

# Compass Carers Service User Evaluation Report 2015

**Compass Disability Services**  
Unit 11-12 Belvedere Trading Estate  
Taunton, TA1 1BH

(Registered Charity No 1099376)  
(Registered Company No 4245798)  
[www.compassdisability.org.uk](http://www.compassdisability.org.uk)

Tel: 01823 282823 | Local Rate: 0330 333 0089 | Minicom: 01823 255919 |  
Text phone: 07568 109960 | Fax: 01823 351790

## Index

<b>Introduction</b>	<b>3</b>
<b>Methodology</b>	<b>4</b>
<b>Responses to Questions</b>	<b>5</b>
<b>Comments Received</b>	<b>15</b>
Service	15
Information	16
Magazine	16
Situational	18
Support	20
General	23
Groups	27
Training	28
<b>Final Thoughts</b>	<b>29</b>
<b>Appendix</b>	<b>30</b>



## Introduction

Compass Disability Services is a user led organisation and our Board of Trustees, who are elected by our users, 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, our magazine and information fact-sheets etc.

## **Methodology**

The Annual Service User 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 Service User Evaluation Questionnaire was sent to all Carers registered with us as of 8<sup>th</sup> July 2015, with a response deadline of the 14<sup>th</sup> August 2015.

It was sent electronically and in a printed format. 1333 written questionnaires were sent out to carers and a link was added to our web-site. Of the 383 carers who were e-mailed the survey link, 199 did not open the e-mail, and of those who did open it, only 28% clicked on the link. This may be due to the email going into a spam or other folder.

We received a total of 296 responses, and 92.2% of those were written. The overall response rate was 22.2%, which is up 12.24% on last year's 9.96% response.

Percentages are calculated on the number who have answered the question and does not include those who marked the question as 'not applicable'.

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

The text in the questionnaire to request participation was as follows:

This year we have invested in new software to enable improved working methods of input and analysis of the results. The new 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.

In previous years we asked people to leave comments after each question, however this year 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.

## Responses to Questions

### Section 1:

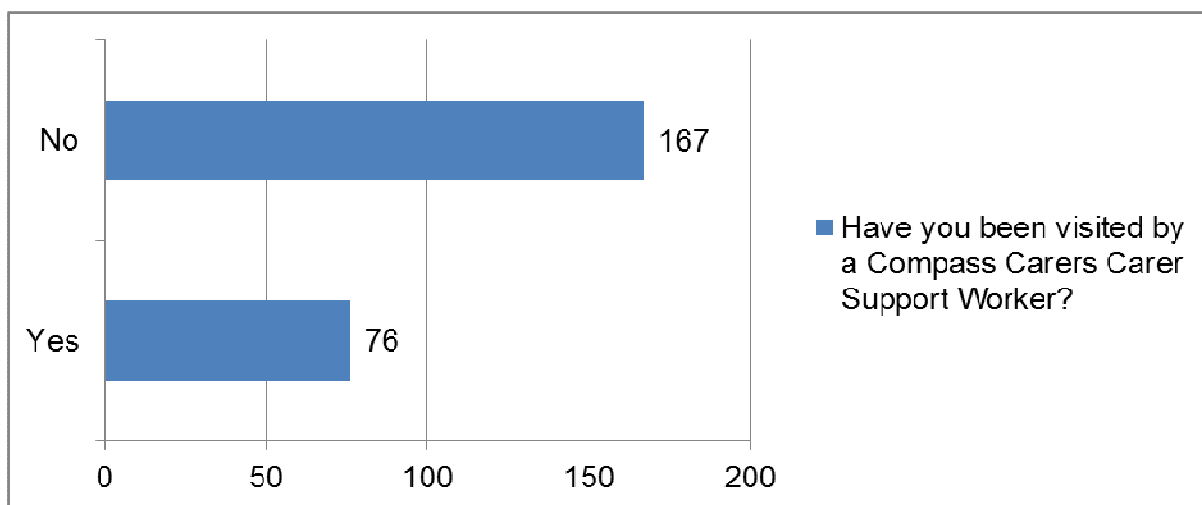
#### Have you been visited by a Compass Carers Carer Support worker?

Answered question: 243

Skipped question: 53

Yes: 167 (68.7%) **45 (41.3%)**

No: 76 (31.3) **64 (58.7%)**



The percentage of people who have received a visit from a Carers Support Worker has increased by over 27% from last year this is representative of the increase in the number of carers engaging with Compass Carers generally.

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

Answered question: 119

Skipped question: 177

Yes: 26 (57.77%) **37 (90.2%)**

No: 19 (42.2%) **2 (4.9%)**

N/A: 74 (62%) **2 (4.9%)**

The responses given suggest that carers' needs were not fully understood by the Carers Support Workers. This highlights the breadth and variation of needs across the carers that received a visit.

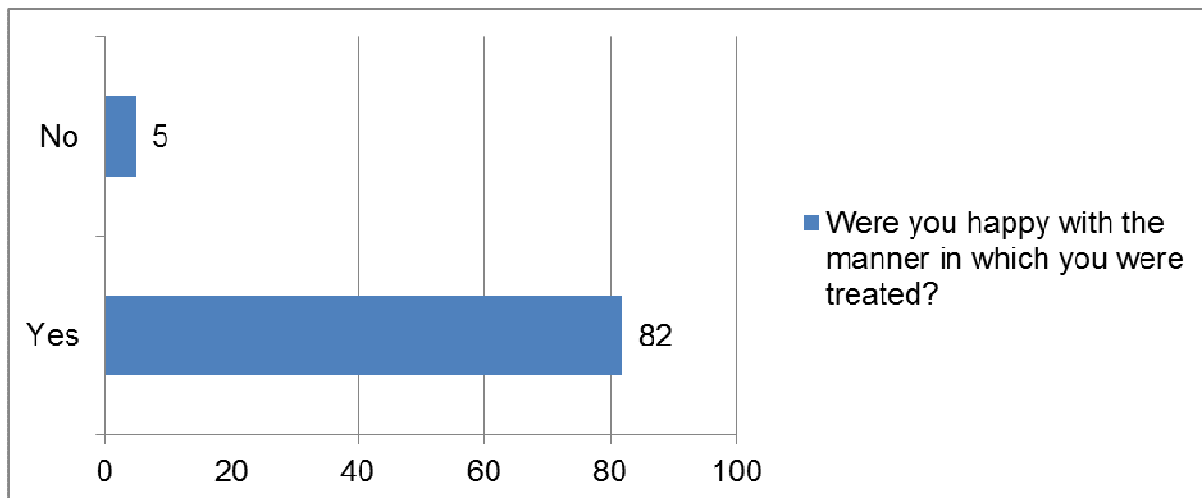
### Were you happy in the manner in which you were treated?

