

Title for survey and logo(s)

East Sussex Community Voice (ESCV) is an independent community engagement company delivering Healthwatch in East Sussex. We have been commissioned by Brighton and Hove City Council (BHCC) to ask residents about their experience of living at Kendal Court. We want to know about your experience of local health and social care services that you need to access. The reason why we are doing this independent survey is because we want to help improve local services based upon what you tell us.

We would like to interview you at Kendal Court between ***(insert dates)*** in October. If you prefer, we can arrange a telephone interview, give you a paper survey to return by post or email you a survey. Please note that all the information that you provide will be treated in the strictest confidence, none of your personal information will be shared with BHCC or any other third parties.

We will combine the results of what you tell us into a report that will be shared with you and BHCC by the end of October. This report will not identify the individual views of any Kendal Court resident. Please ask your interviewer if you have any questions on the above and thank you for your co-operation.

You can also attend a small focus group on (**date**) if you would like to tell us more about your experiences. You can let us know at the end of this survey.

We look forward to hearing from you

John Routledge, Director
East Sussex Community Voice delivering Healthwatch East Sussex.

If you would like to find out more about Healthwatch East Sussex you can visit us at: www.healthwatcheastsussex.co.uk

Your support services

Q1 Have you used health, care or housing support service in the last 6 months?

Yes.....

No.....

If you answered 'Other' please could you tell us here?

Q2 Are you registered with a GP practice?

Yes.....

No.....

If you answered Q3 'Yes' please tell us which one:

Q3 Are you registered with a Dental surgery?

Yes.....

No.....

If you answered Q4 'Yes' please tell us which one:

Q4 Please could you tell us about your services. (You can tick more than one)

	I have used	I am using
Housing Support	<input type="checkbox"/>	<input type="checkbox"/>
Hospital	<input type="checkbox"/>	<input type="checkbox"/>
GP	<input type="checkbox"/>	<input type="checkbox"/>
Dentist	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health support	<input type="checkbox"/>	<input type="checkbox"/>
Adult Social Care	<input type="checkbox"/>	<input type="checkbox"/>
Other Community support (e.g. District Nurse)	<input type="checkbox"/>	<input type="checkbox"/>
Drug and Alcohol support	<input type="checkbox"/>	<input type="checkbox"/>
Childrens Service	<input type="checkbox"/>	<input type="checkbox"/>
Voluntary or Charity care / support	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

Q5 Which is the main service that you use?

Q6 **Are there any other services you use which aren't available to you at the moment?**

Yes.....

No.....

If you answered Q6 'No', do you know why this is?

Q7 **How satisfied are you overall with your main service?**

Very Satisfied.....

Satisfied.....

Neither satisfied nor unsatisfied

Unsatisfied.....

Very unsatisfied

Where and how do you get there

Q8 **Where do you go to receive your main support service from Kendal Court?**

Newhaven.....

Lewes.....

Peacehaven.....

Brighton and Hove.....

Other

If you said 'Other' please tell us where you go

Q9 **How do you normally travel to your main support service from Kendal Court? (Please tick one)**

Walk

Bus

Car.....

Train

Other

If you said 'Other' please tell us here:

Q10 **Does access to transport affect your ability to get to the services you need?**

Not at all

A little bit

Not really

Quite a lot

It's a problem

Q11 **Are there any other reasons why you cannot get to a service that you need?**

Yes.....

No.....

If you answered 'Yes' please tell us why here

Access and Information

We would like to understand a little more about your experiences at Kendal Court compared to those you may have had before you came here. Please look at the following statements and let us know if you agree or disagree.

Q12 At Kendal Court, compared to my previous experiences where I have lived before;

	Strongly Agree	Agree	Disagree	Strongly Disagree
I can access the right care and support when I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to access information about my main service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand the information I am given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a choice about where I receive my service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel lonely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 If you disagreed with any of the above statements, why is this?

Q14 Have you encountered any barriers to receiving services since you have been at Kendal Court

Yes.....

No.....

If you answered Q14 'Yes' please tell us why here

Kendal Court - thinking about your stay here

Q15 What has worked well and why?

Q16 What could be made better?

Q17 Finally, please tell us how long you have lived at Kendal Court

Your opportunity to help

Thank you for taking part in our survey.

We would like to invite you to take part in a small face to face group discussion with other residents of Kendal Court, to talk about your experiences further on **DATE**, at **LOCATION**.

This group will help inform further those who manage and maintain Kendal Court and how it impacts on your daily life while you are here.

For taking part we would like to offer you a small recognition payment of **xxx** for your time.

If you would like to take part please tick the box below and leave your contact details in the box provided.

Q18 **I would like to take part in the focus group**

Yes.....

No.....

Name:

Contact Details:

Equal Opportunity Monitoring

To help us ensure that we are seeking the views of everyone and understand the makeup of communities, we would like to ask you some questions about yourself. All of your responses are treated confidentially and will not be used to identify you in any way. You do not have to answer any of these questions if you do not want to.

Q21 Are you?

- Male.....
- Female
- Transgender
- Prefer not to say

Q22 How old are you?

- Under 18.....
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 and over.....
- Prefer not to say

Q23 What best describes your ethnic background?

- White British / White Irish
- Black African / Caribbean
- Any other Black background
- Chinese
- Bangladeshi.....
- Indian.....
- Pakistani.....
- Any other mixed background.....
- Gypsy / Traveller.....
- Any other ethnic group
- Prefer not to say

The Equality Act 2010 describes a person as disabled if they have a longstanding physical condition or mental condition that has lasted or is likely to last at least 12 months and this condition has a substantial adverse effect on their ability to carry out normal day to day activities. People with some conditions - cancer, multiple sclerosis and HIV/AIDS, for example, are considered to be disabled from the point of diagnosis.

Q24 Do you consider yourself to be disabled?

- Yes.....
- No
- Prefer not to say

