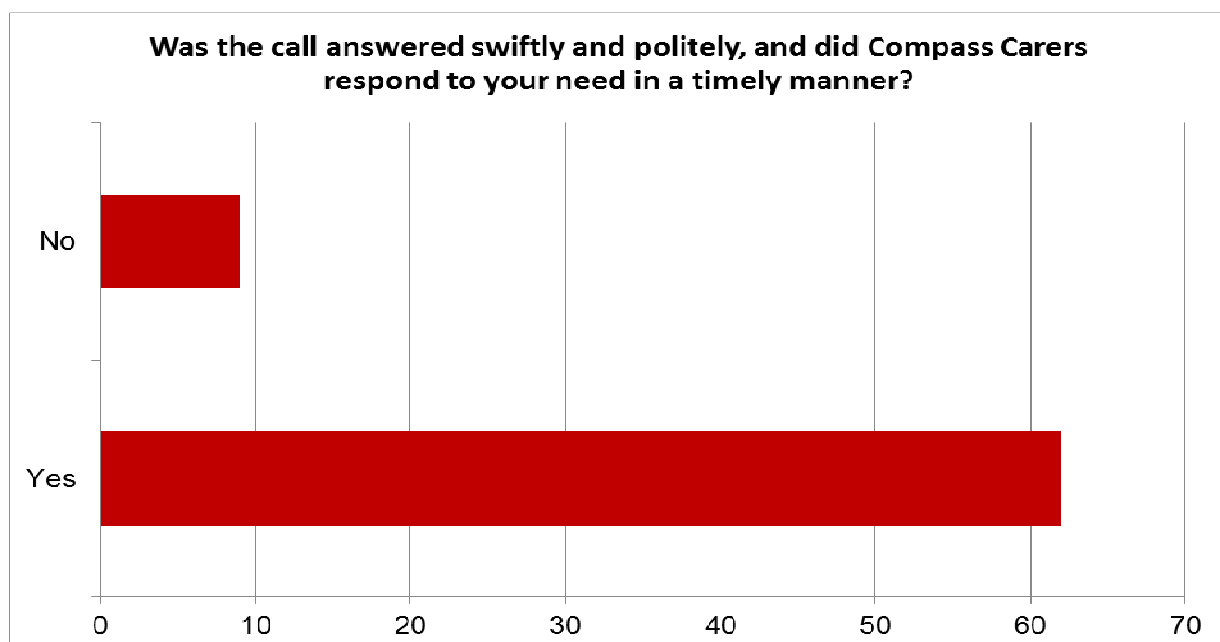
The percentage of respondents who have telephoned the information/advice line dropped considerably this year.

#### Was the call answered swiftly and politely, and did Compass Carers respond to your need in a timely manner?

Answered Question: 71  
 Skipped Question: 198

**Yes:** 62 (87.3%)                      **74 (79.6%)**  
**No:** 9 (12.7%)                      **19 (20.4%)**

For this question 71 respondents answered this question, although we know that from the responses to the previous question that only 67 carers said they called the information/advice line. There has also been a decrease in the overall percentage of respondents who felt that their call was answered swiftly, politely and were responded to in a timely manner.



**Were you sign-posted (pointed in the direction of) another organisation(s)?**

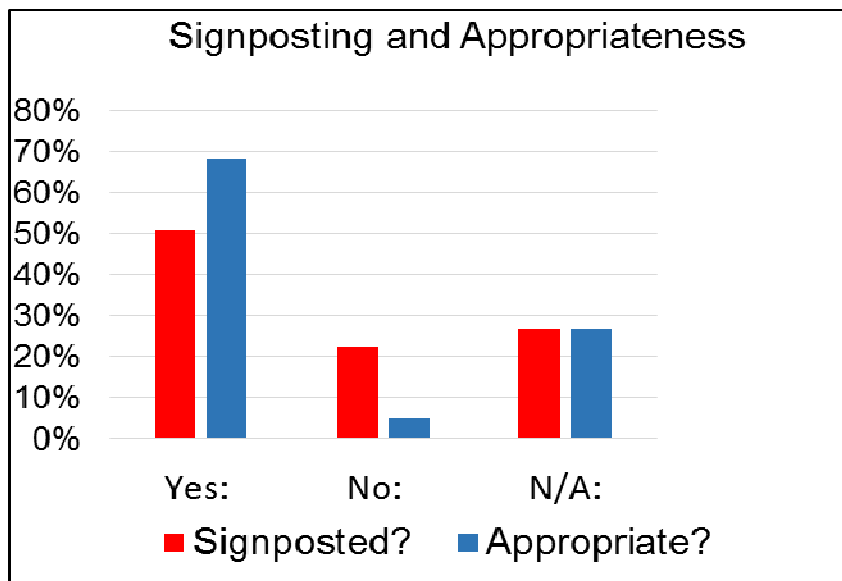
Answered Question: 67  
 Skipped Question: 202

