

Registered Office:
The Beacon Centre
Harrison Drive
St Mellons
Cardiff CF3 0PJ

4th February 2022

You can read a summary of this letter in bullet points on page 3.

Dear family member,

I am writing to you today to launch our new survey of family members and friends, and remind you about our Family Portal. For family members of people supported in England, there is a lot to say about the government's U-turn on mandatory vaccinations for health and social care workers, but mandatory vaccinations haven't been proposed in Wales and so there is no change.

Our biennial survey of family members and friends of the people we support is launched today. At Dimensions we value your involvement and take your views seriously. This is why we introduced the Family Pledge, and why we would really appreciate it if you could help us to improve the way we support your relative or friend by answering a few questions. You can complete the survey anonymously, but if you would like to be entered in to the prize draw for a £50 gift voucher, we will need you to provide your name and postal, or email, address at the end of the form. Your answers will be kept confidential.

A print version of the survey is attached to this letter, and you can also complete it online here: <https://dimensionssurveys.survey.fm/cymru>. There are different versions of the survey for each region, and for Wales, so that we can analyse the results more fully. If you complete the form by hand, then it can be posted back to "Freepost DIMENSIONS" (just these two words) by Friday 25th March 2022. You may copy this form or send the link to another relative or friend if they would also like to complete it. Thank you very much for taking part.

Finally, I would like to remind you about our Family Portal. This gives you a window into the daily life of your loved one and I hope it will make it even easier for you to feel closely connected to them and fully aware of how we support them to thrive. All family members of people we support who have their daily notes recorded on iplanit can use the Family Portal. You can see your loved one's calendar and find out what they're up to today, next week or next month. You can also use it to take a look at their latest photos, review their detailed daily records – ranging from health information to what they had for dinner – and explore the things they are working towards as part of their Activate outcomes.

PTO

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Proving life can get better

Different people will be able to see different things. For example, perhaps a person we support would like his or her whole family to have access to their photo albums, but not to his or her personal medical details. So long as the person has the capacity to choose, they make the decisions on who sees what. If a person lacks capacity to choose, then a Best Interests meeting must be held and decisions can be made from there.

Full information about the Family Portal, including guides on how to use it, is available on our website (www.dimensions-uk.org). Simply click on 'Best practice' and then scroll down to the first item in the 'Features of our support' section. If you would like to have an account set up on the Family Portal, please speak to your loved one's locality manager who will be able to do this for you. If you need any support with using it, then please contact our Helpline for Families. Please also be aware that there is no requirement to use the Family Portal and we completely understand if you would rather not.

As you will know, my time as Dimensions Group Chief Executive is coming to end and I will shortly be passing on the reins to my very able successor, Rachael Dodgson. I will be writing one last time to you later this month with my farewells.

Yours sincerely,



Steve Scown
Chief Executive
Dimensions Group (including Dimensions Cymru)

Key points from the letter

- Please take part in our survey of family members and friends by visiting this website: <https://dimensionssurveys.survey.fm/cymru> – or by completing the attached form.
- The survey is confidential and you can remain anonymous if you wish. If you do provide your contact details, you can be entered into a prize draw.
- Please also consider whether you would like to set up an account on our Family Portal so that you can know more about the support your loved one is receiving – although we completely understand if you would rather not.
- Steve Scown will write to families again later this month before he leaves and Rachael Dodgson becomes chief executive.
- If you have any questions, you can contact our helpline for families on 0300 303 9161 or by email at family.helpline@dimensions-uk.org.



Family and friends survey 2022

Taking your views seriously

At Dimensions we value your involvement and take your views seriously. This is why we introduced the Family Pledge. Please help us improve the way we support your relative or friend by answering a few questions below. You can complete this anonymously, but if you would like to be entered in to the prize draw for a £50 gift voucher- we will need you to provide your name and postal, or email, address at the end of the form. Your answers will be kept confidential.

This form can also be completed online at <https://dimensionssurveys.survey.fm/cymru>, this saves us time and postage costs. If you complete this form by hand then it can be posted back to **Freepost DIMENSIONS** (just these two words) by **Friday 25th March 2022**. You may copy this form or send the link to another relative or friend if they would also like to complete it. Thank you for taking part.

Question 1: How long has your relative / friend been receiving support from Dimensions?

Please tick one of the following options:

- Less than a year 1 - 3 years 4 - 5 years 6 - 10 years 10 + years Don't know

Question 2: Which of the following service types does your relative / friend receive from Dimensions? Choose one or more from the following options:

- A residential care home, registered with the Care Quality Commission (CQC) Supported living

Other - Please say what:

Question 3: Has your relative or friend got a direct payment?

- Yes No Not sure

Question 4: How old is your relative or friend?

- Under 25 25 - 34 35 - 44 45 - 54 55 - 64 65+

Question 5: What relation are you to the person receiving support?

- Parent Brother or sister Other relative Legal guardian Friend Other - Please specify:

Question 6: Overall, how would you rate the service your relative/friend receives from Dimensions?

- Very poor Poor Acceptable Good Very good Excellent

Question 7: In your opinion, is the support Dimensions provides better than that which you have previously experienced?

