



Bright Futures

Survey Results

2022



Foreword

Bright Ideas Among us



This year's survey has shown that Bright Futures Care provided a happy and safe place to live for both adults and children.

Our support teams provided a high standard of care and our collective answers showed how much we like our carers, and the importance of being able to speak to others regarding any concerns.

Other areas of discussion included how Bright Futures has enabled those they support in making a positive contribution within their communities. This has been possible with the likes of education, incorporating additional qualifications such as ASDAN and the Duke of Edinburgh award. We are able to engage in a range of activities and those who support adults and children go above and beyond in terms of creativity, to offer a wide variety of activities.

Sometimes it's hard to respond to all of the questions asked, so having an 'easy-read' version and different communication tools to support people has been important. Some people answered by talking to carers, using PECS or a LAMP device or making gestures.

This year's survey was easier to complete than previously, however, some adults and children did not understand the questions. Therefore, next year we will look to provide personalised communication methods for responses to abstract concepts, for example, feeling safe and how to communicate any concerns they may have. This will have a positive effect on the quality of answers provided, shaping our continuous development.





Foreword

Student and School Council Representative

School is a happy place; attendance is great and it's a lovely place to learn. This year the students were asked the survey questions three or four times to get an understanding of how they feel on different days.

Mikey McCulloch,
Student Council
Representative

All activities such as horticulture, swimming, hub and class trips are back on and the students are very happy about this. There has been a huge increase in percentage on the survey with more of the students feeling happy at school.

Recently we have had a new lunch menu which the students helped to create and they are enjoying the food on offer. There has been an issue with food deliveries lately but despite this, we have still seen an increase in students who enjoy their meals.

At Bright Futures we are lucky to have such good resources, and this was reflected in the survey as everyone answered that they are happy with the resources available. During student council meetings the students bring resource ideas which have

included, more resources in the forest school, an iPad/laptop trolley and more library books. This has all been granted and the students are very happy and are enjoying their ICT lessons much more.

We have done a lot of work on 'people who keep you safe' and invited the local PCSO in to talk about safety in the community. This has helped to reassure the students that they are safe at Bright Futures and what to do if they do not feel safe.

I believe that adding another option (unable to understand) to the question has been helpful as we received more accurate answers. Going forward I will be speaking to the students about how they can enjoy their lessons more as it is important for their mental health and wellbeing.



A Message from Dan

Bright Futures delivers truly tailored, person-centred, quality, community-based, care and education to a growing number of children and adults with autism, complex needs and learning disabilities in high quality locations.



Daniel Jones,
Bright Futures CEO

Our Great Care Offer and Great Education Offer ensures that children and adults get the right support to achieve the best possible life outcomes. Both frameworks enable our support to be flexible and responsive to each person's changing needs.

Our Strive Programme continues to grow and is putting more people at the centre of their community, proactively and positively enriching the life of each and every one of our neighbourhoods and communities.

We believe the care and education that we offer is like no other because of our consistency in delivering great quality services that are supported by our offer of wrap-around education and residential provisions inclusive of therapeutic support from in-house specialists and therapists.

Our services are delivered through our use of permanent, consistent and familiar staff and the high standards that we set ourselves as a responsible employer that truly values its workforce is supported by our culture of employing an agile, responsive and driven team with objectivity, humility and flexibility.

A vital aspect of what makes us successful is that we genuinely listen to the wide range of important stakeholders in our services including the people we support, students, families, internal colleagues and multi-agency professionals.

Our annual survey is a crucial tool in telling us how we are performing and where people want us to focus in the months ahead and as such I want to sincerely thank everybody who contributed to this year's survey.

From this we have learnt that we continue to have plenty to be proud about and that from changes made in previous years people are reporting higher levels of satisfaction in a number of areas.

The feedback given will, as with previous years, be used to influence decision making and thinking across the organisation. Looking into 2023 we intend to make greater use of pulse surveys so we can continue to listen to people during the year as we continue to constantly strive to deliver great care and education to an increasing number of people.

