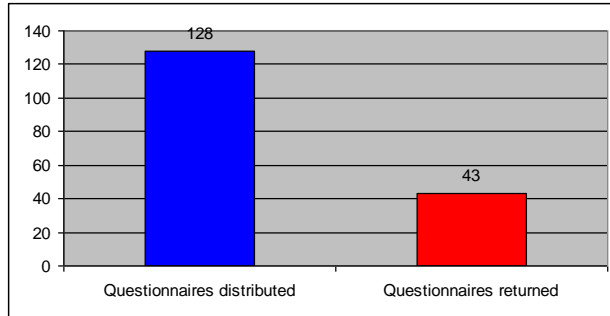


DISC Quality Audit January 2012

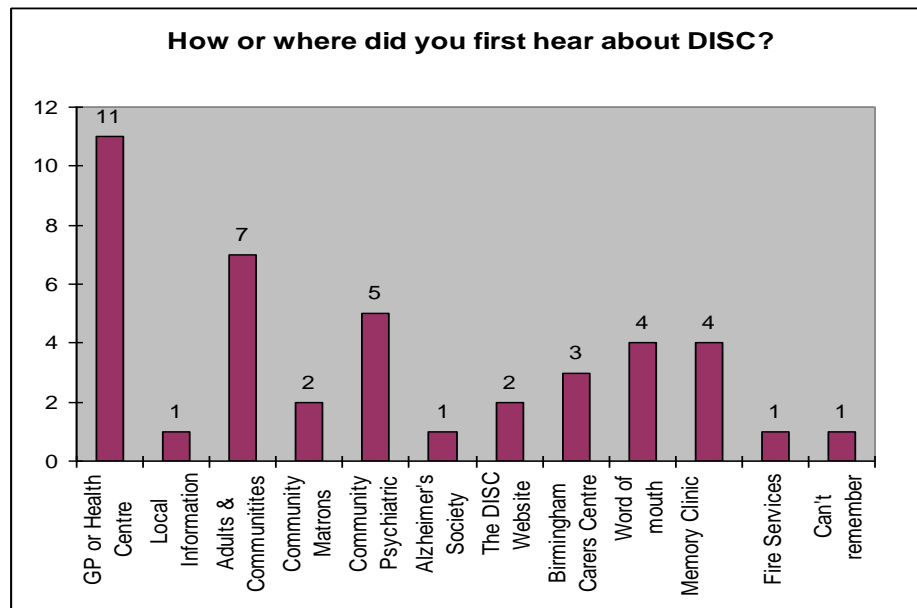
Questionnaires Distributed 128
Questionnaires Returned 43 (34%)



Question 1

How or where did you first hear about DISC?

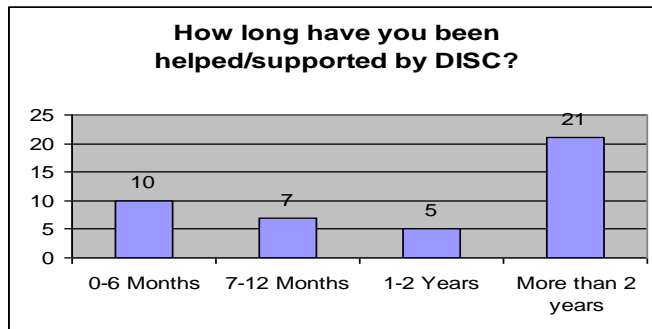
GP or Health Centre	11
Local Information Centre eg. Library	1
Adults & Communities (Social Services)	7
Community Matrons	2
Community Psychiatric Nurses	5
Alzheimer's Society	1
The DISC Website	2
Birmingham Carers Centre	3
Word of mouth	4
Memory Clinic	4
Fire Services	1
Can't remember	1



Question 2

How long have you been helped/supported by DISC?

