



# **THE RECOVERY CENTRE**

## **ANNUAL SURVEY**

### **April 2024**

Dear Resident

#### **How are we doing at the Recovery Centre?**

The Recovery Centre (TRC) residents and staff have a good track record of working well together.

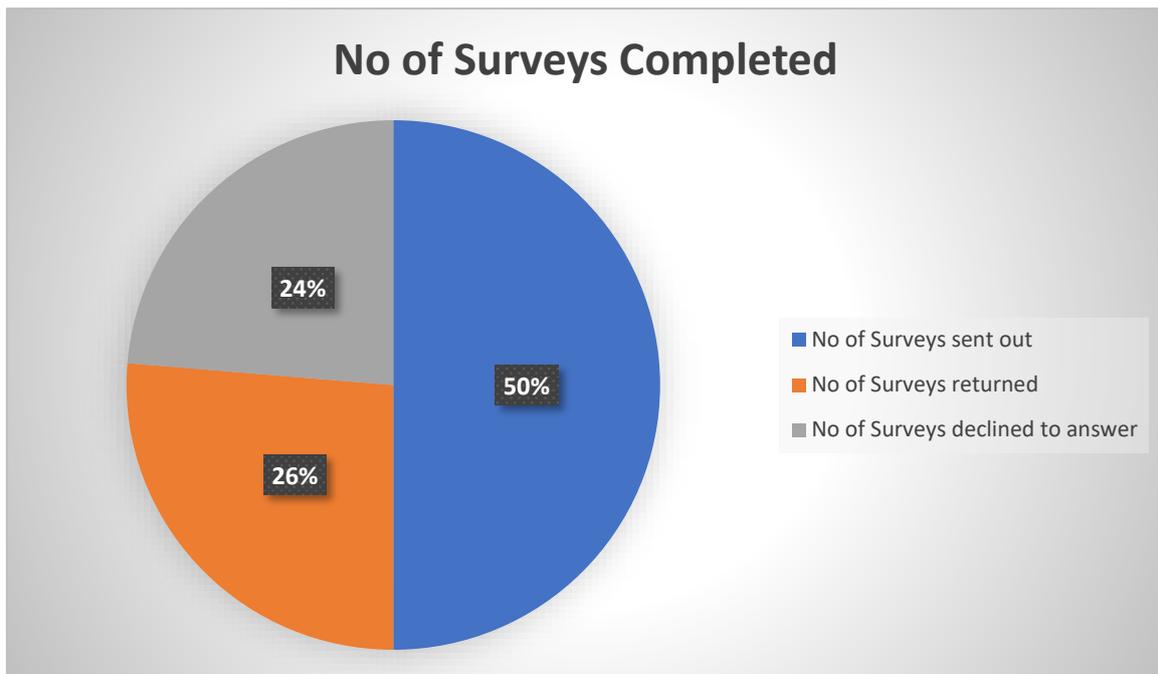
The Care Inspectorate regularly reviews this service to make sure that we are meeting the National Care Standards and doing the best we can.

This is the recorded feedback and action plan from the recent survey from February 2024.

To help avoid staff bias student nurses on placement helped, managed, and supported the residents survey process.

**Service Manager**

**Mark Skillin**



## SURVEY QUESTIONS

*The values of Centred are dignity, compassion, trust and recovery and throughout the year we have endeavoured to reflect this in the work we do with you. One of the ways in which we try to capture how well we achieve this is to conduct an annual Satisfaction Survey amongst you, our service users.*

*The Recovery Centre continues to develop year on year and fundamental to this is hearing from you your opinions and thoughts.*

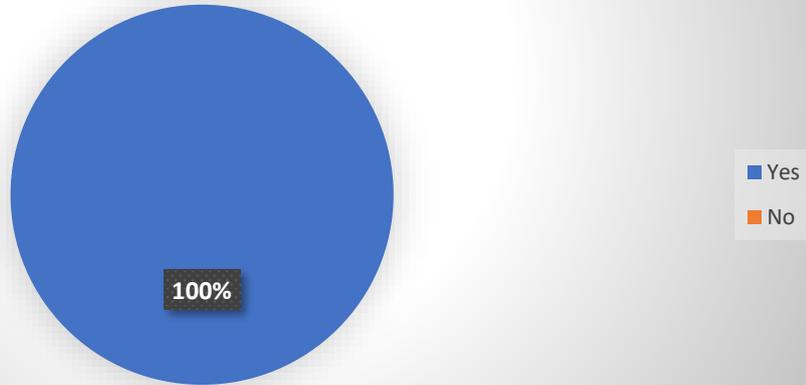
At the time of the survey there were 19 residents staying at the Recovery Centre. 19 residents accepted the survey questionnaire and 9 declined the invitation to participate. 10 forms were returned.