<b>Yes:</b>	34 (50.7%)	42 (70%)
<b>No:</b>	15 (22.4%)	18 (30%)
<b>N/A:</b>	18 (26.9%)	0 (0%)

**Was the organisation(s) appropriate to your needs?**

Answered Question: 41  
 Skipped Question: 228

<b>Yes:</b>	28 (68.3%)	42 (70%)
<b>No:</b>	2 (4.9%)	18 (30%)
<b>N/A:</b>	11 (26.8%)	0 (0%)



## Section 4

### Have you used our Talk & Support Service?

Answered Question: 243

Skipped Question: 26

**Yes:** 39 (16%)

**No:** 204 (84%)

### On a scale of 1 to 10, how helpful is this service to you? (1 being least useful, 10 being the most useful)

Answered Question: 42

Skipped Question: 227

1: 1 (2.4%)

2: 2 (4.8%)

3: 1 (2.4%)

4: 1 (2.4%)

5: 4 (9.5%)

6: 2 (4.8%)

7: 6 (14.3%)

8: 4 (9.5%)

9: 6 (14.3%)

10: 15 (35.6%)

78.5% of those who responded felt that the Talk & Support Service was useful to them (scored 5 - 10)

## Section 5.

### Have you attended any Carers training within the last year?

Answered Question: 249

Skipped Question: 20

**Yes:** 40 (16.1%)

**No:** 209 (83.9%)

### On a scale of 1 to 10, how useful has the training been in your caring role? (1 being least useful, 10 being the most useful).

Answered Question: 41

Skipped Question: 228

1: 0 (0%)

2: 0 (0%)

3: 1 (2.4%)

4: 0 (0%)

5: 2 (4.9%)

6: 0 (0%)

7: 3 (7.3%)

8: 14 (34.2%)

9: 8 (19.5%)

10: 13 (31.7%)

### Were the timings of the training manageable for you?

Answered Question: 41

Skipped Question: 228

**Yes:** 39 (95.1%)

**No:** 2 (4.9%)

### Would you be interested in our free training for carers, such as Skills for Carers, Dementia Care and Managing Long-Term Health Conditions?

Answered Question: 33

Skipped Question: 236

**Yes:** 18 (54.5%)

**No:** 15 (45.5%)

If 'Yes' please tick a choice below or specify in the comment box at the end of this questionnaire

Answered Question: 142  
 Skipped Question: 127

Medication Management	6 (4.2%)
Stress Management Techniques	11 (7.8%)
Mental Health	7 (4.9%)
Child Related Conditions	3 (2.1%)
Relaxation Techniques	7 (4.9%)
Transition From Home To Residential Care	9 (6.3%)
Managing Difficult Situations	13 (9.2%)
How Professionals Work	8 (5.6%)
Falls Prevention	10 (7%)
Carer Wellbeing	11 (7.8%)
Nutrition	8 (5.6%)
Managing Challenging Behaviour	10 (7%)
First Aid	6 (4.2%)
Dementia Care	11 (7.8%)
Assertive Communications	8 (5.6%)
Managing Long Term Health Conditions	14 (9.9%)

**Which of the following training methods would be most useful to you?  
 (please tick all that apply)**

Answered Question: 52  
 Skipped Question: 217

On-line training courses	8 (15.4%)
Paper copies of training courses	18 (34.6%)
Training resources on CD	6 (11.5%)
Face-to-face training courses	15 (28.9%)
Talks / presentations at Carer Support Groups	5 (9.6%)

97.6% of Carers scored the training between 5-10 in terms of its Usefulness, 95.1% said that the timings of the training were manageable for them and 54.5% said that they would be interested in attending future training which reinforces the need to give carers access to training to better support them in their caring role at times suitable for them. Interestingly 8 out of 52 people would like to do online training.