- Yes No Not applic. Please use this box for any additional comments:

Question 8: Overall, how satisfied are you with the way Dimensions supports your involvement with your relative or friend?

| | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Not at all | | | | | Neutral | | | | | Extremely |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> |

Question 9: How likely would you be to recommend Dimensions to a friend?

| | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Never | | | | | Neutral | | | | | Definitely |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| <input type="checkbox"/> |

Please tick one box for each of the following statements.

| Question 10: During Covid-19 Dimensions has done its best to... | Strongly agree | Agree | Disagree | Strongly disagree |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Keep my loved one safe | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maintain my contact with my loved one | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maintain my loved one's quality of life | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Question 11: Getting to know each other | Yes | No | Not sure | Not applic. |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| I have an information pack about Dimensions containing contact details for staff and managers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I have seen One Page Profiles for each member of staff who provides day to day support to my relative or friend | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I am invited to 'family and friend' events such as forums and listening events. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| New staff always introduce themselves to me | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I have sent my own One Page Profile to my relative's house/service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I understand how my One Page Profile will be used by staff to get to know me better | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Question 12: Making decisions | Yes | No | Not sure | Not applic. |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| I have information about the Mental Capacity Act | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I am as involved as I want to be in my relative or friend's day to day decision making | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I am involved in the Best Interests decision making process for major issues like surgery or moving house | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Question 13: Communicating | Yes | No | Not applic. |
|--|--------------------------|--------------------------|--------------------------|
| I have a good level of contact with my relative or friend's support staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If my calls are not answered immediately, they are always responded to within two working days | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My concerns are acted on promptly and respectfully | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Question 14: Being involved with your relative or friend | Yes | No | Not applicable |
|--|------------|-----------|-----------------------|
| I am involved in creating and reviewing my relative or friend's support plan | | | |
| I am invited to attend an annual review at a time that is convenient to me | | | |
| Plans and agreements made in meetings are carried out effectively | | | |
| When vacancies arise I am given the opportunity to be involved in recruiting new support staff for my relative or friend | | | |
| I am told of any changes to the staff team that will affect on my relative or friend | | | |
| My relative or friend is supported to send cards and presents to extended family members and friends as appropriate | | | |

| Question 15: Being involved and informed about Dimensions | Yes | No |
|---|------------|-----------|
| I receive letters from Steve Scown, Dimensions CEO | | |
| I have an opportunity to attend a Listening Event to share my views each year | | |
| I have an informal opportunity to meet with staff at least once a year | | |
| I have an informal opportunity to meet with other families at least once a year | | |
| I know how to pass on a compliment | | |
| I know how to nominate someone for a staff award | | |

| Question 16: Health and wellbeing | Yes | No but would like to | Offered but declined | Not applicable |
|--|------------|-----------------------------|-----------------------------|-----------------------|
| I have an opportunity to contribute to my relative or friend's health plan each year | | | | |
| I am told about planned health appointments in advance | | | | |
| I am told about new health concerns within 24 hours | | | | |

| Question 17: Please rate the following | 1 Not at all | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 Very well |
|--|------------------------|----------|----------|----------|----------|----------|----------|----------|----------|------------------------|
| Staff understand my relative or friend's support needs | | | | | | | | | | |
| Staff keep my relative or friend safe | | | | | | | | | | |
| Staff respect personal possessions (e.g. clothes, money) | | | | | | | | | | |
| Staff support my relative or friend to take part in activities | | | | | | | | | | |

| Question 18: When things go wrong | Yes | No |
|---|------------|-----------|
| I know what to do if I am not happy with an aspect of my relative or friend's support service | | |
| I know how to make a complaint | | |
| I am confident that if I raise concerns, they are acted on | | |

Question 19: What is the most important thing we can do to support your relative or friend to stay healthy?

Question 20: If there is anything else you would like to tell us, please put it in the box below, continue on a separate sheet if necessary.

About you: Promoting equality and respecting diversity are important to us, and so we ask for demographic details to make sure we're doing well. We would appreciate it if you could complete this section, although it is **optional**. All information is confidential and stored in accordance with data protection laws.

Do you consider yourself to have a disability?

Yes No Prefer not to say

If yes please click all that apply:

- Hearing Speech Visual
 Learning Disability Dyslexia Other neurodiversity (such as dyscalculia, autism)
 Mobility Mental Health Musculoskeletal (including back, neck and shoulder)
 Long-term health condition (e.g. diabetes, Multiple Sclerosis, heart condition, epilepsy)
 Other (please specify) _____

What is your gender?

Female Male Prefer not to say
 Prefer to self-describe: _____

Your age:

Under 25 25 - 34 35 - 44 45 - 54
 55 - 64 65+ Prefer not to say

Your religion:

No religion Buddhist Christian Hindu
 Jewish Muslim Sikh Other Prefer not to say

Your ethnicity:

Prefer not to say
White British English Welsh Scottish
 Irish European(non-British) Non-European Other
Mixed heritage White and Black Caribbean White and Black African White and Asian Other mixed background
Asian/Asian British Indian Pakistani Bangladeshi Other Asian
Black/Black British Caribbean African Other Black background
Gypsy or Traveller Romany Gypsy Irish traveller Welsh traveller Other Gypsy or traveller group
Chinese or other Chinese Any other background

If you would like to enter the draw for a gift voucher, please provide your name and address:

Now please place your completed survey into an envelope and post to it to: **Freepost DIMENSIONS**. You only need to write these two words on the envelope Thank you very much for your time in filling out this questionnaire and helping us to improve our service to you. A short report of our findings will be available later in the year.

Jan 2022 • Survey number:

(Office use only)