

# COVID-19 Response Survey May 2020

## CET - Service Users and Families

Do you believe we have considered you or your family members preferences during this time?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% (12)
No	0.00% (0)
<b>TOTAL</b>	<b>12</b>

Do you feel you or your family member have been safe and protected where possible during COVID-19?

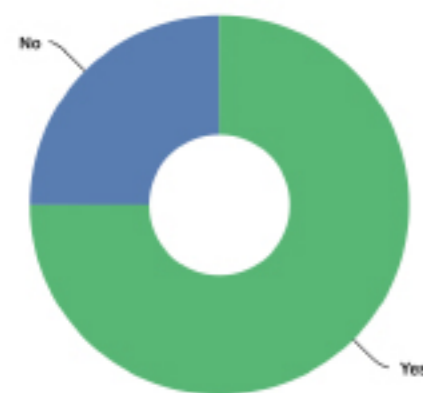
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% (12)
No	0.00% (0)
<b>TOTAL</b>	<b>12</b>

Do you feel you or your family member have been involved in COVID-19 activities which may have helped with your understanding?

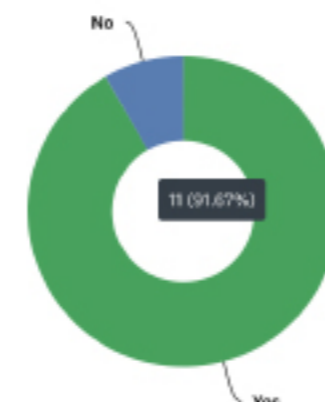
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	75.00% (9)
No	25.00% (3)
<b>TOTAL</b>	<b>12</b>

Do you or your family member feel they have still received the same quality of care and support during COVID-19?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	91.67% (11)
No	8.33% (1)
<b>TOTAL</b>	<b>12</b>

Have you or your family member, been able to keep in contact at this restricted time?

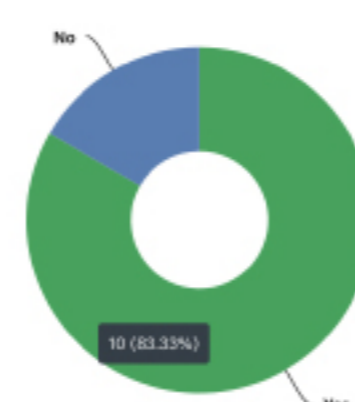
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% (12)
No	0.00% (0)
<b>TOTAL</b>	<b>12</b>

Do you, as a family or as a service user, feel you have been given enough information about access to our services and other methods of communication?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	83.33% (10)
No	16.67% (2)
<b>TOTAL</b>	<b>12</b>

### Comments Received

#### During COVID-19, What have we done well?

*"Informed us of all changes implemented"*

*"Kept within social distancing rules whilst supporting, managed to support in other areas ie gardening whilst social distancing so we weren't in the house"*

*"Kept on top of my bills"*

*"Kept in contact, done usually activities where possible. Been supportive"*

*"Consistent, reliable and communicative - re: letter/email regarding approach and back up plans. Looked after staff with PPE equipment and training"*

*"The care \*\*\*\* gets from his carer is always very good and along with myself she's made the COVID virus easier for him to understand well done to you all for working during this very difficult time for vulnerable people."*

**If you have answered No to any of the questions, please use this space for recommendations.**

*"I think you should explain all that's going on around if possible."*

**Our Response** - We have taken this on board and made visuals' for all service users to be able to view on the staff members phones.

*"Support based on one to one outings obviously not possible at this time."*

**Our Response** - Support sessions that were on a 1-1 basis, were still able to take place in the service users home. As restrictions are lifted, service users are increasingly able to access 1-1 support.



# COVID-19 Response Survey May 2020

## CET - Employees

Do you feel during COVID-19 that the management team have kept you safe?

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% 17
No	0.00% 0
<b>TOTAL</b>	<b>17</b>

Have you always had access to PPE?

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% 17
No	0.00% 0
<b>TOTAL</b>	<b>17</b>

Do you feel CCT Community Enablement Team Ltd have kept the service users at the heart of the care and support we all provide?

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% 17
No	0.00% 0
<b>TOTAL</b>	<b>17</b>

Do you feel staffing levels have remained safe?

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% 17
No	0.00% 0
<b>TOTAL</b>	<b>17</b>

Have you had opportunities to discuss any concerns relating to COVID-19 with your team including managers (e.g messages etc)?

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% 17
No	0.00% 0
<b>TOTAL</b>	<b>17</b>

Do you feel appreciated as a key worker during this difficult time?

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% 17
No	0.00% 0
<b>TOTAL</b>	<b>17</b>

Have you been given opportunities to declare any health conditions which you feel will impact on you at work, if yes has this been supported?

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% 17
No	0.00% 0
<b>TOTAL</b>	<b>17</b>