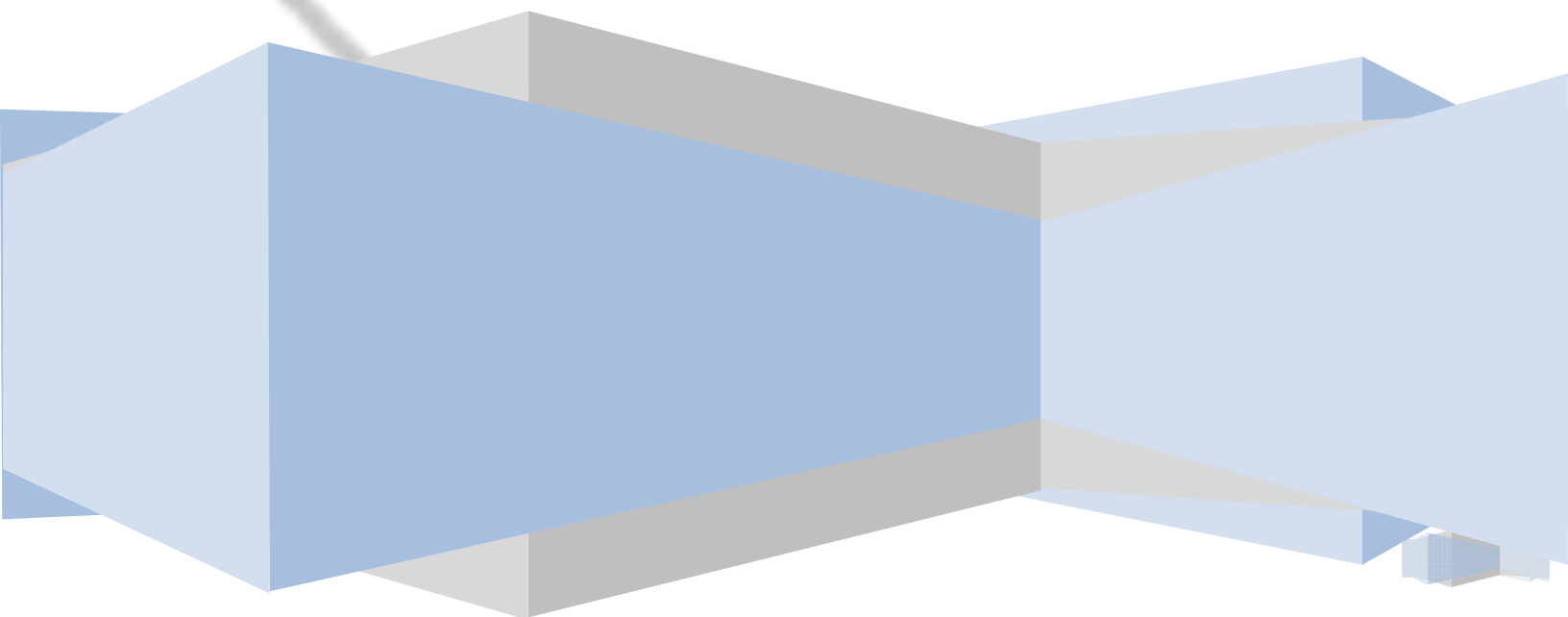




# **Nansen Highland**

## **European Framework for Quality Management**

**EFQM questionnaires, the results...**



## Introduction

I believe Nansen Highland should take into account the points of view of every stakeholder in our organisation. The stakeholders being all the people involved, including trainees, staff, parents and carers, and the professionals who deal with us.

To try to achieve this in an organised way, I embarked on the principles of the EFQM model of Excellence, which reaches further out than the IIP model. The principles are reflected in the *Nansen Highland philosophy statement*, which is obtainable upon request or is downloadable from Nansen Highland's website: [www.nansenhigland.co.uk](http://www.nansenhigland.co.uk)

The results of these questionnaires are combined in this report. This report is being disseminated to all the stakeholders involved and is posted on our website.

Five questionnaires have been sent out.

- 👤 Trainee questionnaire for Redcastle, the day training centre
- 👤 Resident questionnaire for Fram, the residential centre
- 👤 Parent/carer questionnaire
- 👤 Questionnaire of professionals who deal with Nansen
- 👤 Staff questionnaire

## Summary

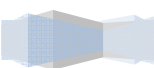
An average of 68% has been returned of the questionnaires issued. This is nearly 3.5 times more than the average 20%.