Answered question: 87

Skipped question: 209

Yes: 82 (94.3%)    **40 (97.6%)**

No: 5 (5.7%)    **1 (2.4%)**



This represents a 3.3% decrease in our respondent's satisfaction of how well our clients felt they were treated by our Carer Support Workers. We are disappointed that 5 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.

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

Answered question: 86

Skipped question: 210

Yes: 73 (84.8%)    **36 (87.8%)**

No: 13 (15.2%)    **5 (12.2%)**

### Did you find the information pack useful?

Answered question: 81

Skipped question: 215

Yes: 68 (84%)    **29 (87.8%)**

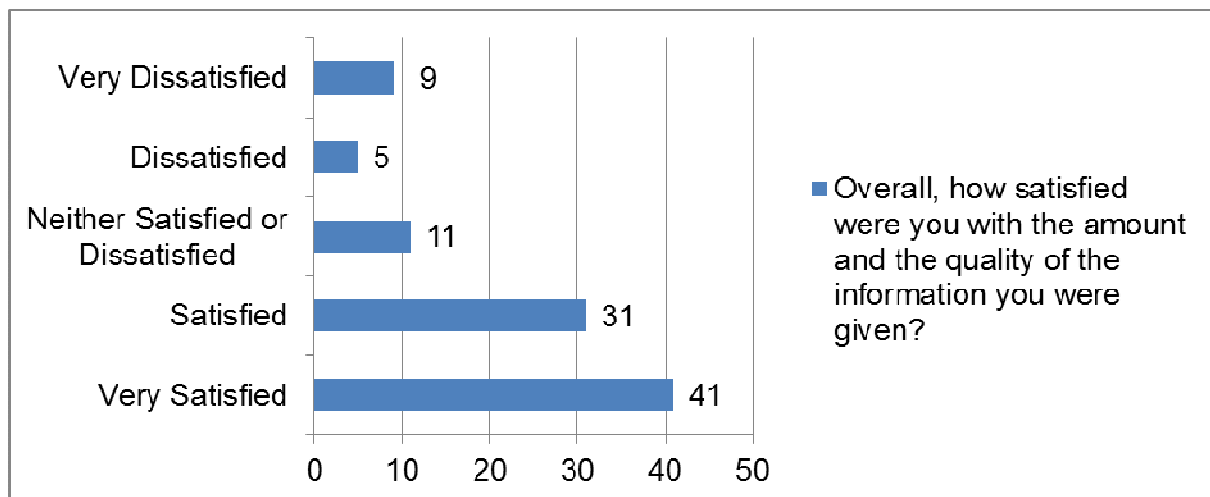
No: 13 (16%)    **3 (12.2%)**

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

Answered question: 97  
 Skipped question: 199

Extremely satisfied	41 (42.3%)	17 (39.5%)
Satisfied	31 (32%)	14 (32.6%)
Neither satisfied nor dissatisfied	11 (11.3%)	10 (23.3%)
Dissatisfied	5 (5.2%)	0
Very Dissatisfied	9 (9.2%)	2 (4.6%)

The number of carers who are satisfied or very satisfied has risen by 2.2% year on year.



## Section 2.

### Have you attended a Carers Support Group facilitated by Compass Carers within the last year?

Answered question: 260  
 Skipped question: 36

Yes 169 (65%)  
 No 91 (35%)

### Section 3.

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

Answered question:	255	
Skipped question:	41	
Yes	168 (65.9%)	32 (30.5%)
No	87 (34.1%)	73 (65.5%)

The percentage of respondents who have telephone the information/advice line has more than doubled, while the total number has increased over 400%.

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

Answered question:	93	
Skipped question:	203	
Yes	74 (79.6%)	31 (96.9%)
No	19 (20.4%)	2 (3.1%)

Only 93 respondents answered this question, although we know that 168 answered that 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. Due to the way this question was phrased, in order to establish if it was the manner in which the call was answered or the time taken to respond, this question should be separated in future.

#### Did you find that the call met with your needs?

Answered question:	87	
Skipped question:	209	
Yes	67 (77%)	26 (83.9%)
No	20 (23%)	5 (16.1%)

This result shows a 6.9% drop in the effectiveness of how the call has met our carers' needs. What is not clear is if the call should have met the need e.g. if the caller was looking for something outside the remit of the information/advice line or if it simply failed to meet a need that it should have.