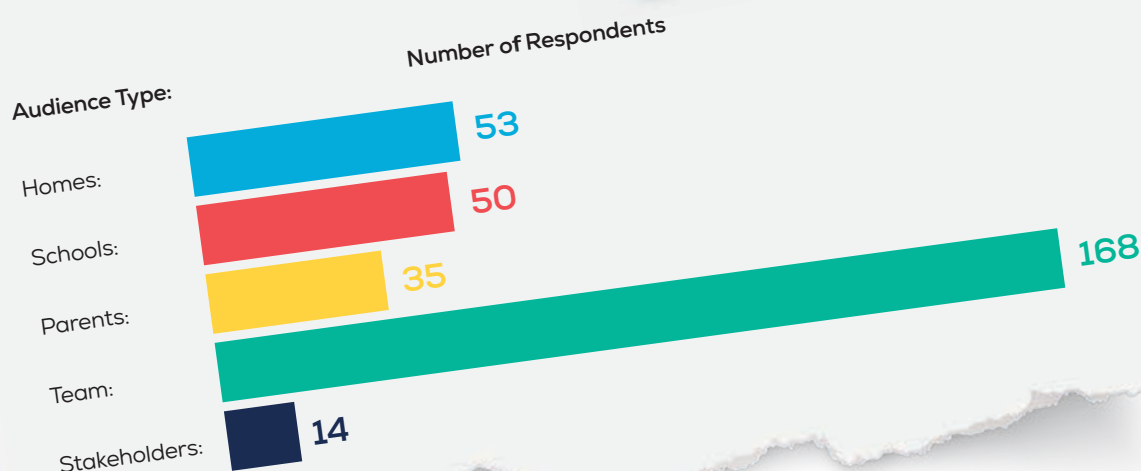


Our Approach

It's really important that when we conduct a survey like this one, that every section of our community is included so we can be sure we are being inclusive and providing everyone with a voice.

That's why you'll find within this document feedback from every part of our incredible community. From the individuals in our homes, their families and those receiving education in our schools, to members of our incredible team and other multi agency professionals.

Below you'll find the total number of respondents to our survey broken down by audience type:



We know some members of our Bright Futures community find it difficult to understand and engage in our survey. Which is why we have made further efforts to make this year's survey as accessible as we can for those individuals through the use of tools like PECS and LAMP devices. Whilst improvements have been made, it's clear we still have work to do.





Feedback From Our Homes

Residential Children and Adults

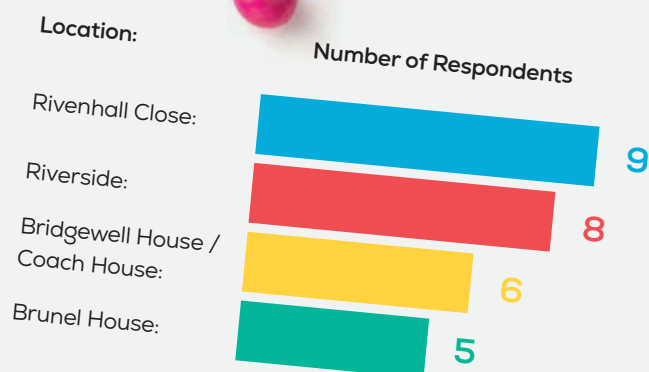
Our Bright Futures residential
community is split between:



All our homes and education settings
provide high quality, comfortable,
safe and spacious environments. All
are in desirable locations close to
community facilities.



The highest proportion of answers came from
respondents at the following Bright Futures locations:





98%

of respondents said they **LIKED** their carers some or all of the time.

93%

of respondents felt **SAFE** in their home some or all of the time.

93%

of respondents felt **HAPPY** in their home some or all of the time.

100%

of respondents said they **LIKED** their activities some or all of the time.

93%

of respondents said they **LIKED** their homes some or all of the time.

100%

of respondents said they **LIKED** their meals some or all of the time.

94%

of respondents said they were able to **SEE** people who were important to them some or all of the time.

Please note that 26% of respondents were unable to answer the questions.





Feedback From Our Schools:

Students In Education

86%

of respondents attend Willow Tree School or Alder House.

95%

of students said that they **LIKED** their lessons some or all of the time.

100%

of students said that they were **HAPPY** with equipment and resources some or all of the time.

92%

of students felt **LISTENED TO** some or all of the time.

98%

of students felt **HAPPY** at school some or all of the time.

100%

of students felt **SAFE** some or all of the time.

100%

of students said they **LIKED** the education staff some or all of the time.

Please note that 26% of respondents were unable to answer the questions.





Bright Futures



Bright Futures

Willow
Tree
School

95% of students said that they **ENJOYED** going to school some or all of the time.

93% of student said they **LIKED** their lunch some or all of the time.