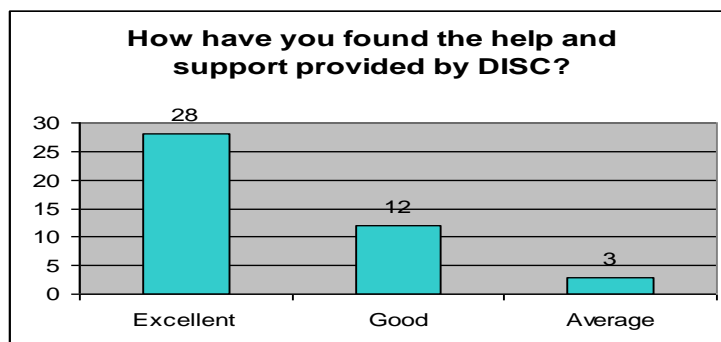
0-6 Months	10
7-12 Months	7
1-2 Years	5
More than 2 years	21



Question 3

How have you found the help/support provided by DISC?

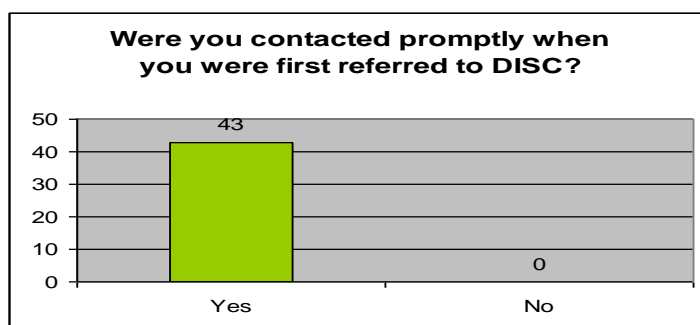
Excellent	28
Good	12
Average	3



Question 4

Were you contacted promptly when you were first referred to DISC?

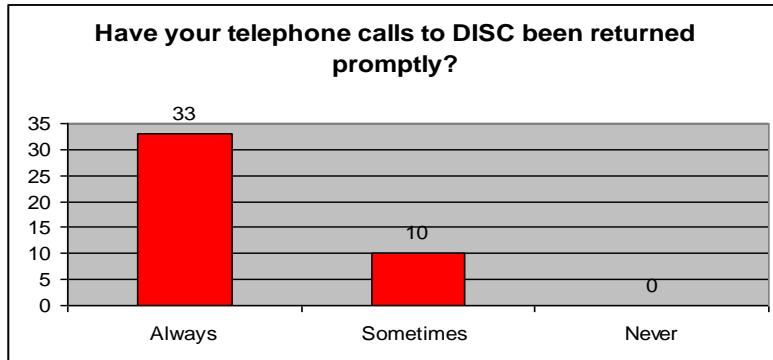
Yes	43
No	0



Question 5

Have your telephone calls to DISC been returned promptly?