## Section 6

### Do you receive the Networker / Compass Carers magazine?

Answered Question: 241

Skipped Question: 28

**Yes:** 198 (82.2%) **219 (88.7%)**  
**No:** 43 (17.8%) **28 (11.3%)**

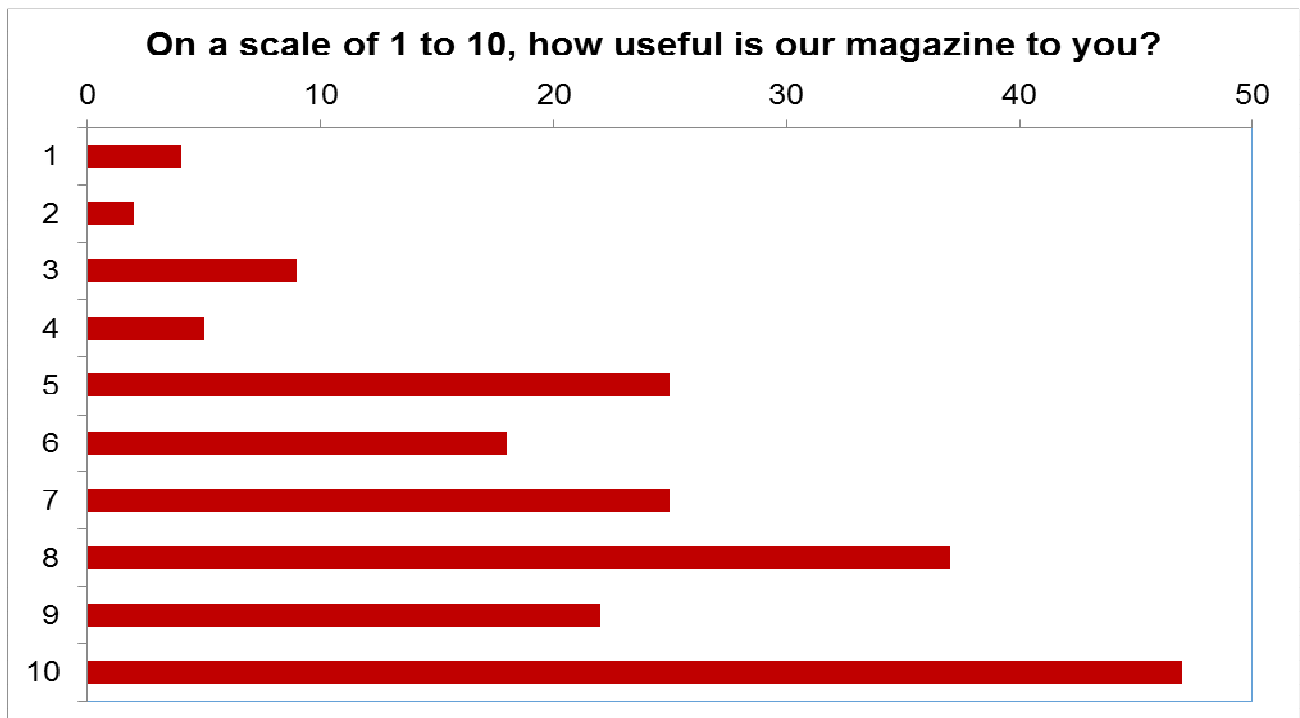
The following questions asked respondents to rate their opinion on a scale of 1 to 10, with 1 being a low score and 10 being a high score.

### How useful is our magazine to you?

Answered Question: 194

Skipped Question: 75

1:	4 (2.1%)	3 (1.2%)	6:	18 (9.3%)	19 (8.1%)
2:	2 (1%)	8 (3.4%)	7:	25 (12.9%)	33 (14%)
3:	9 (4.6%)	8 (3.4%)	8:	37 (19.1%)	51 (21.6%)
4:	5 (2.6%)	12 (5.1%)	9:	22 (11.3%)	13 (5.5%)
5:	25(12.9%)	37 (15.7%)	10:	47 (24.2%)	52 (22%)



Over 85% of those who receive the Networker/Carers Magazine scored its usefulness 5-10.