It seems that in general terms, people are quite happy with the way Nansen Highland is run. I only can thank my staff and the respective coordinators to help me in this task.

Below is a summary of the individual questionnaires.

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## Trainee questionnaire, Redcastle

13 questionnaires were returned out of 19 (68%)

The questionnaires were not compulsory.

The information reflected in the report has been adapted to protect the identity of the trainees. The survey has been conducted with the help of the keyworkers, if the trainees chose to do so.

It appears to be that the trainees at Redcastle are in general happy with the service they experience.

The staff seems to be approachable and one trainee commented that *'it's a good idea to have these surveys'*.

Action: develop a policy on abuse and bullying in cooperation with the trainees.

## Resident questionnaire Fram

3 questionnaires were returned out of 4 (75%)

The questionnaires were not compulsory.

The information reflected in the report has been adapted to protect the identity of the residents. The survey has been conducted with the help of the keyworkers, if the residents chose to do so.

Again, it appears to be that the residents are happy with the service they receive.

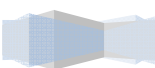
Action: the layout of the current care plan will be streamlined with the day service's care plan.

## Parents/carers questionnaire

13 questionnaires were returned out of 19. (68%)

It appears to be that the parents/carers are satisfied with the service delivery Nansen provides at the training centre at Redcastle.

There is some recognition that contact with social work/care management is sometimes problematic. One response was: *"What social worker?"*



Most parents/carers felt that Nansen offers a good array of activities, although one feedback indicated that there isn't a good selection.

Many parents are interested in a social event, information evenings and a newsletter.

Action: instigation of social event, information evenings and a newsletter.

### Questionnaire from the professionals

5 questionnaires were returned (50%)

It appears to be that the professionals Nansen works with are satisfied with the service delivery. There seems to be a common demand for service expansion in both the residential side and the day training facility.

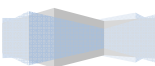
Action: Nansen Highland offers information sessions and the various contacted teams are keen for us to revisit them. This shall be done in due course. A Nansen Highland newsletter will be developed in due course.

### Staff questionnaire (80%)

It appears to be that the staff at Nansen are happy with the environment they are working with and are fully engaged into the running of the organisation and its quality control.

## Trainee questionnaire, Redcastle

Do you have a copy of your care plan and training plan	Yes 6 No 7
Did you know that you could have a copy when you ask for one?	Yes 10 No 3
Do you think that your views are included in the care plan?	Yes 13
Is there anything you would like to change of the support (Yes, prompt start of the session)	Yes 1 No 11
What do you think of the overall support you receive?	Really good 7 OK 6
How safe do you feel at Nansen?	Very safe 9 Safe 2 OK 2
Do you understand the term "Health and safety"	Yes 12 No 1
Have you received information about Health and safety?	Yes 13
Have you been given information about 'abuse'?	Yes 5 No 7
If you knew someone was being abused what would you do?	Tell someone (13x)



Are you protected from abuse? Really well 7 OK 4 Don't know 1

Was the information you were given about Nansen easy to understand? Yes 12

Overall how would you rate how well Nansen Highland deals with complaints? Very well 5 OK 5

Are you ever asked for your views about the way things are run? Yes 5 No 5

Overall, how involved are you in making decisions about Nansen? Really involved 6 A bit involved 6

Do you think that your key worker listens to what you have to say? Yes 12 No 1

What do you think about the standard of accommodation? Really good 7 OK 6

Are you aware of the fire evacuation procedure? Yes 13

What do you feel we do best?

- 👤 Teach us our subjects, gardening, painting, treat me well.
- 👤 Look after me and all the others. (2x)
- 👤 Organise places to visit. (2x)
- 👤 Inform all trainees of changes when new trainees start.
- 👤 Work experience and cooking
- 👤 I enjoy cooking and between 3 & 4 activity
- 👤 Practical tasks, games and social time
- 👤 Different Activities, fun place to be.
- 👤 The friendly banter.
- 👤 Camping.

What could be improved?

- 👤 The activities after 3.00 pm: for instance the training planner suggests garden up keep but no one bothers to do it, or maybe upkeep of station.
- 👤 Happy the way things are (3x)
- 👤 Bigger variety of social activities in one day, Organise the workshop a bit more, to organise more space around the oak house area - inside and outside.