### Were you sign-posted (pointed in the direction of) other organisation(s)?

Answered question: 60

Skipped question: 236

Yes	42 (70%)	12 (37.5%)
No	18 (30%)	12 (37.5%)
N/A		8 (25%)

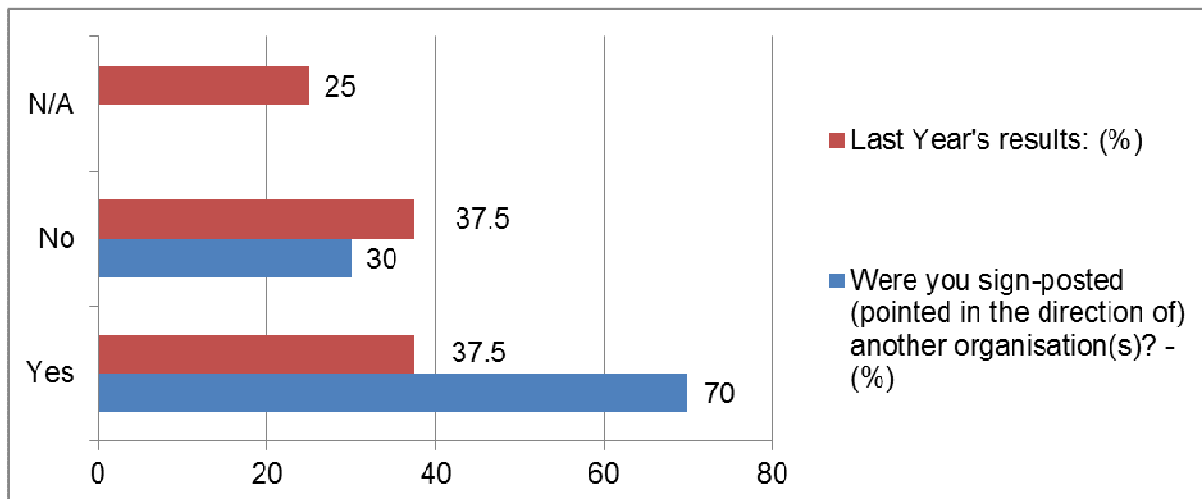
### Was the organisation(s) appropriate to your needs?

Answered question: 60

Skipped question: 236

Yes	30 (50%)	11 (47.8%)
No	19 (31.7%)	0
N/A	11 (18.3%)	12 (52.2%)

This shows that we are improving our sign-posting to make it more appropriate to our carer's needs.



## Section 4.

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

Answered question: 247

Skipped question: 22

Yes 219 (88.7%) **96 (87.3%)**

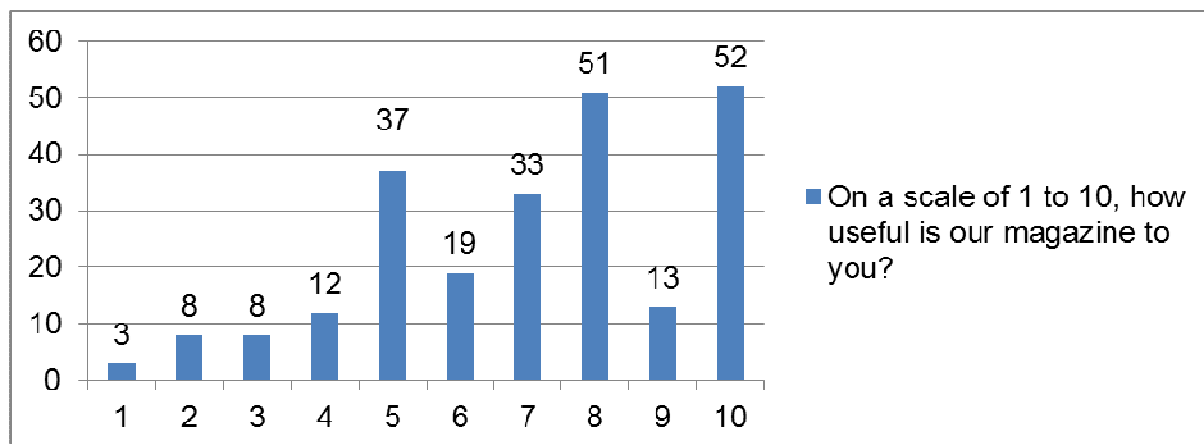
No 28 (11.3%) **14 (12.7%)**

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: 236

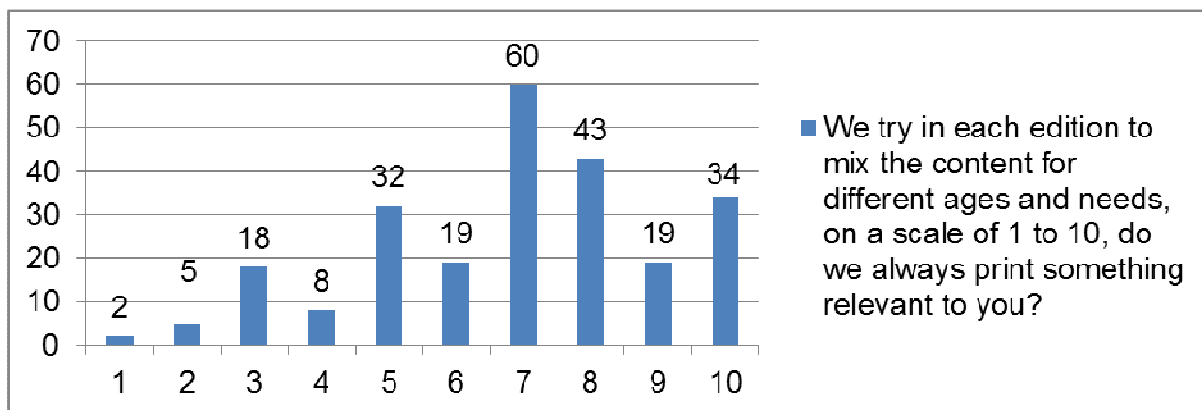
Skipped question: 60



**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: 240  
 Skipped question: 56

Of those that answered if the magazine contained content that was relevant nearly 73% rated 6 – 10 on the scale.