**We try in each edition to mix the content for different ages and needs, on a scale of 1 to 10, do we always print something relevant to you?**

Answered Question: 173

Skipped Question: 96

1: 3 (1.7%)	2 (0.8%)	6: 23 (13.3%)	19 (7.9%)
2: 2 (1.2%)	5 (2.1%)	7: 27 (15.6%)	60 (25%)
3: 10 (5.8%)	18 (7.5%)	8: 41 (23.7%)	43 (17.9%)
4: 9 (5.2%)	8 (3.3%)	9: 10 (5.8%)	19 (7.9%)
5: 22 (12.7%)	32 (13.3%)	10: 26 (15%)	34 (14.2%)

Over 86% of those who answered scored the relevance of the magazine to them 5 and above.

**Have you used the useful number section of the magazine?**

Answered Question: 184

Skipped Question: 85

<b>Yes:</b> 72 (39.1%)	83 (37.9%)
<b>No:</b> 112 (60.9%)	136 (62.1%)

Under 40% of those who responded have used the useful number section of the magazine.

**Would you pass the magazine on to anybody else once you have read it?**

Answered Question: 211

Skipped Question: 58

<b>Yes:</b> 96 (45.5%)	171 (77.7%)
<b>No:</b> 115 (54.5%)	49 (22.3%)

This represents increased value in the production costs of the magazine, increased readership and evidences that respondents felt it a worthwhile product to pass it on.

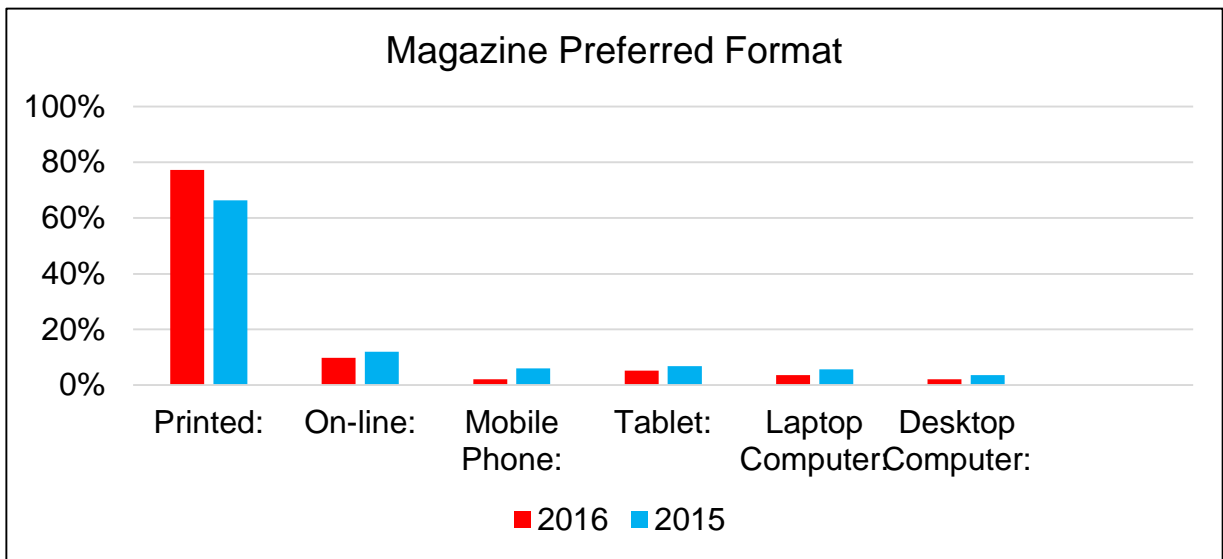


**Would you prefer to read our magazine via it being available in the following formats:**

Answered Question: 193  
 Skipped Question: 76

Printed:	149	(77.2%)	<b>167</b>	<b>(66.3%)</b>
On-line:	19	(9.8%)	<b>30</b>	<b>(11.9%)</b>
Mobile Phone:	4	(2.1%)	<b>15</b>	<b>(6%)</b>
Tablet:	10	(5.2%)	<b>17</b>	<b>(6.8%)</b>
Laptop Computer:	7	(3.6%)	<b>14</b>	<b>(5.6%)</b>
Desktop Computer:	4	(2.1%)	<b>9</b>	<b>(3.6%)</b>

This shows that the largest proportion of respondents still prefer printed versions of the magazine, however there is 27% who would refer to read it in one of the various electronic formats.