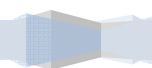
Do you feel that your keyworker is easy to talk too? Yes 13

Do you feel that "the boss" is easy to talk when needed? Yes 13

Do you feel that Sarah is easy to talk when needed? Yes 13

Do you feel that Fi is easy to talk to when needed, about training plans? Yes 13

What could be added?



- 🗣️ More places to find peace and solitude. (I do like the friendly atmosphere, but too much of it can be bad for you)
- 🗣️ Good idea to have surveys like that
- 🗣️ I am happy with the way things are going. I find X (staff member) easy to talk things through as well

## Resident questionnaire, Fram House

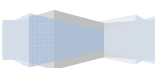
Do you have a copy of your care plan and training plan	No 3
Did you know that you could have a copy when you ask for one?	No 3
Do you think that your views are included in the care plan?	Yes 1 No 1
Is there anything you would like to change of the support	Yes 1 No 2
What do you think of the overall support you receive?	Really good 2 OK 1
How safe do you feel at Fram?	Very safe 3
Do you understand the term "Health and safety"	Yes 2 No 1
Have you received information about Health and safety?	Yes 3
Have you been given information about 'abuse'?	Yes 1 No 2
If you knew someone was being abused what would you do?	Tell someone (3x)
Are you protected from abuse?	Really well 2 OK 1
Was the information you were given about Nansen easy to understand?	Yes 2 No 1
Overall how would you rate how well Nansen Highland deals with complaints?	Very well 2
Are you ever asked for your views about the way things are run?	Yes 2 No 1
Overall, how involved are you in making decisions about Fram?	A bit involved 2
Do you think that your key worker listens to what you have to say?	Yes 2
What do you think about the standard of accommodation?	OK 2
Are you aware of the fire evacuation procedure?	Yes 2
Do you feel that your keyworker is easy to talk too?	Yes 3
Do you feel that Sarah is easy to talk when needed?	Yes 3





What do you feel we do best?

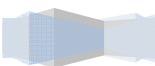
- 🗣️ Taking care of me.
- 🗣️ Looking after our finances and keeping us safe.

## Parent/Carer questionnaire

I have found it easy to get clear information about Nansen Highland Strongly agree 7 Agree 5



I get a good response when I contact Nansen during the day	Strongly agree 8 Agree 4
I get a good response when I contact Nansen during the evening	Strongly agree 2 Agree 2 Don't know 6
The management of Nansen is very approachable	Strongly agree 10 Agree 3
I've seen the care plan of the person I support	Yes 11 No 2
I've been involved the construction of the care plan	Yes 11 No 2
The care plan is clear and describes the service the trainee will receive.	Strongly agree 4 Agree 7 Don't know 1
Nansen responds quickly when there is a important personal/situational change of the person I support	
Strongly agree 9 Agree 3 Don't know 1	
I know who the keyworker at Nansen is	Yes 13
The keyworker is approachable	Strongly agree 10 Agree 3
The keyworker is knowledgeable	Strongly agree 9 Agree 3
The organised reviews are useful and take matters forward	Strongly agree 8 Agree 4 Don't know 1
There is correct support of their social worker.	
Strongly agree 2 Agree 5 Don't know 2 Disagree 1 Strongly disagree 2	What social worker??
There is a good range of activities available at Nansen	
Strongly agree 8 Agree 4 Don't know 1 Disagree 1	
What extra activities, SQA units etc, would you like to see developed?	Don't know 3 Holidays 1
The service at Redcastle is reliable	Strongly agree 9 Agree 4
The service is good quality	Strongly agree 8 Agree 5
The person I support is always treated with respect and dignity	Strongly agree 8 Agree 4 Don't know 1
Nansen helps the trainee to gain a more independent life	Strongly agree 8 Agree 4 Don't know 1
What of the service offered has been most helpful to you?	
 Promotion of independent travel using public transport (3x)	
 Daily living skills, social skills, the support they give me to support my daughter	
 It has given my daughter a sense of purpose.	
 That you always view my son as an individual and adapt his care plan to suit his abilities, have patience and show respect in regard to his moods. That when he is attending Nansen I know that his needs are taken care of and he is in safe hands, also the fact that I am given advice and support when ever I am in need.	