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

Answered question: 219  
 Skipped question: 77

Yes 83 (37.9%)  
 No 136 (62.1%)

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

Answered question: 220  
 Skipped question: 76

Yes 171 (77.7%)  
 No 49 (22.3%)

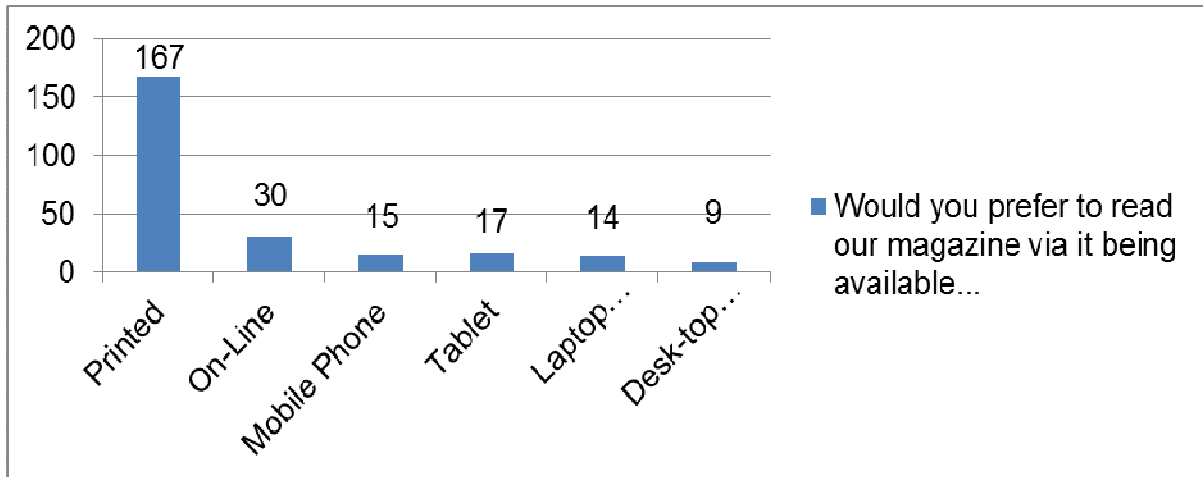
This represents increased value in the production costs of the magazine, increased readership and evidences that respondents felt it a worthwhile product to pass it on.

**Would you prefer to read our magazine via it being available...**

Answered question: 252

Skipped question: 44

This shows that the largest proportion of respondents still prefer printed versions of the magazine.



## Section 5.

**Compass Disability Services is a user-led organisation. Carers were asked to pick 3 strategic priorities that they would like us to focus on in the coming year from a list of 6.**

**Do you want us to continue to promote people's independence, choice and control in their lives?**

Yes 167 (98.8%)

**Do you want us to continue to seek opportunities for our users to be involved in decision and policy making at all levels?**

Yes 110 (94%)

**Do you want us to continue to deliver our services to promote the health and well-being of disabled people and carers?**

Yes 184 (98.4%)

**Do you want us to continue to be a useful resource for finding information regarding the needs of disabled people and carers?**

Yes 175 (98.9%)

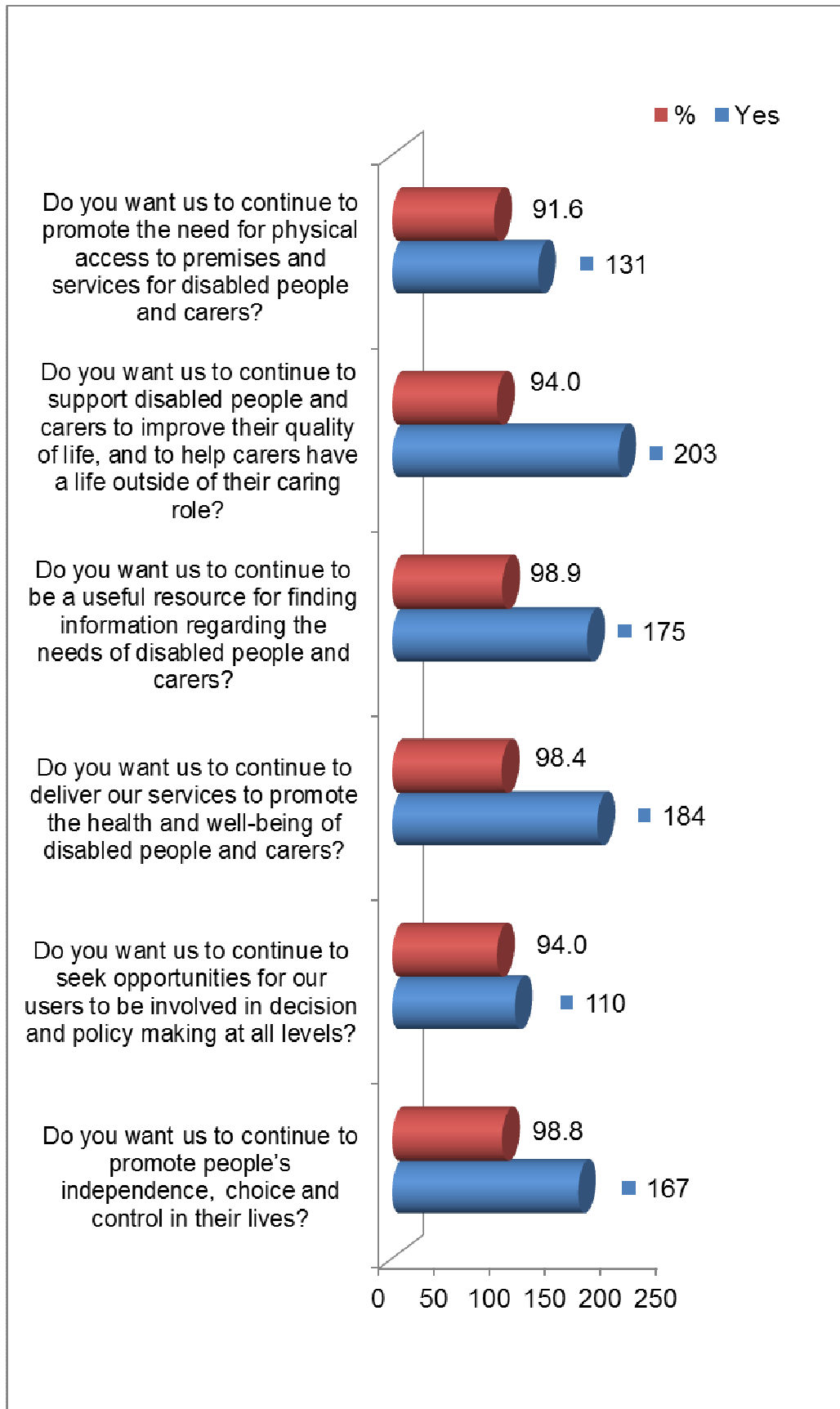
**Do you want us to continue to support disabled people and carers to improve their quality of life, and to help carers have a life outside of their caring role?**