## Section 7.

### Comments Received

This year, our carers were asked to leave any comments regarding any improvements they could suggest for our service in one comments box towards the end of the questionnaire and then a further field for any other comments, these have been put together under the groups listed below. As with last year's responses, some comments may relate to services that aren't provided by ourselves, and all comments have been copied as they were written except where carer's names have been removed.

Comments received have been grouped for ease of reading into the following sections

- Service
- Carers Support Groups
- Training
- Magazine

We also received some requests for details to be removed from our system, these comments have not been included but have been actioned.

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### **Service**

Many thanks for your help on several occasions. We were advised that \*\*\*\*\* could get day care at Croft House. Initially they refused so Compass Carers rang them and got it arranged. We then used Croft House for 3 night's respite care. After that they refused to take him as he wandered at night (he has dementia – don't all dementia patients wander?). After contacting several people to find alternative care we were always told Croft House was the best place. Eventually we got my father in to Avalon in Bridgwater for a week where everything was fine. Croft House advertise as a dementia care home, surely they should take dementia patients even if they wander. Also we get 3 days there and one is supposed to include a bath. Although that is now happening it took months with them forgetting and numerous phone calls to make sure it happened.

It is very helpful to receive regular visits from Maria. She is both Informative & caring.

Continue supporting a variety of disabled people & carers.

I would love some company



First contact was good. Since then it has petered out completely. Even the Carer Support Group stopped. I would have loved to have gone but I never know when it was. It's difficult to keep track of days as a carer.

I rang for help with respite for my mom as I work full time and care for her in my home as she is a double leg amputee, I have not had any visit on several occasions I have rang they have taken dates for respite but not heard nothing.

Not everyone has computer tablets – phone. Not to accept has computer-phones-tablets – much more important face to face & help carers verbally. Not lose contact because your staff leave!!! You can become too big a company and not looker after the people you're support to help.

Keep up the encouraging support

I am partly housebound with agoraphobia, but I do my best

I am aware of a lot Compass Carers do and will certainly use the service as and when I need to. \*\*\*\* is 51 years old and sat on something similar to compass carers in Shropshire and Conway Connect in N Wales. To care for someone with LD can be a lifelong commitment, rather different to a Terminal Illness. I've done both and mother with Lazy Dementia coming and going in the early stages. But LD is a different ballgame.

The Parents or Family members have probably never known a so called life, where as in Dementia and Terminal Illness everyone has therefore I have been council meetings, Task and Finish meetings, chairing forums. Sometimes everyone needs to have more Empathy and a more generous attitude. (Hope this has helped some in trainers.) (Ch.)

It is refreshing to have someone who can either answer a query or have a fresh look on a problem + make genuine suggestions without making me feel I'm being patronized even when I realise I should have been able to sort it myself maybe, if not so stressed. I always feel I have been put at ease + usually not the only person to experience such matters."

Thankyou with all the help from Sandra Consalvey. Thankyou

I appreciate a monthly telephone call from one of your volunteers called 'Mandy'.

Sorry I have missed your return date! I have had a rather busy time!! Visitors etc.

Most of the difficulties around moving my mother from one authority (North Somerset) to this one (Somerset County Council) have arisen because of lack of communication between them concern continuity of care for her at home, about which the Compass Carers' carer could do nothing. It was a very stressful time indeed, and lasted for over 6 months. It was good to feel there was someone 'checking in' on how I was getting on, thank you. But I need to be connected to the service in BANES – and I am – in order to actually attend events.

Referred/signposted to  
Swan Advocacy (Not very successful!)  
Somerset Health Connections  
+ Loads of others – mainly good!!

I would like carers training to take place in Street or Glastonbury, or Wells, but have been too unwell myself to do any carers training at times. Aspergers in adults + benefits for young adults + carers benefits.

2 years ago we attended a brilliant event hosted by Compass at Junction 24 Bridgewater. Is there gonna be another? It was great.