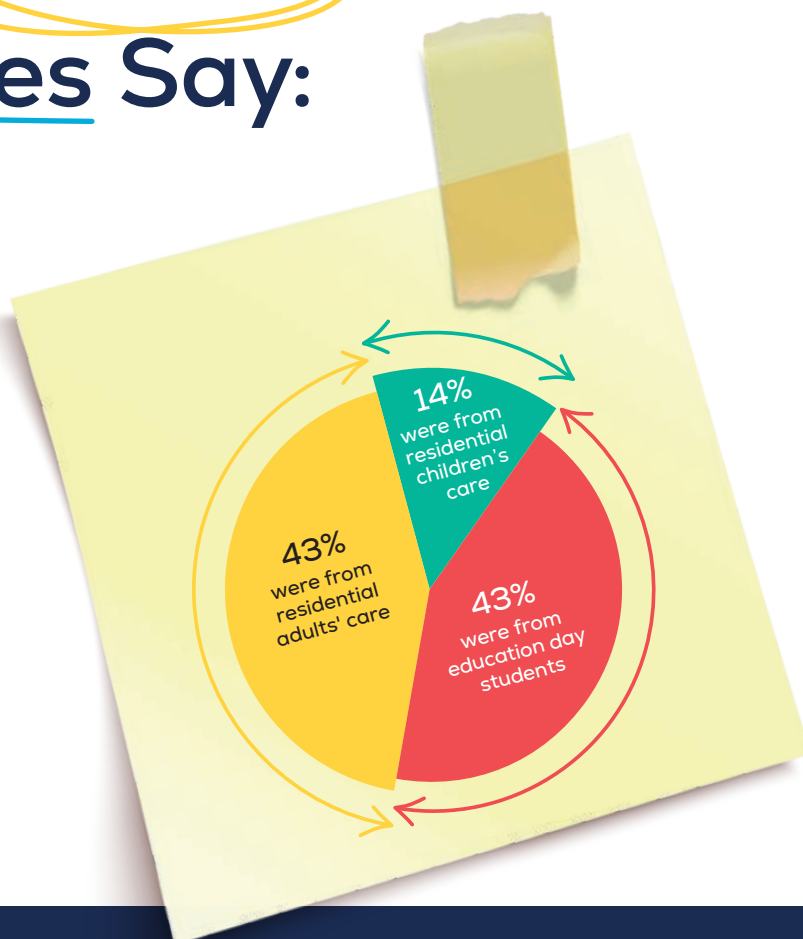


What Our Parents and Relatives Say:

Willow Tree Park is the location which the majority of respondents had knowledge and experience of:

“Fantastic school, amazing staff. Amazing achievements and outcomes for my son. ●●

Parent / Carer



100%

feel that their young person's healthcare needs are met and **FULLY SUPPORTED**.

100%

feel that the people who work at Bright Futures are **CONFIDENT** and **ABLE**.

97%

feel that staff members at Bright Futures **SUPPORT** people in their care and education to achieve positive outcomes.

100%

of respondents felt that their young person was **HAPPY** at Bright Futures.

100%

of parents felt that their young person is **SAFE** and protected from harm.

97%

of respondents felt that Bright Futures provides **GREAT CARE** and **EDUCATION**.

97%

of parents felt they were kept **WELL INFORMED** on their young person's progress at Bright Futures.

97%

of respondents said that Bright Futures **COMMUNICATE** with them in a good or excellent way.

93%

of respondents said that Bright Futures had **PLANNED** and **SUPPORTED** their young person's transition to their new home / school at Bright Futures.



“Fantastic school,
really recommend.”

Parent / Carer

“We are extremely
happy with Bright
Futures and we would
like to thank you for
everything you do.”

Parent / Carer

97% felt that their young person was
involved and listened to.

97% of respondents felt Bright Futures
supports young people to engage in
meaningful and quality activities.

100% of respondents felt that they
would feel confident to raise a concern with
Bright Futures. With **97%** saying they would
be confident that Bright Futures would
respond effectively to their concerns.



