

QUALITY AUDIT – FAMILY LINK SERVICE

January 2009

This questionnaire covers the Family Link Scheme at White Lodge centre. 20 questionnaires were sent out and 9 completed responses were received back.

1. Family Link Carer/Befriender Role

a) Are you a Family Link Carer or Befriender?

Family Link Carer 8 Befriender

b) Do you enjoy your role as Family Link Carer/ Befriender? **Yes 9 No 0**

COMMENTS:

*Yes we have found it to be a very positive experience.
Would have stopped doing Link work sooner if did not enjoy it.
Gets me active and allows me to give back in the community.*

c) i) What do you consider are the positives of your role?

*Sharing our family time with another child.
Our children gaining an insight into disability
Getting to know and becoming friends with the child and their family. Enjoying different places and activities. Feeling I am doing something to help and support another family.
Good for us – makes us do things we wouldn't normally do, we enjoy supporting our link child's family as well as our child. Good for our children to learn about community etc.
Enjoy time spent with child.
Happy in providing useful service.
Being a friend, caring, giving 1-1 attention, experience, qualifications, training.
Being able to give my child one-to-one attention and seeing the enjoyment that gives, knowing you make a difference to the mum's life.
Spending time with someone whose company I enjoy and knowing he enjoys it too.
Knowing I am being helpful to the family.
A chance to make new friends.
To provide a caring, safe, happy environment. We enjoy sharing family life. My son enjoys seeing my link child – they are sharing and playing together, this is particularly good as neither have siblings at home.
Helping young people to get more for their lives, make my child laugh!*

ii) Are there any negatives? **Yes 2 No 7**
if Yes what are they?

'Feeling a bit nervous about the new Gastrostomy and feeding, but this is no reflection on the Family Link Service who have arranged training and offered support as always. Yes, need more befriender socials to find others to share links with as sometimes on your own you can run out of ideas or not have as much fun eg. Bowling with two.

d) i) What do you consider are the positives for your link child?

*Playing, communicating with older children
Sharing other children's toys/experiences
Spending time away from home
Having the experience of a relationship with another family. Development of social skills.
Opportunity to try new activities/experiences and possible be taken out of comfort zone.
Expanding her social circle/community
Experience different things in an understanding environment
She loves being part of our family.
Time spent in different environment
100% attention during visit
Different toys to throw around.
One-to-One attention, quality time, having fun, being creative, having a friend, range of experiences.
Giving her one-to-one time and a routine in which she flourishes.
Somewhere and somebody else to go out with.
A chance for him to be himself with no pressures, eg too noisy, hogging the tv/computer etc.
Going to another home with a child for a 'play date'. Gains a different set of experiences whilst with another family i.e. different routines, noise level. I think my link child does genuinely look forward to coming but I feel confident that he could say if he did not want to and is able to say if he does not want to do something.
Interacting with new people, settings, situations, opportunity to have fun.*

ii) Are there any negatives?
If yes, what are they?

Yes 2 No 7

*Don't think so – we may be too busy for her sometimes – but she has her own space if she needs it.
Doing the link on the same day as her nursery – too much stimulation on one day (I can't do Saturdays).
Not that I've noticed, you'd have to ask him.
Recently had a Gastrostomy so I suspect he will find it vey 'inconvenient' if he has to stop playing in order to have his feed!*

e) Are you satisfied with the support you receive?

Yes 9 No 0

If no how could this be improved?

f) Is there any further support we could provide to help you communicate more effectively with your link child?

Yes 1 No 7

Comments

"At beginning, if child could create a picture board or a list of activities they like to do, would helpwith planning ahead especially when child – but further coming(?)

g) When you make contact with the Family link Office are your queries dealt with in a timely and appropriate way

Yes 9 No 0

COMMENTS

Usually by email – always answered promptly.

*Very promptly.
Always quick to respond.
Very efficient, helpful and propt.*

- h) If we have been unable to answer any query, did we signpost you to someone who was able to? **N/A 3 Yes 5 No 0**

COMMENTS

*So far all queries have been handled satisfactorily by White Lodge.
Tina (main contact) was away but centre was able to help with query.*

- i) Have sensitive issues you have shared been handled in a confidential manner? **N/A 2 Yes 7 No 0**

COMMENTS

“Use system to comment, when sending link log.

- j) If anything goes wrong, do you feel every effort is made to put things right as quickly as possible? **N/A 2 Yes 7 No 0**

COMMENTS:

- k) i) Are you aware that we have a Complaints Policy and Procedure? **Yes 8 No 1**
ii) Have you used the complaints Procedure? **Yes 0 No 8**
If yes, did you find the procedure effective and satisfactory? **Yes 0 No 0**

COMMENTS:

- l) In your experience do you believe we always do what we say we will do? **Yes 9 No 0**

COMMENTS:

Always

2 TRAINING

- a) Do you feel White Lodge provides sufficient training for you to feel confident in your role and keep your Link child safe? **Yes 8 No 0**

COMMENTS:

I know White Lodge provides appropriate training but I receive most of mine through my job working in a special school.

Too much in some ways – as my husband and I are both teachers a lot gets repeated and it feels a bit unnecessary at times.

Yes, training is available although I personally have only attended a few sessions as I cover most training needs in my employment.

Epilepsy and First Aid training under.....(?)