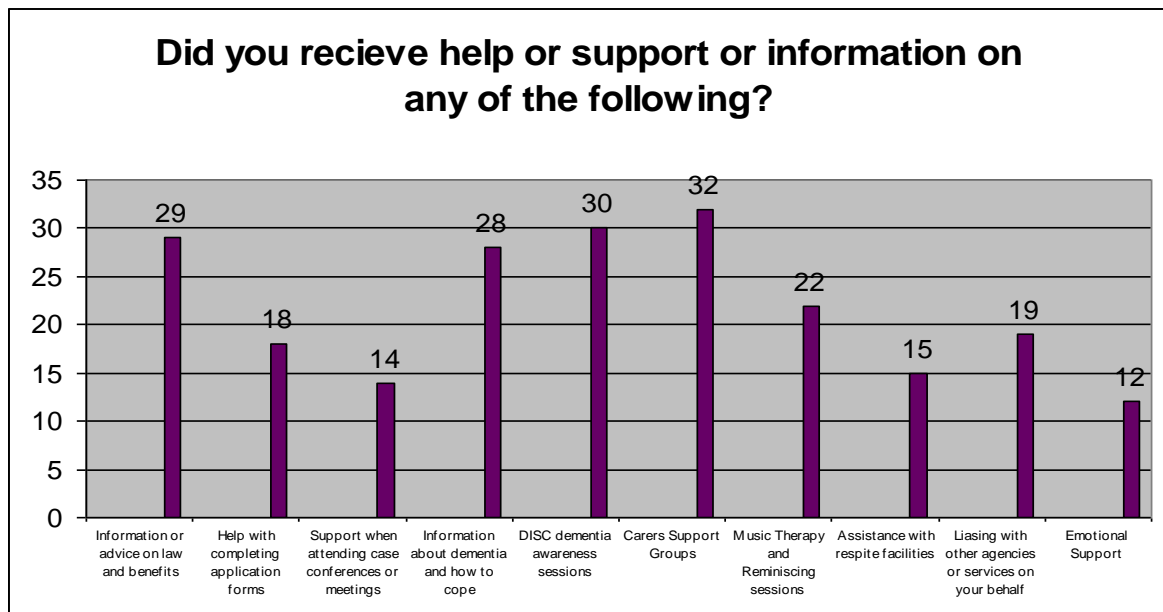
Always	33
Sometimes	10
Never	0



Question 6

Did you receive help or support or information on any of the following?

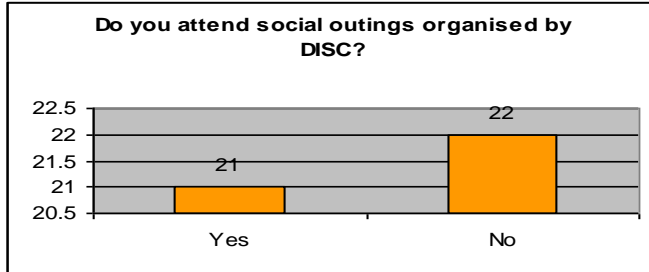
Information or advice on law and benefits	29
Help with completing application forms	18
Support when attending case conferences or meetings	14
Information about dementia and how to cope	28
DISC dementia awareness sessions	30
Carers Support Groups	32
Music Therapy and Reminiscing sessions	22
Assistance with respite facilities	15
Liasing with other agencies or services on your behalf	19
Emotional Support	12



Question 7

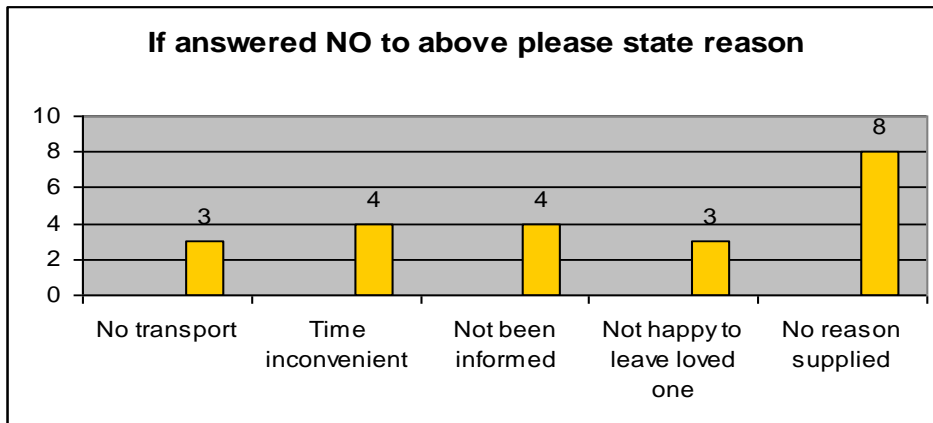
Do attend the social outings organised by DISC?

Yes	21
No	22



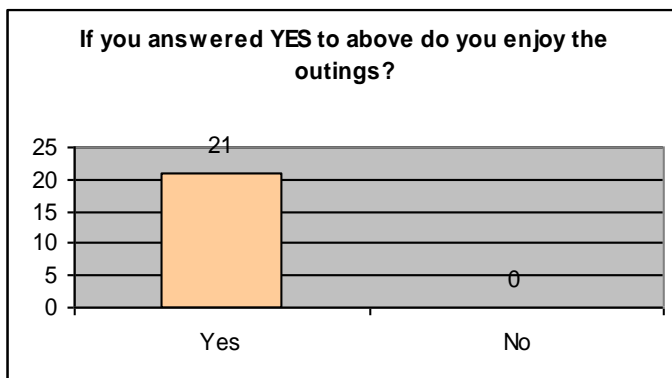
If you answered NO to above please state reason

No transport	3
Time inconvenient	4
Not been informed	4
Not happy to leave loved one	3
No reason supplied	8



If you answered YES to above do you enjoy the outings?