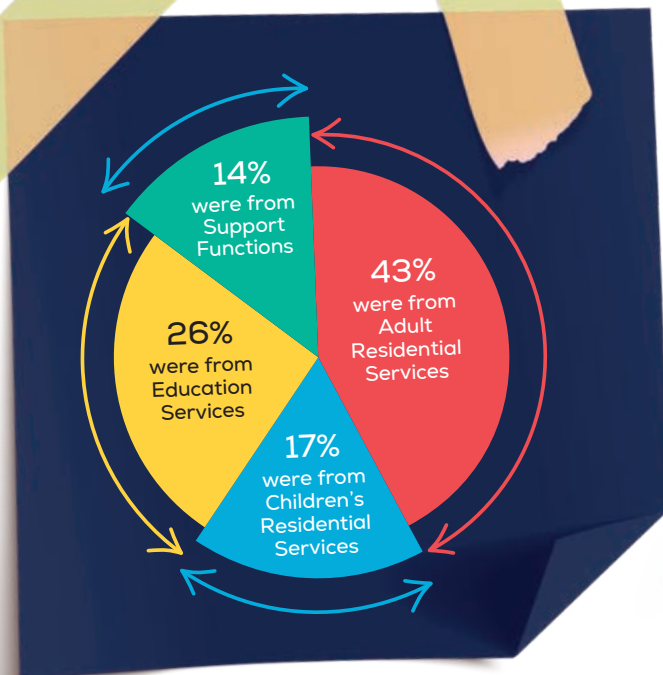
What Our Workforce Say:

“Our residents are looked after really well with empathy, encouragement, diversity and compassion. Working at Bright Futures is rewarding and pleasurable knowing we make a difference to everyone's lives. ●●

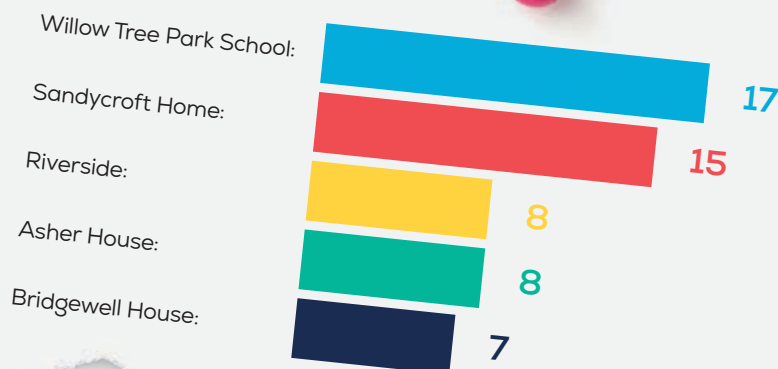
Team Member

“Fabulous company. Amazing houses. Supportive and caring environment. ●●

Team Member



Number of respondents by location:



99%

of respondents agreed or strongly agreed that Bright Futures delivers **GREAT CARE**.

95%

of respondents agreed or strongly agreed that they were **PROUD** to work for Bright Futures.

100%

of respondents agreed or strongly agreed that the young people that Bright Futures look after are **PROTECTED** from harm.

97%

of respondents agreed or strongly agreed that Bright Futures provides **QUALITY LIVING ENVIRONMENTS**.

96%

of respondents agreed or strongly agreed that Bright Futures **SUPPORTS** the young people in our care to achieve good progress.



90% of respondents agreed or strongly agreed that they felt valued and supported by their Line Manager.

84% of respondents agreed or strongly agreed that Bright Futures offers career development opportunities.

74% of respondents agreed or strongly agreed that their supervisions are effective.

81% of respondents agreed or strongly agreed that they would recommend Bright Futures as a place to work to a family or friend.

91% of respondents agreed or strongly agreed that they would be confident to raise a safeguarding concern.

“ I have worked at Bright Futures for 7 years and have thoroughly enjoyed each and every day. I have always felt well supported by colleagues and management and I enjoy being part of a team that makes such a positive impact on our young people and their families. ”

Team Member



“ I really love my job I'm so proud of what we do for our students. The feedback from parents just shows what a difference we make. ”

Team Member



What Our Stakeholders Say:

“Bright Futures are an excellent provider and I couldn't speak highly enough of the care and support they offer to the young people in their care.”