Yes 203 (94%)

**Do you want us to continue to promote the need for physical access to premises and services for disabled people and carers?**

Yes 131 (91.6%)

## Section 5 graphics



## Comments Received

Due to changes in our data collection methods this year, our carers were asked to leave any comments regarding our service in one comments box towards the end of the questionnaire. 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
- Information
- Magazine
- Situational
- Support
- General
- Groups
- Training

We also received 25 requests for details to be removed from our system, these comments have not been included.

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### **Service**

We were pointed in the right direction to access Social Services who were very helpful in assessing and providing for our needs. Compass Carers also did a follow up phone call to see if things were going to plan

We could not have been more pleased with the Carers, they were lovely

R: e question 3. Were you pointed in the direction of another organisation? Yes but cannot remember who it was- possibly social services

I am currently the registered Carer for my grandmother, but have not needed to contact the service so far.

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## Information

I had contacted Compass on the advice of my Gp's surgery indicating my need to find practical help now that my wife is in a Nursing home. It appears you do not provide this kind of assistance- only advice on where to possibly obtain it.

Any Information that is available to Carers/Families I keep in a pile & know within that paperwork if I have a problem I can usually find a phone number or contact to help me find a solution to my problem, what even it may be. Thanks to all of you behind the scenes.

Thank you for all the information you provide, I find it very useful

Frustrated you couldn't be much help in hospital query

It would be helpful if you could include information for professional carers who are not linked to an agency but employed by the person receiving care.

## Magazine

I feel the Magazine tends to be patronizing as did the person the magazine was passed onto

This is the first Networker Magazine I have received and I found it most interesting and full of information. Thank you for producing this excellent magazine

I have not read the magazine as yet, received it last week for the first time. I am sure it will be useful, not only to myself, but for members of my congregation

My Husband has Parkinson's so we received help from Parkinson's UK. But your magazine is useful and keeps me in touch

I am not happy about your magazine being posted in a clear wrapper which advertises that a vulnerable disabled person lives at that address. Paper envelopes would be safer/more secure

I am not happy about your magazine being posted in a clear wrapper, which advertises that a very vulnerable disabled person lives at that address. Paper envelopes would be safer/more secure. Q's 5-10 Assume that everyone already believes you are carrying out these services. Assumptions are dangerous.



Your main support to me as a carer ( part time ) is a user friendly, comprehensive & informative magazine

It's a useful magazine; I was surprised to see articles on sex workers and tantric practitioners without Judgement

The Glastonbury Tantric Temple has its origins in the Glastonbury sex temple \_\_\_\_\_ Rooted in originated by an individual who has links to call girls in Manchester and London on the lookout to train " Tantrikas " Tuppy Owens worked alongside Deva Padma. Linked to Banquets in Manchester, London and Japan Exploitation?. The more explicit services are not advertised very big in the south west due to festival culture and desire for material gown. Vulnerable Adults recruited as Tantrikas.

All I have is the magazine, but I have not heard from the staff from Compass Disability Services.

I rang the Cruise No: that you have in your magazine and was told by the lady that answered that she didn't have anything to do with that service anymore and hadn't for years. So I really think that number should be removed, as I was needing help for my son and didn't get anywhere, which wasn't helpful at all. My husband has died so will no longer need this magazine. Thank you

As a Carer 24/7 I read your Magazine with interest. My partner suffered a Severe Stroke Dec 2011. As you can imagine getting out for me is limited to when allows. I do have telephone numbers to ring and our gp is wonderful. Many Thanks for your Magazine

I find Magazines helpful, informative, however more info needed for Learning Difficulties as most of Compass magazine seems for Physical Disabilities. As a carer for Cancer Sufferer (my husband), and a parent of 50 year old son with Learning Disability. Hell a good magazine.

I find the magazine very interesting especially regarding PIP, also the adverts are useful too.

Have not received an up to date magazine yet.

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## Situational

I was full time Carer to my husband who died 2<sup>nd</sup> September 2014. I had 4 hours free per week when a paid Carer came to sit with him. I mostly used those 4 hours to do household shopping, going to the bank and Dentist appointments. I gave up my own Carer to look after my children then to look after my Husband all without pay or pension.

I cannot remember completing a support plan when n Holly visited us; my husband had not been out of hospital for very long after 15 weeks, so life was rather chaotic.

I hadn't long started with Compass Disability when sadly my husband ended his life 12/8/13. I no longer need to receive any literature etc. I now help lead the S.O.B.S Group that meet at MIND first Thursday in the month

My neighbour I think needs help as in ill health- lost her husband 4 weeks ago. No one from Weston Hospital Somerset has been in touch with her. She is 86 please go careful she is still very upset. Thank you

As a carer I gave up my home and brought a home for me and my mother as she couldn't get upstairs to go to the toilet in her own home. I look after 24hrs a day; I gave up my job to look after her. I only get 10p a week carers allowance for transport etc

Please note Mrs \*\*\*\* is disabled herself and dependent upon wheelchair although there is some improvement in her mobility. \*\*\* was carer for her mum and then her dad. Both parents are now deceased but I have continued now as carer for \*\* having also assisted her in the care of her parents previously. Please note I am a Trustee of Access for all which promotes question 10 and also chair of the Preston grove medical centre Patient Participation

Born 1929-

1958- Motor bike & side car, skin broken

1965 – Stroke

1989- 3 months hospital and a lot of return visits- Face, 2 arms, hip & shin (My Wife was my Angel )

2006 Aorta Repairs, still playing my bowls

2014- Stroke & Procedure ok

I am now waiting for God



I haven't been able to leave the house now for getting towards 3 years for longer than 2 hours. I am caring for my husband who is paralysed following a severe stroke. I cannot attend any Carer's events. If I had that much time off, I would prefer to treat myself to a pedicure or a hairdo - to relax.