The findings of the survey and the action plan will be shared with the residents and the staff team as well as stakeholders of The Recovery Centre.

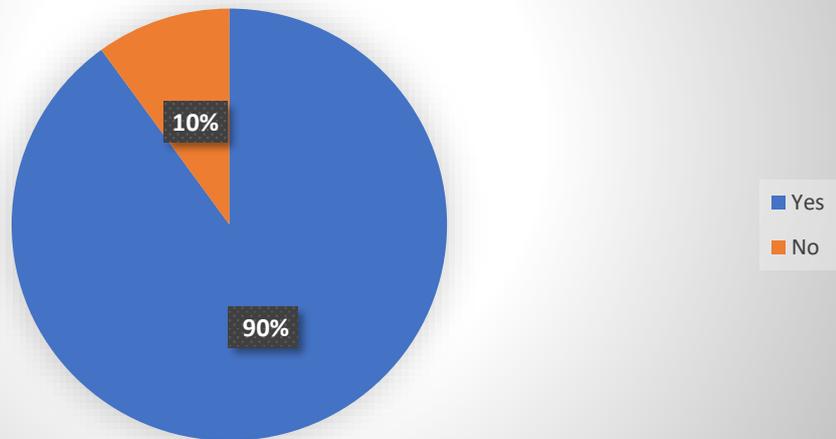
The following highlight the responses received.



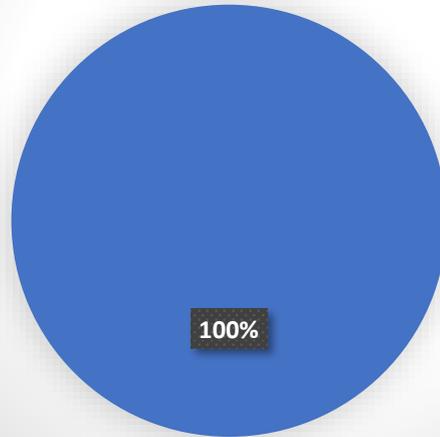
Q3. Do you feel that you are able to make informed choices about things that are important to you whilst recognising the rights of others to do the same?



Q4. Do you feel that we give you enough information about the choices that you have at the Recovery Centre and in general?

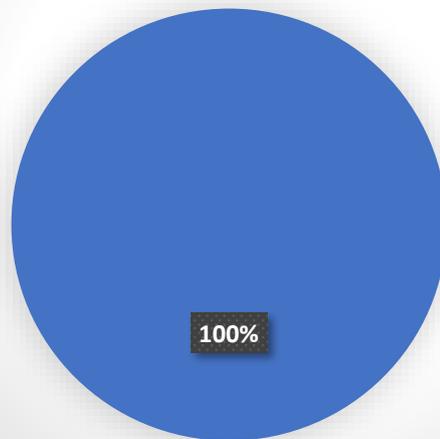


Q5. Do you feel safe and secure at the Recovery Centre, able to enjoy safety without feeling over protected, and do you feel free from exploitation?



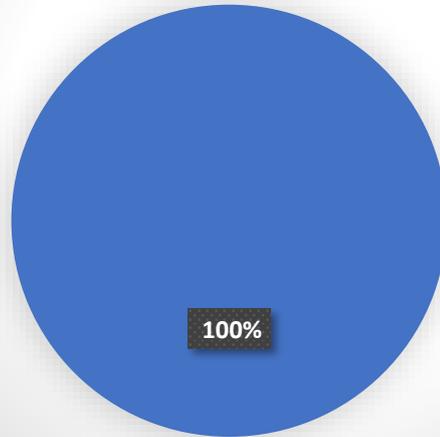
■ Yes  
■ No

Q6. Do we help you achieve all you can to make the most of your time and to make full use of all the resources available to you?