Stakeholder

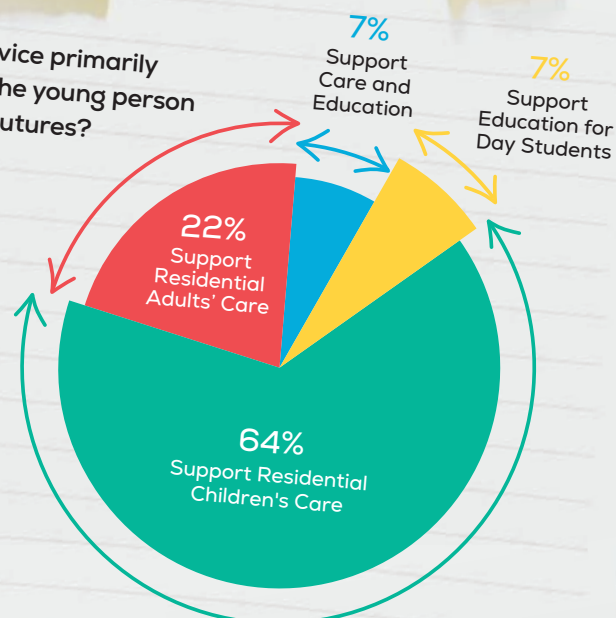
Main sites which they support include:

1 Ash Meadow School

2 The Grange

3 Brunel House

Which service primarily supports the young person at Bright Futures?



100%

would **RECOMMEND** Bright Futures to other professionals.

100%

said they felt that Bright Futures provides a **SAFE** and **NURTURING** environment.

100%

felt that Bright Futures deliver **GREAT CARE** and **EDUCATION**.

100%

agreed that Bright Futures are **OPEN**, **HONEST** and **APPROACHABLE**.



“I am very happy with the care and support given to the young person. I am also impressed at the support provided to the young person’s family.”

Stakeholder



100% would be confident to raise a concern or issue with Bright Futures.

100% think that Bright Futures support has a positive impact.

100% felt that staff at Bright Futures are skilled and competent.

93% felt that Bright Futures are informative and effective at multi agency working.

100% felt that Bright Futures have a flexible, person centred approach to care and education.

100% felt that Bright Futures planned and supported each young person’s transition to their new home effectively.

“The staff and management team are approachable, professional and always available to discuss problems or issues and they also raise positive issues!”

Stakeholder



You Said, We Did.

Adult Care Responses

What our adults in care say:

The feedback from the adults who live in our homes has been really positive. They have told us they have strong, caring and trusting relationships with their staff and they value these relationships.

Some responses indicate a few adults have some concerns about who they live with, which can make them feel unhappy. Assessments for living with us at Bright Futures consider compatibility and matching the people who will live together as a priority, and our Positive Behaviour Support and Care Teams work closely together to solve any issues that do arise. The Registered Managers of the homes where concerns were raised will speak to our adults as a priority to see how we can help with these issues.

Our adults really enjoy the activities they do and being able to see their family and those important to them and this came across strongly in the feedback. Our person-centred planning approach helps us to understand the life outcomes a person wants to achieve, and then plan with them and their families on how we will support them to realise them.

Enabling our adults to give feedback in a meaningful way remains a top priority for us. We will continue to work at providing as many opportunities as possible for them to do this.



Maria Fiddimore,
Head of Care Operations



What our workforce says

The feedback from our colleagues working in our adult homes has been really strong. Across the workforce, our staff have told us that they believe we are providing great care, and protecting our adults from harm. Colleagues are clear on what to do if they are concerned about the safety of the people we support.

Colleagues say they feel valued and supported, and are proud to work for Bright Futures, which is fantastic feedback. We will continue to invest heavily in our training and induction programme. Our career pathways will be made available to colleagues from the outset of their journey so that progression opportunities and the support available is known from the start.

Our workforce believes we provide high quality environments and that the adults are making good progress. This is great feedback as this year we have rolled out our person-centred planning approach, and have now ensured that one person from each adult home has had a PCP meeting, with all other adults' planned meetings by the end of the year.

Feedback on quality of supervisions improved since last year, but a few colleagues still do not feel these are as effective as they could be. In response

to this we have trained all Registered Managers and some Deputy Managers to provide effective supervisions. Training will continue for all Deputy Managers and Senior Support Workers to ensure that they have all received this. To ensure that our colleagues effectively engage in the sessions and get the most from them, we will be using some preparation and reflection tools ahead of the session.

The survey highlighted the impact colleague retention and staffing gaps can have on our adults and the activities they wish to undertake. Recruitment and retention remains a significant focus for us. We have reviewed our recruitment process, strengthened the team, and reviewed and increased salaries to our care staff. Our Registered Managers have attended training to help them understand their role in retaining staff and strategies to use. Registered Managers are no longer required to work any shifts in our larger sites, and in our smaller sites the requirement has reduced. Reducing shifts for managers gives a significant amount of additional management time to support new staff and deliver supervisions, both of which are key areas in improving retention.