I am trying to find good reputable childcare for our son who has complex needs. It is hard to find and not at all linked up. It would be great if you could help with/ champion this issue.

\*\*\*\*s problems are Diabetic ( on insulin ) on a catheter since xmas, Dementia , Asthmatic, almost Blind. We are going into Weston Hospital 20<sup>th</sup> with the hope that he can be without Catheter.

Sadly I am unable to complete your form because after the first prompt allocation of the Carers allowance, which has been a blessing to pay help in the garden, for window cleaning and help for a few hours to get out. It has been bewildering the lack of co-ordination, some due by my husband's erratic illness. My husband is 92 and me 88 have worked hard all our lives, mistakenly saved for later life, suffered in various ways by 3 wars, will consequently pay dearly when and if it is possible to get my husband into a settled home. He is well looked after in hospital, the Nurses are Angels

True information regarding interception between doctors, nurses and district nurses and recovery hospitals like Bridgwater/Dorset (for Yeovil)

My Sister and I were very grateful for the knowledge that there was on a support network of individuals who knew what we were going through and who needed sympathetically and more important practically in helping us in our caring role. Sadly our dear mother, for whom we were carers passed away in April. However if anyone could benefit from our experience of caring for a loved one with Dementia we would be happy to help.

I only contacted Compass Carers and spoke to Debbie; I was the only one who was caring for my mother. I was pointed in the right direction for her needs. Sadly she spent 2 periods in hospital and I believe these were the reasons her health started to fail. I was about to get additional help for her at home but she asked me to get her into a home. I am glad I found her a place in a home nearby. She was well cared for I could not have coped on my own. I did receive your magazine and I would like to have received more, but I now have my life back and I can now go away on a holiday or visiting family and friends without the worry. Mum passed away on 24<sup>th</sup> June in her sleep at the care home.



My son and I both look out for one another, I am 89 he is 68. We don't get paid we are a family. I have Macular Degeneration; He is a Survivor of Cancer through which I nursed as I did his father before. I haven't filled in the forms as it does not seem to apply to either of us.

I am in contact with Somerset Adult Social Care Services, I care for my mother (100 years in Nov) also husband (83 yrs.) with early Parkinson's. Need help with sitting service or someone able to take my mother out in the car occasionally to give me free time with husband- The above people have after waiting over 20 weeks been to our home and we are waiting to hear from them after this assessment .

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## Support

I cannot remember the last time anyone visited me, I thought I was going to have regular phone calls but no one has rung me or called. So most questions are irrelevant. My answers are to do with the first time anyone called.

My wife and I have both recently suffered strokes, we can do with all the help we can get. Thank you very much for your time and help in this matter Maria Knight has been very reassuring

Signposted to Independent Age and now have weekly visits from a well matched visitor

I was signposted to Age UK who successfully helped me fill in claim forms on behalf of my husband whom I care for. I also had invaluable help from a Carer Support Worker who assisted me with writing a letter to the DWP. I had struggled for weeks previously and found it a great relief when it was finally completed and posted.

I found all your staff very kind and helpful, during out meetings and on the phone.

Although my husband and I did have a discussion with your organisation about having a carer, he got too ill and had to go into hospital before anything was arranged. However we were impressed by the lady who came to talk to us and explained everything very well.

We saw Carers support worker on referral 2 years ago. But no one since last questionnaire. We do not need to see anyone



I find the support of being able to contact you for advice, details of resource and service providers, contact names and numbers invaluable. Prior to the support of Compass Carers I was spending hours going round in circles getting nowhere. Once you were helping problems were getting rapidly sorted. Many thanks. The "Disabled Exhibition day" held at Bridgwater Cattle market is very useful as everything is at one venue but carers need plenty of advanced notice to plan ahead when time is so limited. The first time I was listening to Somerset Sound and heard it was happening at Bridgwater Market that day so we dashed to the Car Auction Market to be told it wasn't there! They suggested we tried the cattle market.

Felt that the gentleman who visited me didn't really understand my needs as a carer. My husband is early stages of dementia and can come across as perfect sound, therefore coming across as not needing any help.

Compass Carers have helped me in lots of ways, and I feel very lucky to have had them to turn to

It was good that someone called and cared about my health.... But we were unable to resource my problem

I have found your Carer Support for Carers very helpful. I found myself needing someone to talk to. I did not know there was help out there for people like myself. When I asked to be a Registered Carer, I found out a lot of things I did not know. My Support Carers name is Debbie, Debbie has shown me compassion and she was very caring. Debbie certainly went the extra mile, nothing was too much trouble, and she is a credit to Compass Carers.

I have written this on my mother's behalf. She cares for my 91 year very disabled father although she's almost 90 herself. Without Compass Carers help we would not have known about Direct Payments and a lot of other information. We are hugely grateful for all the help we've been given in these difficult times.

I am a Carer for my husband who has Ataxia and Diabetes (aged 62 ) Would it be useful to have a visit from a CSW . He has bad mobility and uses a 3 wheeled walker and a mobility scooter

It's nice to know that there is someone there for me to turn to, in my hour of need. Wonderful to have the helpful information and support.