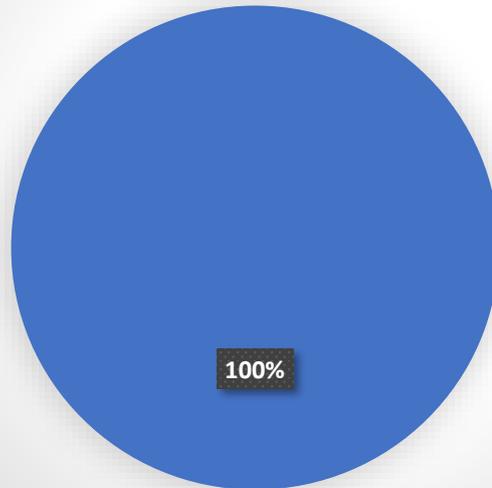
■ Yes  
■ No

Q7. Do you feel we help you to be treated equally at the Recovery Centre in an environment which is free from bullying, harassment and discrimination?



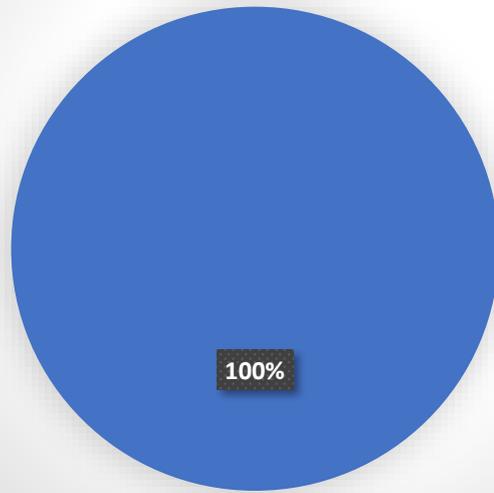
■ Yes  
■ No

Q8. If you are unhappy with anything, do you feel able to complain without fear of being victimised?



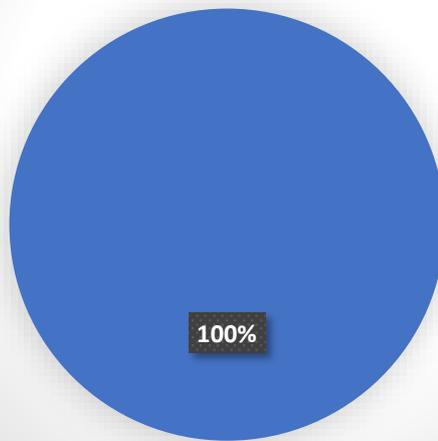
■ Yes  
■ No

Q9. Do you feel you were well supported through the Covid-19 pandemic?



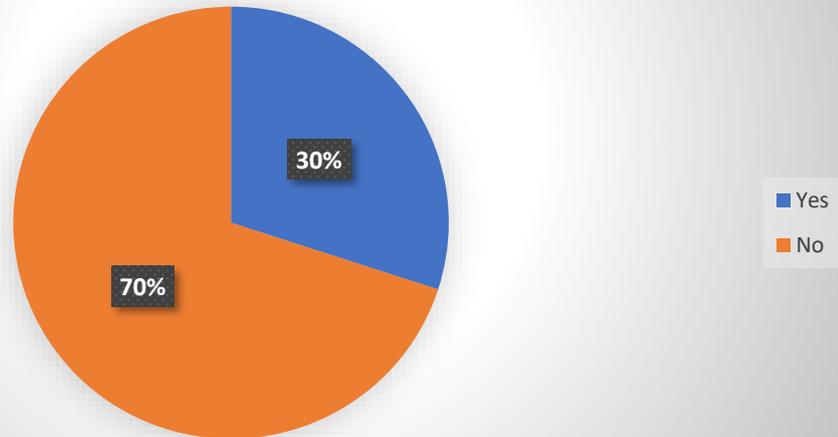
■ Yes  
■ No

Q10. Do you feel you were kept informed about the management of covid and the changes in restrictions?