What our parents/relatives say

We have had great feedback from our families, with lots of positive comments about the quality of care we provide and the support they have received. We would have liked a greater response rate from our families as we really value their feedback, and will investigate other ways we can support families to do this.

Some feedback suggests that for families, colleague turnover is a concern, which has left them with concerns that the colleagues working with our adults may not understand their needs. We have increased the number of Senior Support Workers to provide additional support and expertise directly on shift. New colleagues work with experienced colleagues when they are getting to know our adults and never left unsupported. We are continuing to dedicate time and resource to improving retention.

What our stakeholders say

The feedback from our stakeholders was overwhelmingly positive although we did not get the response rate we would have hoped for. The feedback we did receive details that our stakeholders are highly satisfied with the care and support that we deliver. We will continue to work on other ways to engage our stakeholders for feedback as their opinions are very important in helping us make future decisions.





Children's Responses

Young People

- It's great to see the response from our young people, and we will continuously look at ways to improve how we can engage them in communicating their views and wishes, with help from our Speech and Language Therapists.
- Our young people have told us that they have enjoyed going out on activities and being part of the local community again which is fantastic following the impact of Covid-19. We will continue to support them to do this.
- The survey highlights that our young people like their care staff, and feel safe with us which is a wonderful response. Safety remains a priority for us, and is discussed during our quarterly young people's house meetings.



Lee Richards,
Head of Children's Services

Workforce

- The response rate from our workforce was lower than we had hoped for, so work has already commenced to improve the response for next year, to help us improve our service further and celebrate our successes.
- We have done a lot of work around the safety of our young people, and our workforce agree that our young people are protected from harm and that they would feel confident in raising any safeguarding concerns.
- Following last year's feedback that some colleagues did not feel that they always received effective supervisions, our Managers, Deputy Managers and senior teams have received supervision training, and we are confident that this will continue to improve the quality of support and supervision.
- There were some concerns raised last year about the quality of the environment at Victoria Road as the building is very old, and our longest operating home. Extensive renovation work is now planned which will bring the home to the high quality that we expect.
- The movement between homes for new colleagues has been highlighted as an area of concern for some. We have been working relentlessly over the year to recruit new people so now all homes will have a settled workforce. Due to the nature of our work and to ensure all of our homes are safe, there will remain times where colleagues may have to move between sites but we aim to keep this to a minimum.
- As we continue to grow our services, there will be further opportunities for career development within our homes. We have had numerous promotions for staff members over the year and we will continue to make staff development a priority over the next 12 months.
- Overall, there is some feedback that tells us what we need to do to improve the service for which we are grateful and also some great feedback to celebrate the amazing things that we do.



Parents

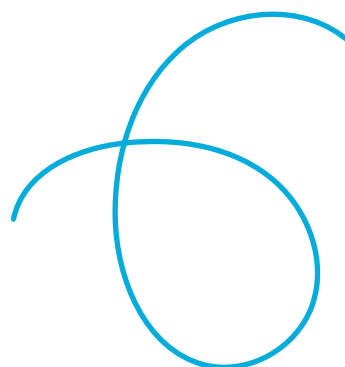
- We value the views and wishes of the parents of our young people very highly, so it's good to see such positive feedback from them. We work very closely with our families, and it is invaluable in supporting our young people to achieve their potential.
- Communication with our parents has always been very important to us, we have received positive feedback about this and will continue to improve in this area. We will ensure that families' preferred communication tools are used to keep them informed of their child's progress.

“The day I got my happy beautiful girl back was the day she was welcomed at Bright Futures and we will never be able to thank all your amazing staff for helping her flourish. 🌟🌟

Parent / Carer

Stakeholders

- Overall, the response from our stakeholders is very positive and there are some really nice comments about the service that we provide.
- There were some comments that suggest that we can improve multi agency working. We will continue to work closely with our stakeholders and look at ways to improve how we keep them as informed as they would like.



Education Responses



Ruth Clifford,
Executive Head

Students

The responses from students were excellent this year with some great ideas and feedback. In response to student comments that lunches could be improved with more choice, we now have a new company providing our lunches 'Apetito' who work with a dietician to make sure that students are getting all the nutrients that they need. We have a two-week rolling menu and change or add to this according to how much students enjoy their meal. We hope that the feedback on next year's survey is very positive on school lunches and the menu suits the dietary needs of all staff and students.