Owing to the fact that M Fitzgerald and his Colleague has not been in touch with me for over 2 years, I've been working on my own. I have found that the company have humiliated me, in the past it's been easier for me to work on my own with the help of the community and the gp's. Compass Carers/ Disability do not understand the rural community or how difficult is it to get around in this community. You are advised never to get in touch with me again.

As you can judge by the answers my contact with your organization at present is minimal, but I do stress has been valuable at times when life is difficult. To know someone will phone who will understand the anxiety and stress you are feeling at time is of great comfort.

Just like to say a big thank you to my Support Worker

Was very happy with this service but was cut short when The Carer Support Worker left. No contact made to me by Compass except magazine and detail of courses, no personal contact!!!

I'm still looking for support. Even after a carers assessment from Adult Services nothing has happened and I'm still struggling. I now know where there is a support group however the people there are older generation so I don't feel I would be able to relate to their situations. Im a young 32 year old women with a young family, trying to care for them and my new disabled husband

Having had to spend many hours at home, caring for my husband. It is consoling to get a phone call, maybe once a week, just to be reassured there is help there when you get desperate. It may be trying for the support at the other end, especially when I rabbit on but the supporters are always caring and attentive and I have benefitted from my support phone call when I have reached rock bottom on more than one occasion. So Many Thanks and keep up the good work.

It is really good to talk to someone who knows about Disabilities weekly or more if needed

Compass carers are very helpful & enlightening for me. I attend a monthly meeting in Wells at the fire station office and it's good for the speakers & meeting other Carers. A very friendly group

Thank you for your care and support, I now feel I have someone to contact and turn to when needed

I was very pleased with your help and your Carer Support Workers were very kind and helpful. Thank you





We have struggled 3 ½ years no Macmillan, no social worker, lift not replaced, my husband 82, myself 79. Missed on help financially, Alan now has Vascular Dementia owing to radiation and Chemotherapy over looked in Musgrove another Bowel problem Beacon Centre. Gp applied for shower, took 3 years, I picked up Compass card in gp surgery and had visits from Mike F to help me regards my depression. Now after applying again a have Holly H and am so thankful I have someone, she is an inspiration. Taking a lot of worry and writing contacts for me. She also took me for my first coffee morning. It helps that someone cares. Age is very tiring

I think you are doing a good job but as an 82 year old full time Carer of a wheelchair bound husband. I cannot get out and and I need more than a friendly voice on the telephone.

## General

Thank you for being there when needed. I believe it is possible to have a radar key for disabled toilets, would you be able to obtain one for us please. Many Thanks

Have not seen or heard from you for a year

Great Organisation

The workshops we attended were very interesting, informative and beneficial and well presented. The home visit from Maria was very helpful and reassuring; she answered our many questions and advised us how to contact the departments we needed for help. Thank you Compass Carers for your help.

Getting services to share info as blood tests and blood pressures taken on a hospital visit. Then getting to make an appointment 2 Wks later at the health centre Making me (the carer) having to load up a wheelchair cope with my husband at the health centre My time etc for something that has already been done

Some of the questions do not apply

Unfortunately I felt very let down by your organisation. I've struggled for many years and still haven't received help. Feel alone and let down. No wonder people give up.



My difficulty in completing this questionnaire is that I find I lack time in trying to do other than the essentials. Now, as an unpaid carer, I cannot get out and about because of lack of finance so there's little point in having any free time. Something needs to be done about Carer's allowance. (not certain that's within your remit). It is good to know that Compass is there and I know who to ring when it all gets too much for me!

Great Organisation!!

All support was given to my husband when he was at home. But now he is in a residential home. I'm thank goodness looking after myself well

On Q4. Which way do the numbers work- is it 10 the best or worst option I have only one month of the magazine, which makes the second question irrelevant. Most questionnaires of this type are fairly thought out this one is worse than usual

I have not had cause to access your services during 2015 but previously have been in contact with a Carer Support Worker. I have a care worker, contributed to your magazine and attended numerous courses for carers- all of which were very helpful, well presented with good content.

Magazine Excellent, but I do feel however you do miss Deafness out a great deal, you don't mention deaf people as Carers and how difficult it can be. Also our silent world that we live in can become very lonely and friendless. Another point I would raise, I went to some carers meetings and stopped because no one bothered to contact me to see if I was ok or why I had stopped going. I felt very alone at these meetings and no one seemed to care.

We have only moved here 5 months ago from London and I find yourself and organisation a real help. Me and my husband ARE VERY GRATEFUL what you have done to our life's.

Still worthy to promote use of volunteer ability group with a demonstration

More articles on where to visit which is wheel /power chair friendly. Keep up the good work.

I do not have a carer myself at present, as I no longer act as a carer to my husband, I always read compass but if it helps cost, need not send any out. Thank you

Thanks for keeping in touch with me, Age myself is 93, my wife age is 91 and she is deaf





Grateful to all those who find time to promote the welfare of others, Especially the Vulnerable and Disabled. Thanks

In question 4 it was difficult to know how to score as you gave no instructions i:e 1-10 , with 10 being very helpful, 1 not at all  
 Otherwise interesting questionnaire, you did not ask about your training resources which I have found very good. Well done, also about doing articles about sexuality

Sadly my mother died on 28.5.15. When I needed information about respite care, Compass really helped even though I never needed to take advantage of the service. Despite being a retired trained nurse with 38yrs service in the NHS to draw on, it's different to care for a family member 24/7. You are a Valuable Organisation. PLEASE KEEP GOING

My daughter has very complex needs, with Severe M.E. I have recently joined Compass and find it Excellent Support. I would like a visit from a Support worker to discuss my daughter's needs. I would like an article to be written/ more investigating and Training into M.E. This is a hidden illness; so many people suffer from it at home and hidden away. It is still very much misunderstood by Care homes and Professionals therefore not always easy to access help.