I have no idea wheter any of your services would be of use to my situation, I was initially told that finance was available to fund an afternoon off to pursue a hobby, but have heard nothing more. I am the sole carer for my 86 yr old husband with dementia.

I attended a Dementia Care course run by Compass Carers in 28/2/14. It would be very useful if a doctor from the Memory Clinic could come to our Carer's meeting sometime to answer our questions about dementia. I attend the Taunton Carer's group which meet on 3<sup>rd</sup> Friday of the month at Staplegrove village hall.

I think everyone does a wonderful job. Sometimes it can't be easy.

Yes – Sensitivity – caring manner – When informed of a death some of the above. (I was given 2 tel nos but no one was ever there and made no real attempt to contact me. Answerphone message without a contact time is useless.)

Not for me. Thank you for your help – it was very useful at the time.

When a bereavement happens much more support needed to next of kin – I asked but got nothing.

I am very satisfied

Talks & guide lines from the legal aspects eg house conveyancing.

I don't think so. I found my meeting with the support worker was very helpful.

I think you should contact the carer once you know about them & see how you could help.

I was about to contact you re respite care but the past week everything has fallen into place. I found your meetings very informative – one point however! – Some individuals with care problems took up rather a lot of the meetings time.

Thankyou.

No apart from having to go around the houses to get to your local branch!

I was very grateful for the many telephone support calls. My circumstances are that I do not drive and am unable to avail myself of the many training courses. These had been offered in the past and am very sorry to have had to decline. However, the situation of caring for my husband has kept fairly stable for the past months, and if In the future I can see a way of availing myself with those courses I would gladly do so if I could arrange care for him and transport to attend. Thank you very much for being there, a sympathetic listening ear, and always ready to help in any way possible.

What you do is fine for us.

I'm relatively new to the service but it appears to be very comprehensive.

No! Very good and clear as it is.

Not for me.

Not really as you provide everything I've needed. I'm in great favour of this service & contacts.

Cannot think of anything else.

Not at the moment, but I am fully aware that your service is there if and when we need it.

Lobby government to continue / expand care where needed.

Vidette has been very supportive during the past 2 years. As I have been my husband's main carer for the past 5 years I am now extremely tired & have made the difficult decision that he needs to go into permanent residential care & am in the process of trying to organise the funding – the social workers involved are very caring.

I was given a very helpful benefit check. And I also rang for advice on changing benefits to do with pension credits. Advice very well received. Keep up the good work. May I say that our Compass Carer s|worker at our monthly meetings is so very clear & good with the correct information – 'A FROME CARER'.

Support to carers that are self-employed unable to take time for themselves, their rights and what continuing to offer. [sic]

I have been in contact with Gaenor who kindly sent me a Carers Information Pack last August and she is going to send me an ICE card as I have somehow mislaid the original. She is very helpful.

Very helpful and informative.

Not that I can think of. Thank you for all your help.

I enjoy doing the telephone befriending. It would be good to get feed back some how through Compass from our call's in how were doing and if we could do better. (Or if I could do better.) I do miss doing the call's if I can not make the odd Monday.

Juliette who phones is like a caring mentor she is really great help to push us forward. The calls are very supportive + very positive

I feel Compass is a lifeline for me as it gives my husband time for him today. I have made some friends with Compass users.

THANK YOU

Thank you for getting in touch my wife has Parkinson's I am her carer at the moment we are able to cope with all things. I think set that we need help I have made a note of your contact detailing and will be in touch

Perhaps moving the location of the quarterly meetings into Taunton

I would welcome a visit from a Compass Carer Support worker.

We need a rail at back door for \*\*\*\*\* to hold on as he has Parkinson's & dementia and not to good on his feet and going down steps.

I do not feel any of this is relevant to me. I am still a registered carer but my husband for whom I am the carer is not really so needful. It's an 'in case' situation.

I was extremely grateful for the help and support I received from your support worker at a time when I really needed it. We have now moved to Taunton residence with assisted living. Carry on the good work!!"

No, more of the same please!!"

The original contact was made for my mother who passed away in June 2014 Mrs \*\*\*\*. In a short time we received lots of support and information from you but my mother had a fall and died as a result. Many Thanks for all you help

I don't think my wife and I are disabled just old and don't need that much support.