Our student council members have been working closely with Bright Stars to develop ways for our non-verbal students to communicate times when they feel unsafe. We are working hard to make sure that all students have a voice and are listened to and understood.

Some students said that did not always enjoy their lessons or work experience so we have put in an 'Options' section to the curriculum where they can choose their own area of study for part of the week.

In response to the question whether you are happy with resources, we asked the student council what they would like to spend the Covid Catch Up grant on and all students said ICT. In response to their feedback, we purchased a laptop trolley and iPad trolley so all students can benefit from ICT resources.

Staff

We had an excellent response this year with the majority of staff completing the survey and making some excellent suggestions for improving the school environment next year. Since the survey we have had new perimeter fences installed around the playing field and car park at our site in Lymm. This was an area of concern as staff were worried that the fence was not secure enough and had started to look worn. It not only looks fantastic now, but it has also had a huge positive impact on the safety of our students as it is very secure with no spaces or gaps. We have also had CCTV installed which covers the car park and entrance to the school to further enhance the overall security of the building and vehicles.





“My son has blossomed since starting Bright Futures, he's been well looked after and learnt so much, the facilities are excellent, he has completed Duke of Edinburgh and took part in many activities. I'm so happy how he has improved, Bright Futures have been instrumental in his development.”

Parent / Carer



Parents

The feedback from families is really positive and we are working hard to make sure that staff teams remain consistent throughout the year. We had a high staff turnover last year which impacted on some of our groups, however, we are expecting a settled year this year with a focus on staff development alongside the quality of education. Some parents have commented that they would like to attend the Christmas play and sports day, so we are working hard to facilitate these requests this year so that families and carers can join in these special events.

Stakeholders

We did not have a very good response with external stakeholders completing the survey. However, we are already working on ideas ahead of next year to make it easier.



Bright Futures: Our Values

We define ourselves by our values.

They influence how we treat one another,
our learners and people we support.

They are what put the 'Bright' in Bright Futures.



We Work Together

With the people we provide support and education to, with their families, with our community, and with our fellow professionals. Together we are one team.



We Care

We have unwavering commitment to the people we provide support and education to. We offer specialist care, education and therapeutic support tailored to meet each individual's needs.



We Learn & Grow

By listening, reflecting and learning we make changes to continuously improve what we do.



We Are A Safe Pair Of Hands

We understand how difficult it can be for families to place their loved one in a new school or in the care of others. With our open, calm and supportive approach we are by your side for the journey ahead.



We are so proud of our amazing team. Their hard work, dedication and passion for what they do is what puts the 'Bright' in Bright Futures.

Here's just some of the incredible feedback we've received from the team this year when we asked about their experience of working for Bright Futures...

“This is genuinely not me being biased, it's what I've seen and experienced with my own eyes. Best company I've ever worked for by a mile. ●●

Team Member

“Just coming up to my one year anniversary and have settled in to my role and I am happy. Brilliant company to work for with excellent managers, leadership and development opportunities. ●●

Team Member

“I feel very valued as a person at Bright Futures. There is no better place to work, I have the best boss I have ever worked for, she fully supports all her staff. All our young people thrive when they come to us. ●●

Team Member

“Our residents are looked after really well with empathy, encouragement, diversity and compassion. Working at Bright Futures is rewarding and pleasurable knowing we make a difference to everyone's lives. ●●

Team Member

“I'm very proud to work for Bright Futures and passionate about my job, because of this I want to help as many people as possible to feel the same way as me. ●●

Team Member

“I really love my job I'm so proud of what we do for our students. The feedback from parents just shows what a difference we make. ●●

Team Member

“Best job I've ever had best move I've made coming to Bright Futures. The care for the young people and staff is a priority. ●●

Team Member

“I absolutely love what I do and work with the most amazing humans. ●●

Team Member

“I am extremely proud to work for Bright Futures and thoroughly enjoy coming to work each day working with a wide range of staff members from all areas of the organisation and supporting them to work with all the amazing individuals we support. ●●

Team Member



Bright Futures
FOR YOUR JOURNEY AHEAD

**We would
love to talk**

If you are a Parent, Guardian, Educational Case Worker, Healthcare Professional, Social Worker or Commissioner wishing to discuss the needs of an individual young person or looking for more information on the results presented within this document, please get in touch.

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