■ Yes  
■ No

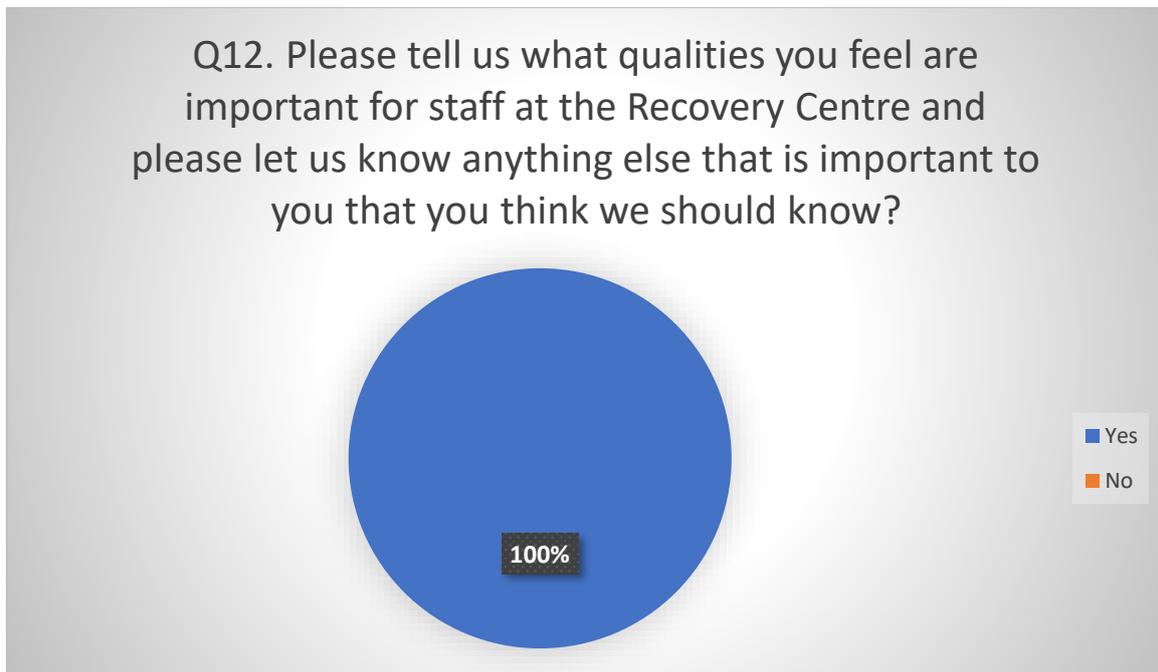
Q11. Is there anything else that we can do to make sure that your overall health and wellbeing needs are met?



Q11. Is there anything else that we can do to make sure that your overall health and wellbeing needs are met?

- You are doing the best you can at this moment in time.
- Settled here at the Recovery Centre and my needs are met.
- Some suggestions from various surveys include new lock on door and a video camera, going out for events and to watch the football, also going to the pub however not for alcohol.
- Help regarding adjustments to medication.
- Overall, no responses to this question include an answer saying along the lines of being happy with the Recovery Centre.

Q12. Please tell us what qualities you feel are important for staff at the Recovery Centre and please let us know anything else that is important to you that you think we should know?



Q 12 Please tell us what qualities you feel are important for staff working at the Recovery Centre and please let us know anything else that is important to you that you think we should know?

- Staff to be kind, patience, understanding, supportive and helpful.
- Other words used also include tolerance, politeness, caring.
- Understanding that not everyone is the same and being sensitive to this. And treating everyone the same.
- Learn something new about mental health every day.
- Being courteous and understanding in how people are feeling.
- Helping with tasks such as paperwork.
- Also, for staff to be more understanding regarding requests for more money when it is from a resident who wants to do what they love such as going to the cinema.

### **Action Points from The Recovery Centre Residents Survey 2024.**

- We will, continue to promote respectful, therapeutic relationships between residents and staff, providing-person centred support which will help individuals to progress towards achieving their goals. (Qu. 1,2,3)
- We will ensure that residents are supported to develop and maintain social relationships and will respect their choices. We will discuss with individuals any concerns they or staff have, in an open, honest, and respectful manner. (Qu.1,6)
- We will continue to involve residents in discussions about the way the service is provided and suggestions, feedback, and concerns which they raise will be given consideration. We will share information about the service by written and verbal communication, advising service users through use of noticeboards, residents' meetings, individual correspondence, and conversations. (Qu.4,6,10)
- Staff will continue to work to the Health and Social Care Standards, ensuring that resident's privacy and confidentiality is maintained. (Qu. 2, 5)
- We will continue to facilitate monthly or two monthly residents' meetings, promoting an environment of mutual respect where boundaries are agreed to enable participants to feel safe and supported. (Qu.5,7,8)

- We will continue to promote and offer a programme of meaningful activities, available to all. Suggestions of activities from residents are welcomed. We will make use of any monies collected through smoking fines to fund social activities and engagement for the benefit of all residents. (Qu.6,11)
- As a service and organisation, we will strive to recruit the right quality staff and to have adequate staffing levels to meet the needs of residents receiving care and support here at the Recovery Centre.

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