Sorry I haven't replied to your Questionnaire which really isn't appropriate for my needs at the present time. The only reason I contacted you in the first instance was to try and find out more about the shop mobility I believe you manage in one of the Taunton car parks. That must have been over 12 months ago and I still haven't found it, when I telephoned your member of staff wasn't able to tell me where it was. Please note I do not answer calls that flash up as withheld or unavailable, but you always free to leave a message and I am quite happy to return the call.

I THINK IT IS VERY GOOD

I found all the information useful but I'm very independent, I may need help in the future if so I will contact you when needed. At the moment imp a very fit 76 year old, but you never know what's around the corner!

We do not seem to qualify for any support

I find Compass Services very good sometimes to get information when needed even if unable to get to meetings as commuted parents. Then I will try to come back soon as information I get has helped me and others in the past. Helped me get support for my elderly parents and at same time helping me with my problems with disablement.



Not heard from anyone from the Carers assessment for direct payments

The Carers do an excellent job

Glad I found you, very good services, I have No COMPLAINTS. Have passed on the magazines to my friends. Courses are very good

I wish I had known about this sooner!!

My well qualified daughter has moved in to share the house ( I'm a widow ) and I hope to manage without funded help. I am in contact with Somerset Coast Independent Living Team if more problems arise. Thank you for keeping in touch

The promoting of access to public property, cafés, pubs etc. Also the provision of chairs for elderly or disabled people WITH ARMS. Village or most halls have only bucket chairs nothing with arms at all.

Your team do an excellent job. Thank you

Compass Carers has the potential to be an amazing help to Carers, their publicity is excellent. It will be so good if they are able to set up a Carers group in Ilminster. Could they do more if they could gather a group of Volunteer's?

I was assured of help but in the end wasn't able to get any because my son did not want anything to do with Social Services, although I was told i could have help in my own right. This still didn't seem to make any difference

I have only recently become a Carer and so some of the questions are not yet relevant to me

I believe a very nice Gentleman call us about 2 years ago. I was caring for my wife at the time, she died in January 2014. Since then my general health has gone downhill. I suffer from Spinal Stenosis also Partial Impaction and General Immobility. I am 98 years old, living alone and while not suicidal, am looking forward to death

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## Groups

Unfortunately I only discovered Compass after my husband died. But I find the meetings quite helpful in meeting with other people who can be helped by my experience of looking after someone with Alzheimer's and the support we give to each other

I seem to miss the meetings as not sure when they are now if it is at Woolavington

I have been a member of the chard carers group since it was established and which is now supported by your good selves

I have been attending a carers group for over a year now and have found the speakers very interesting and the sharing of experiences from other carers a great help. The group I attend in Yeovil is very friendly and most welcoming.

I do attend the monthly meetings, very helpful (hearing about other people's problems) and how Maria deals with it so well.

I go to Carers meetings at Wells Fire Station. Debbie has been very helpful to me

Holly our support worker is keen and very reliable and helpful to our entire group

I have been looking after my husband (86) for several years and no longer have a life outside the home, with the exception of being a member of our patients group at the surgery in Peperall Road. I have done voluntary fund raising when Ray has been able to be left alone, but that no longer is possible due to his health deterioration

Very Friendly supportive group, who share your views and worries to help you cope. Would miss it terribly if there were none.

Many carers- unable to attend meeting during the day- office hours, Carers need hand on support as well as signposting.

I am not a Carer anymore, but I still attend monthly meetings

All my contact with Compass Carers has been through my local carers group. Ref: questions 5-10 are all very relevant to carers.

I am not a Carer anymore, my husband passed away, but I still go to the Carers meetings which is good for me



Interested recently disabled, access, none existent in a nearby pub, restaurant at base of Quantocks. Changes then had to be made in plans for including wheelchair user in a Carers day out surely by now mandatory for sensible access for all. Finding our local Carers Support Group Valuable in a variety of ways. Thank you

I understand from visiting Axbridge Surgery there is a Compass Carers Group in Cheddar on Tuesdays. I didn't know about this, and only saw the notice by chance. It would have been good if the carers appointed person at the surgery had contacted me- or you had contacted me to let me know!

In the 9 years that I have been a member of Street Carers Group, we have never had anyone that can give a talk on the plight of young people affected by long term illness and the problems; this causes problems with regard to their education. This is a huge problem for schools and the community as a whole. Kids end up disadvantaged in the system as it is at the moment. Also when Carers cannot attend, would be nice if the facilitator gave a ring to check we are ok

I am worried that with changes in our Support Worker that run monthly meetings will be adversely affected

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### **Training**

Really enjoy the training it has helped me so much as I get to meet other people. Would be good to have more of these courses.

Carers are travelling further afield for training. Courses should be focussed in areas where they are most needed. Why not ask Carers first what training they want, and then find the venues and instructors. At present you are putting the horse before the cart.

Thank you for being there for carers as a resource and also for providing training courses

Respite Care is our biggest problem! Online Comments....  
Have attended a free course which I found really useful, so thanks for that too.

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## Final Thoughts

The Annual User Evaluation responses have provided some useful feedback and comments to help improve and give direction to future service developments, for example in future it may be worthwhile to have annual contact with all carers listed to ensure that Carers service is still relevant to them on the evaluation form. This will obviously need a great deal of tact, to be carefully planned and implemented.

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 about the quality of the information we are supplying (Q1), was 74.3% satisfied or very satisfied, the way in which we've answered our advice / help-line (Q3) has returned 79.6% positive results, although a slight reduction year on year, the numbers and variety of calls has also increased significantly. We also find that some callers when not given the answer that they want to hear, feel that we have not been able to meet their needs e.g. in supplying respite provision.

The magazine section has also proved positive with over 86% of responses scoring it 5 - 10 in its usefulness to them. Comments received in relation to the magazine also show the articles or sections that are found most interesting.

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

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.



Nikki Watson  
Contracts Manager  
Compass Disability Services  
Unit 11 – 12 Belvedere Trading Estate, Taunton, TA1 1BH  
01823 282823 [info@compassdisability.org.uk](mailto:info@compassdisability.org.uk)

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