As I care for my 91yr old mother, the advice I received when I raised a safeguarding issue with one of the District Nurses was second to none. It's good to know support of a good listener is there at the end of the phone. I'm an Assistant Team Leader in a Mental Health unit work 40hrs a week & sometimes just need to off load. Thank You all. X

I think it is very good.

The staff very helpful very glad that I found Compass.

I hadn't heard of the Talk + Support service. This would be very useful to me. I don't use Compass Carers Services much but I am grateful to know that you are there thank you.

I feel as though no one wants to help me. My husband also need my help alot as he is classed has disabled through recurring illness. I don't need outside help with him, but none of my other family members will help with my mum has she can be very nasty verbally and they cannot take it. I have been trying for help for 4 years now.

I am happy for you to visit my clinic – do call me. I may be able to liaise with the Parkinson's group for us to attend.

Particular thanks to Maria, for her patience and professionalism.



No very happy.

I very much appreciate the help I have received and the opportunity to ring if necessary.

I have no contacted the Compass Carers since the visit by the support worker (MF?) who was extremely good + understanding. He suggests several things, which I followed up: i.e. reduced council tax, power of attorney etc. While I haven't needed to contact you it is comforting that I can if I need to.

Keep up the good work, thanks!

Feel this service was far better under S/Services. Been in hospital 2 times but you would never know that.

I.T. Help at Home.

The items we have that your organisation have provided us with, are most helpful and are used regularly, thank you

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## Training

More courses – varied content – specific course on accessing a virtual grid to attend support meetup as I have discussed with you many times, I have offered repeatedly to demo for you!

Have been on most of the workshops very helpful. If any more pls let me know. Thank you.

Improve car parking at your training centre.

Would like to attend the next carers training day in Bridgewater.

My husband & I were going to attempt to nurse my mother & were going to do the carers course. Unfortunately, my mother was too ill & had to go into a nursing home. However, we would have been grateful for the course & the lady on the telephone was extremely nice & helpful.

I have attended courses which I found most helpful and used your services but not in the past year. I have been a carer for various relatives for the past fifteen years.

RE Q4 – Citizens Advice Bureau RE Q6 – I attended courses in 2014 & 2015 (all very useful) + would like to attend others but that would have to be subject to location. (Street/Glastonbury/Wells/Shepton Mallet).

My dad finds it difficult to admit he needs help. (like a lot of carers I suppose). Dad would like to attend some sessions to help him but I think he is quite scared as didn't really have much of a formal education. Finds it difficult to leave mum, so do you have facilities available to look after the people who are being cared for whilst training for carers happen?

I am a full time carer for my husband and have no time to go to courses. Also meetings are not at a time suitable for me to get to, so have been unable to take advantage of them, but I'm sure they are useful.

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## Support Groups

Support groups needed to be targeted at different types of carers. Eg Someone looking after children / adults with special needs / learning / physical difficulties has different issues to face than someone looking after a partner with dementia.

I have enquired about a “carer group” in WELLS this year, as the ones before in the “fire station” 1<sup>st</sup> Tuesday of each month no longer exists. I was confused as I administer insulin to a diabetic twice a day. I have never been trained and get no help with other factors which are arising. I can’t travel to Glastonbury Tor Leisure Centre as I have no transport. Could anyone offer any help?

Monthly meetings perhaps would benefit from a more rigid routine, & let everyone have a voice if they want, for informal chat. Some people dominate the discussions & leave a little time for others, or for information from Compass representative.

We much enjoy having visits to the Forget Me Not Café in Watchet. She is a constant source of undated information & suggested contacts.

The carers group is no longer at robins close its at Staplegrove hall.

I have just started the Carers Support Group this year and find it very friendly & interesting Thank you. (Street Parish Rooms Group).

I’ve only attended 2 sessions of the Carers Support Group so far but I’ve already picked up some useful information. I’m hoping to be able to meet more parents who are carers for adults with learning disability.

Remember carers support groups may be one of the only groups the carer can attend. Time out is very precious. Something light hearted, fun, even frivolous would be appreciated rather than information on how to reduce the electricity bill!

All the Carer’s meetings are during the day – some of us are still working – could do with more evening get togethers.

I would like to find a good network for carers and disabled alike. Easy to use plus low cost.