- 👤 The help with social skills and developing his skills to prepare for independent living. The trusting relationships he has built up with the staff. The professional advice we have received on all occasions where we have contacted Nansen with any issues has been hugely important.
- 👤 From my point of view the most helpful thing is the way trainees are encouraged to do as much as they can to further their own independence in everyday living, healthy living, safety in the home, cooking etc. are all things that have been very helpful. The training centre have covered health and safety aspects with him that I probably would not have thought to go over with him in detail but realise that it is quite important as he would not have picked things up during day to day life as others would.

What of the service has been most helpful to the person you support?

- 👤 Cooking
- 👤 Menus, dealing with money, cooking, confidence building, friendships, personal support and trust
- 👤 Emotional support, safe environment, being able to attend an excellent centre for students with similar abilities and similar disabilities. Excellent friendly staff who Y can trust. Preparation for independent living, music skills, social skills, team work.
- 👤 I think that the social contact and interaction with people of various ages and abilities has been really good and being encouraged and supported by the fantastic staff while doing and learning new skills has really boosted his confidence.
- 👤 Confidence, independence.
- 👤 Work experience, building self - confidence.
- 👤 Daily living skills, social skills, working towards employment

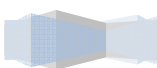
What improvements would you like to see Nansen makes within the day training centre?

- 👤 I think it would be better to be liaised with a little more and have a clear understanding / explanation of long term goals / outcomes for the person we support.
- 👤 I'm not sure I can suggest any improvements to the existing excellent service provided at Nansen
- 👤 More flexibility to include personal projects i.e. Art work

Nansen sometimes offers information events. Are you interested? Yes 8 No 1 Don't know 2

What subject matters are you interested in?

Learning disability, how does it work?	5
Autism/Asperger syndrome, how does it work?	3
Learning disability and sexuality	3
De-escalation techniques in crisis moments	5
Other: money matters	1



Other: benefits	1
Would you be interested in a 'social event'?	Yes 9 No 1
What time suits you best?	Evening 5 Weekend 4 Weekday 1
Interest in Nansen Highland newsletter?	Yes 12

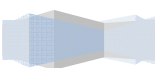
Some of the comments left:

- 👤 *"Y has learned lots of new skills and has made big improvements in existing skills since attending Nansen. We as parents have peace of mind knowing Y is being helped in all areas and we can relax knowing Nansen fully understands his abilities and his disabilities. Also Nansen is helping Y develop his skills at a pace he can cope with. Y has developed as a far more confident young man as a result of his time so far at Nansen."*
- 👤 *"As there is now a group for Z for planning, and dealing with other peoples opinions, maybe there is also a chance to encourage and assist trainees to arrange meetings at weekends, evenings"*
- 👤 *"We would like to thank you for all you do for us as a family."*

## Questionnaire for professionals.

One questionnaire was filled in by a care manager whose client is due to start.

I found it easy to get clear information about Nansen Highland	Strongly agree 3 Agree 2
I get a good response when I contact Nansen	Strongly agree 3 Agree 2
The management of Nansen is very approachable	Strongly agree 3 Agree 2
I have seen the care plan of the person I support	Strongly agree 2 Agree 2
	Don't know, not attended yet 1
I've been involved in the care plan's construction	Strongly agree 2 Agree 2
	Don't know, not attended yet 1
The care plan is clear and describes the service my client will receive.	Strongly agree 2 Agree 2
	Don't know, not attended yet 1
Nansen responds quickly when there are important changes	Strongly agree 2
I know who the keyworker at Nansen is	Yes 3
The keyworker at Nansen is approachable	Strongly agree 3 Agree 1
The keyworker is knowledgeable	Strongly agree 3 Agree 1
The organised reviews are useful and takes matters forward	Strongly agree 2 Agree 2
	Don't know, not attended yet 1
There is a good range of activities available at Nansen	Strongly agree 2 Agree 2
The service at Redcastle is reliable	Strongly agree 2 Agree 2
The service at Fram is reliable	Strongly agree 3 Agree 1



The person I support is always treated with respect and dignity	Strongly agree 2 Agree 2
Nansen has helped to gain a more independent life	Strongly agree 2 Agree 2
Nansen offers information sessions to teams. Are you interested?	Strongly agree 4 Agree 1
Would you be interested in a newsletter	yes 5

What of the service offered at the day training centre has been most helpful to you?

