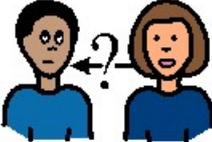
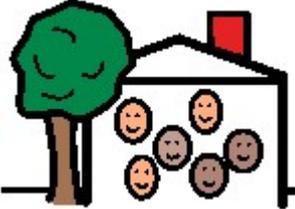




Aspire to get involved

	<p>Healthwatch Leeds was invited to speak with the people who get help and support from Aspire about their experiences.</p>	
	<p>We are independent (this means we don't work for Aspire). We help local people to get the best out of health and social care services by listening to their views.</p>	
	<p>We want to tell you what people have told us.</p>	
<p>Who answered our questions?</p>	<p>We spoke with 59 service users</p> 	
	<p>Central customer meeting</p>	<p>17</p>
	<p>Local patch customer meeting</p>	<p>9</p>
	<p>A respite service</p>	<p>5</p>
	<p>A supported daily living service</p>	<p>16</p>

	A day service	12
	12 carers responded to the questionnaire	

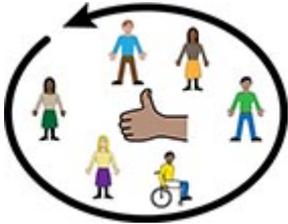
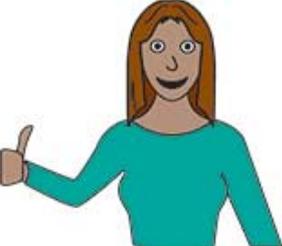
What the service users told us

Your key worker

	1. Do you know who your key worker is?	 49
	2. Did you have a say in choosing your key worker?	 38
3. What is the best way to choose your key worker?		
	I would like to meet them before they become my key worker	Most popular  46
	I would like to read or hear information about them	 21
	I would like my carer to help me choose my key worker	 19

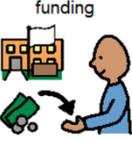
	<p>I would like to spend a few days or weeks with them, then decide if I want them to be my key worker in future</p>	 40
	<p>I don't mind Aspire choosing for me</p>	 25
	<p>People do not worry too much about how they get their key worker. In fact, almost half did not mind if Aspire chooses their key worker.</p> <p>However, most people think it is a good idea to meet their key worker and spend some time with them before they start working with them.</p>	

Being Involved

	<p>11. Would you like to have more say in your service or care?</p>	 43
	<p>12. I would like to get involved with Aspire by...</p>	
	<p>Saying what I think is good or bad about Aspire and giving ideas to make it better</p>	<p>Most popular</p>  43
	<p>Attending more activities</p>	 38
<p>Giving ideas about new services to introduce in the future</p>	 32	
	<p>Most people want to do more things with Aspire like saying what they think is good or bad and attending more activities</p>	

Activities

 <p>activities</p>	<p>13. Tick all the activities you enjoy taking part in with Aspire.</p>	
 <p>exercise</p>	<p>Fitness and exercise</p>	 <p>34</p>
 <p>arts & crafts</p>	<p>Art and craft</p>	 <p>33</p>
 <p>field trip</p>	<p>Trips out and visits</p>	<p>Most popular</p>  <p>52</p>
 <p>training job coach</p>	<p>Training and employment skills</p>	 <p>6</p>
 <p>socialize</p>	<p>Socialising</p>	<p>Most popular</p>  <p>49</p>
 <p>music group dance</p>	<p>Music and dance</p>	 <p>40</p>

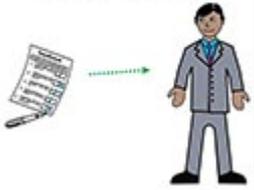
	<p>Fundraising</p>	 <p>22</p>
	<ul style="list-style-type: none"> • Almost everybody likes going out on trips and meeting their friends. • Some people would like to make more things or learn more skills. • People want to do more fitness activities, trips out, meals out and making things. 	
	<p>Lots of people said good things about Aspire.</p>	

What we think

	<p>Make sure nobody has a key worker who is a stranger. Give people the chance to meet their key worker.</p>	
	<p>Check everyone has help to say what they think.</p>	

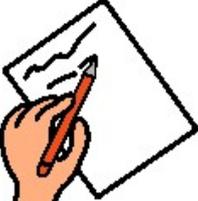
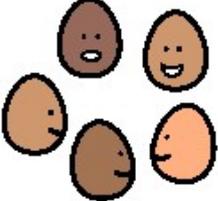
<p>field trip</p> 	<p>Organise lots of trips out.</p>
<p>life skills</p> 	<p>Give people the chance to learn useful new things.</p>

What the cares told us

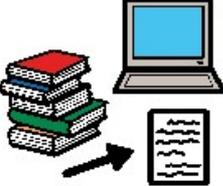
<p>concerns</p> 	<p>Most people know who to talk to if they are worried</p>
<p>give feedback</p> 	<p>Most people get an answer when they say they have a worry</p>
	<p>Lots of people want to hear about changes at Aspire but some carer get enough information already</p>

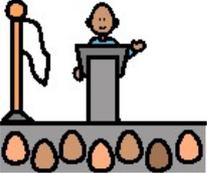
 <p>newsletter</p>	<p>People really like getting the newsletter</p>
	<p>Lots of people want to give their opinion about Aspire</p>

What we think

	<p>Always answer people's worries quickly and try to answer in a letter or email.</p>
 <p>newsletter</p>	<p>Pass on information in the newsletter.</p>
	<p>Give carers the chance to tell Aspire what they think.</p>

What should happened now?

	<p>We tell Aspire what you think and our suggestions</p>
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	<p>Aspire Board will discuss action based on what you said</p>
	<p>We will present this report at your meeting</p>
	<p>People can find the report on our website</p>

Thank you

	<p>We would like to thank everyone who helped with the project</p> <p>Tatum Yip, Anna Chippindale, Shanjida Ahmed, Richard Taylor, Stuart Morrison, Tom Donegan, Fiona Powell and Parveen Ayub at Healthwatch Leeds</p> <p>Philip Hawley, Jonathan Butler and Claire Nixon at People’s Parliament at Advonet.</p> <p>Lynn Bailey and Maureen Lumb of Better Action for Families.</p> <p>The staff at Aspire.</p> <p>A big thank you to the clients and carers who responded to our questionnaires, your views have helped to make the report possible.</p>
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