- b) Have training days/times been made easily accessible to you? **Yes 5** **No 3**
- If no are there times and days that would make it more feasible for you to attend Training Courses?

COMMENTS

*Not able to attend courses at weekends and can only attending during my working day if training is related to my job e.g. First aid, Makaton.
Weekends and week days are no use as have 2 children under 2 – evenings would be more feasible.
Personally would prefer evening sessions or possibly week-end as I hold down a full-time job.
I think White Lodge does everything possible to offer a choice of times/days for training, however it is often difficult to fit them in around work/leisure. Evenings would suit me better than day/weekend.
Weekends and evenings.*

- c) Are you aware that First Aid and Safeguarding (child protection) training are mandatory requirements for all Link Carers? **Yes 9** **No 0**
- d) Do you have any suggestions for other Training? **Yes 2** **No 5**

SUGGESTIONS:

*Only because our link child is autistic and we both work in an autistic school! I do a good talk on sensory issues and autism!
I have manual handling and G.....? training.(see Questionnaire number 4)
Makaton, Teach, Play.
Behaviour management.*

3 PLANNING AND PAPERWORK

- a) i) Do you receive all necessary information as and when you need it? **Yes 9** **No 0**
- ii) Do you find the information accurate? **Yes 9** **No 0**

COMMENTS

- b) Is the paperwork you receive easy to follow and deal with? **Yes 9** **No 0**

COMMENTS

But seems to be lots in clumps!

- c) Do you consider that the 'All About Me' document in relation to your Link Child provides clear, accurate and detailed information? **Yes 8** **No 0**

Very useful before you get to know a child.

As this was seen and edited by me before final document printed.

If No, how could this be improved?

- d) Do you consider that the Family link Agreement provides clear, accurate and detailed information? **Yes 9 No 0**

"It is updated regularly – good"

If No how can this be improved?

- e) Do you have a copy of the Family Link Statement of Purpose? **Yes 7 No 1**

COMMENTS:

5 FOR FAMILY LINK CARERS WHO HAVE STARTED TO WORK WITH WHITE LODGE CENTRE WITHIN THE LAST TWO YEARS ONLY:

- a) How did you find out about the opportunities available at White Lodge Centre?

"Woking Volunteer Centre"

- b) Is there anything we could have done to improve the contact you first had with us? **Yes [0] No [1]**

Comments

"Invited to information evening/met with Tina/training."

- c) How did you feel your Assessment was handled?

COMMENTS:

"Good, fast"

6 STANDARDS/OUTCOMES

- a) Are you aware that the Family Link Scheme is inspected regularly by Ofsted? **Yes 9 No 0**

- b) i) Are you aware that, in addition to the White Lodge Centre Core Standards, we have specific Service Standards? **Yes 6 No 3**

- ii) Have you seen the Children and Young People's Service Outcomes? **Yes 2 No 7**

COMMENTS:

- c) i) Do you believe our performance matches our Core Standards and Service Outcomes?
Yes 2 No 0

COMMENTS:

Unable to comment.

Not sure as I have not seen copies of either core standards or service outcomes.

Don't know.

- ii) Do you have any suggestions for future Standards or Outcomes?
Yes 0 No 7

If yes, what are they?

- h) Are you aware that White Lodge Centre has held the following awards for some years and has been re-accredited with them during the past year?

The Chartermark Award – An award, open to all public sector organisations, which sets standards to help everyone in our organisation focus on and improve our service to people who use our services and promotes continuous improvement

Yes 4 No 5

The Investors In People Award – An award which sets a standard giving a framework for us to ensure staff have the right knowledge, skills and motivation to work efficiently

Yes 6 No 3

7 GENERAL

- a) How would you rate the overall support and service provided to you in your role by the staff at the White Lodge Centre?

Excellent 4 Very good 4 Good 1 Satisfactory 0 Poor 0

Comments

Always very helpful – know someone is there if I need them, even out of office hours.

- b) i) Are you aware of our website? It is www.whitelodgecentre.co.uk
Yes 8 No 1

ii) How would you rate it?

Excellent 1 Very good 3 Good 4 Satisfactory 0 Poor 0

COMMENTS

Clear and easy to read. Easy to navigate.

- c) Are there any other ways in which we can support you in your Family Link Carer Role?
Yes 0 No 7

If yes, please specify:

*“Enjoy group links – more organised ones?
Know information of events passed on like local fares but maybe more emphasis on group ones every so often.*

- d) With which of the following partners are you aware that we work? Please tick.

| | | | | | |
|---|---|---------------------------|---|-------------------------|---|
| Physical and Sensory Support Team | 4 | Crossroads | 4 | Disability Challengers | 3 |
| Redhill and Reigate YMCA | 1 | Youth Service | 2 | Local Volunteer Centres | 4 |
| Link Leisure | 3 | Portage | 4 | Consultants | 6 |
| Community Nurses | 4 | Complex Needs Teams | 7 | | |
| Specialist and mainstream nurseries and schools | 5 | Educational Psychologists | 6 | | |

- e) Do you have any suggestions as to ways in which future audits can be carried out?
Yes 1 No 6

SUGGESTIONS

*On line where possible.
During Family Link reviews?
By e-mails*

- f) Any further comments?

Tina is an excellent Family Link Co-ordinator!