- 🗣️ *“Flexibility and variety mean I have been able to meet with client during working time.”*
- 🗣️ *“The opportunity to try a range of activities, also the very person centred approach. “*
- 🗣️ *“Staff also very supportive towards attenders.”*
- 🗣️ *“I feel that Nansen offered a good varied range of activities which are then tailored to meet individual need and allow individuals to achieve maximum independence”*
- 🗣️ *“Varied, good links with college, continuity, good approachable staff.”*
- 🗣️ *“I have always found the resource and staff to be efficient and approachable. They are conscientious in the service they deliver and generally achieve the desired results. Any clients I have who have attended Nansen have left with greater confidence, independence and self esteem. Keep up the good work!!”*
- 🗣️ *“My client is not currently attending, however, we recently visited Nansen and found it to be an establishment that is conducive to learning and staff was extremely friendly and helpful.”*

What extra services, if any, would you like Nansen Highland to consider developing?

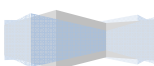
Expanding

- *Outreach support work*
- *Expand capacity of residential unit.*
- *Residential - larger/greater number of places*
- *More spaces, an other building (day training)*

## Staff questionnaire









The staff questionnaire gauged the thoughts and opinions of how Nansen Highland is run and what they think about job satisfaction. Here are the results (0: not at all; 5: very good):

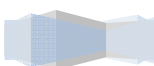
How would you rate your overall satisfaction in relation to your work at Nansen?	4.9
How motivated are you to work at Nansen	5
How proud are you to work at Nansen	5
Do you believe Nansen communicates its goals and strategies to you?	5



How proud are you to work at Nansen	5
Do you believe Nansen communicates its goals and strategies to you?	5
I get what I need to do my job well	Strongly agree 7 Agree 1
The conditions I work in are good	Strongly agree 7 Agree 1
I'm interested in my job	Strongly agree 8
I'm not overly stressed in my job	Strongly agree 5 Agree 3
My opinion is valued by management	Strongly agree 5 Agree 3
Employees are recognised as individuals	Strongly agree 7 Agree 1
Management is flexible about family obligations	Strongly agree 7 Agree 1
Management creates an enjoyable working environment	Strongly agree 7 Agree 1
Doing a good job ensures an employee of cont. employment	Strongly agree 6 Agree 1 Don't know 1
Nansen provides job security	Strongly agree 5 Agree 1 Don't know 2
Are you concerned about the future of Nansen?	No, it's safe 6 Not concerned 2
How is your understanding of the challenges that faces Nansen?	Very high 3 High 4 Don't know 1

These are the comments the staff added:

-  *"Nansen is a very supportive and friendly environment to work in. I feel that I am valued as a staff member by all colleagues and also trainees."*
-  *"I think the atmosphere of the place is incredible and the support provided in all areas is very high. The overall feeling of the job is very positive since I know I can count on everybody and I feel I am a part of the organisation."*
-  *"I very seldom become stressed within my job at Nansen. Lack of resources and finances within the care sector in general frustrates me as the trainees deserve to achieve their maximum potential"*
-  *"Never worked in a place like this before!!"*
-  *"The management team within Nansen are very supportive and easy to talk to regarding any given situation. I feel that they take the time for all staff, to support them in their role."*
-  *I feel that management at Nansen operates an open door policy and are very flexible in their approach."*
-  *"I have no comments about my job security. I feel very safe and secure within the environment."*
-  *"I feel confident in job security at present however am aware that financial restrictions may have implications in the future."*



- 🗣️ *"I strongly believe Nansen plays a vital role in the community and has a strong position in the care sector. I do not think I need to be concerned about the future of the organisation because the management supported by the team can deal with any challenges that appear."*
- 🗣️ *Just that I really enjoy working for you, without this job my life would be very empty. You have given me back my identity and I will always be grateful for that. Thank you x*
- 🗣️ *"It's great to work here!! Many thanks"*
- 🗣️ *"A pat on the back for another successful year, your (Bart's) chocolate watch is getting nearer..."*
- 🗣️ *"I would just like to take this opportunity to thank Nansen Highland for employing me and for giving me the support and encouragement to follow my career path."*
- 🗣️ *"Fantastic job. No criticisms at all!!"*

Can I just thank you all for providing Nansen your views on how the organisation is managed and conduct its services?

I would like to invite you to keep providing me with the feedback you've done so far, so we can improve the services on a continuous basis.

Bart Lafere  
Director