As I work full time my ability to attend sessions is limited but the alternatives mentioned overleaf sound V.good.



I used to run a cares group in Williton, but now attend as carer in Minehead at the carers group.

I do not Attended the groups as my husband cannot be left, only with a nurse.

I think all your work is very good. Unfortunately I lost my husband and soon after joining compass. But I still go to the meetings, I find it helps me and sometimes, I can talk to other people who are in the same situation I was, and it helps them.

Thank you very much for the donation given to Crewkerne Carers group. We paid for our room in Henhaye for the next year and we are going out for lunch on the 5<sup>th</sup> May. Thank you

I have picked up a lot of useful information from the carer's group meeting and the information sent. I wish I had known that was very very useful. We also had a wonderful holiday with revitalise, advert in magazine.

I was sent the magazine, when my husband was ill. He died 2 years ago. I felt I should cancel the magazine but actually found it useful for myself. It has been on my mind to ask about a RAIL in the garden, but perhaps this is not your domain?

I have visited the Carer Support group at Redgate Medical Centre on the Thursday each week at the end of each month, I am due to go along again on the Thursday 28<sup>th</sup> April 2016 I thoroughly enjoy the group. I met some lovely carers there.

I did find it a release to attend meetings, & hear I wasn't alone in caring. My husband is now resident in a care home, so I no longer require the support.

The newly set up carers monthly group in Wellington is well worth attending. Thank you to Maria for setting it up & running it.

## Magazine

I would like to see an in-depth article in the magazine on M.E / CFS.

Passing on the mag – I keep the last copy for the up-to-date number page.

Sadly I find it difficult to find time to read the carers magazine while juggling the needs of my family, some work and looking after my mother.

Up till now, I haven't had time to read it properly, so am unable to answer the '1 to 10' parts of the question! But it does make me feel in touch with other carers, and I would use it to find out about carer support activities.

Could you do more information on items to do with hidden illnesses eg. Endometriosis Fibromyalgia etc.

It could be helpful to receive one (magazine) at our monthly meeting not routinely. Maybe, as my note above, the Compass Carer coming to take our meeting could bring a few copies for us to share – and pass on to others where applicable – i.e. save postage. Maybe we could have a trial run in Bruton! Sandy is our care leader.

Would like to see more on DEAF awareness (a few simple signs) as DEAF myself with cochlear implant. Car stickers for BSL & TShirts finger spelling alphabet. Educate schools – a few simple finger signs.

Great magazine, lots of info. I pass it on to my friend whose wife is in a similar situation as mine but won't go and see the doctor for help.

My husband and I find the Wellington Carers Group very informative and a very pleasant, helpful afternoon. Many thanks to Maria for her input.

I receive the magazine online but would prefer to have a printed copy.

I pick up my copy of magazine at the Drs. It isn't delivered. Most carers services seem to be cut back. I thought you had closed too.

The large print used in your magazine and correspondence, is most welcome.

I am sorry I only had a magazine, I could not come to the meetings as it was difficult for me to leave my husband, who has now passed away. But thank-you for the magazine's.

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## **Final Thoughts**

The Annual Customer Evaluation responses have provided some useful feedback and comments to help improve and give direction to future service developments, for example with our review of the Networker/Carers Magazine and its format/content.

Whilst we endeavour to meet every carers needs, the results show mixed feelings, some responses are very positive and others not so. Where contact details have been given we have actioned some points raised e.g. by removing details from our lists.

The results of this survey are mainly positive. For example, the response to the question asking if the Carers Support Worker understood their needs was 97%, training was deemed by 87% to score 5 - 10 for usefulness, similarly the magazine section has also proved positive with over 85% of responses scoring it 5 - 10 in its usefulness to them and 86% scored 5 - 10 for relevance to them.

The Carers Support Groups also received positive comments, with most respondents feeling that they are well supported at groups.

Some of the comments show that Compass Carers is often confused with other services and there is still confusion over who delivers which aspect of support e.g. respite – which Compass Carers do not deliver.

As part of our process for continual improvement we have created an action plan to highlight key areas that we feel we need to monitor or change the services offered and delivered. Whilst we acknowledge that we will not meet every need on every occasion, we endeavour to work to meet more needs in view of the comments received.

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