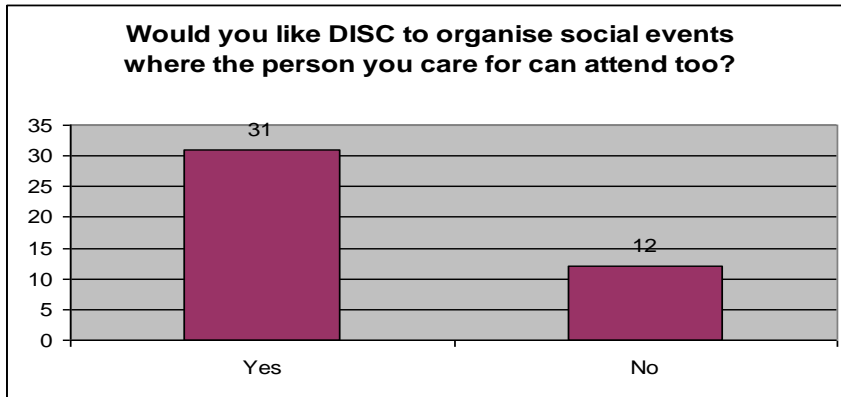
Yes	21
No	0



Question 8

Would you like DISC to organise social events where the person you care for can attend too?

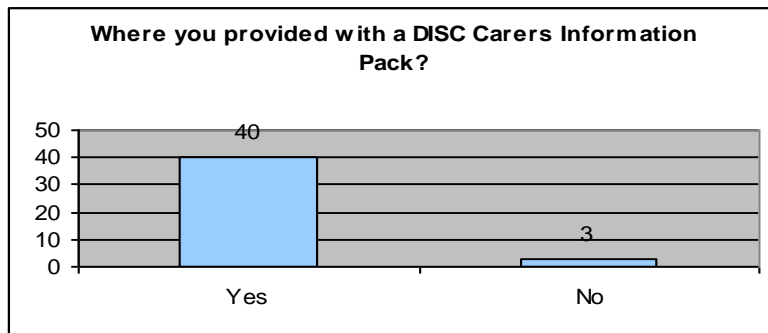
Yes 31
No 12



Question 9

Where you provided with a DISC Carers Information Pack?

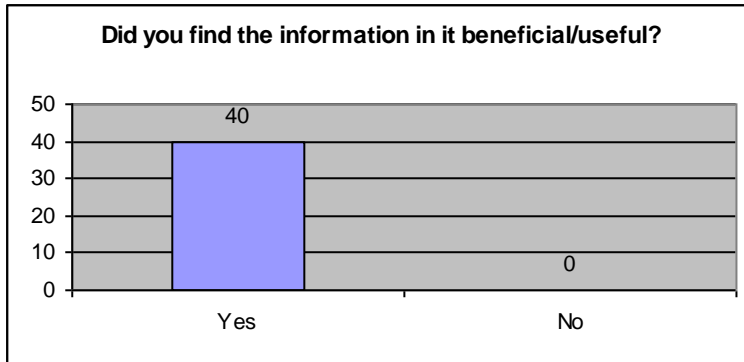
Yes 40
No 3



Question 10

Did you find the information in it beneficial/useful?

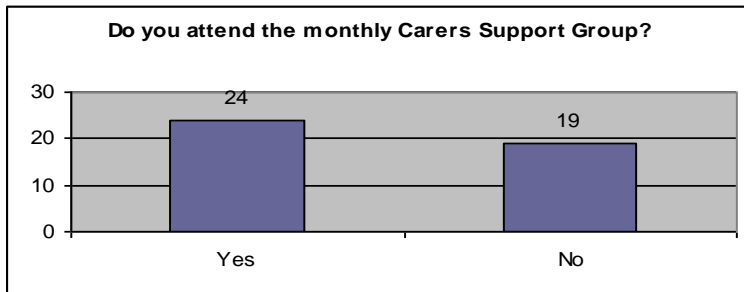
Yes 40
No 0



Question 11

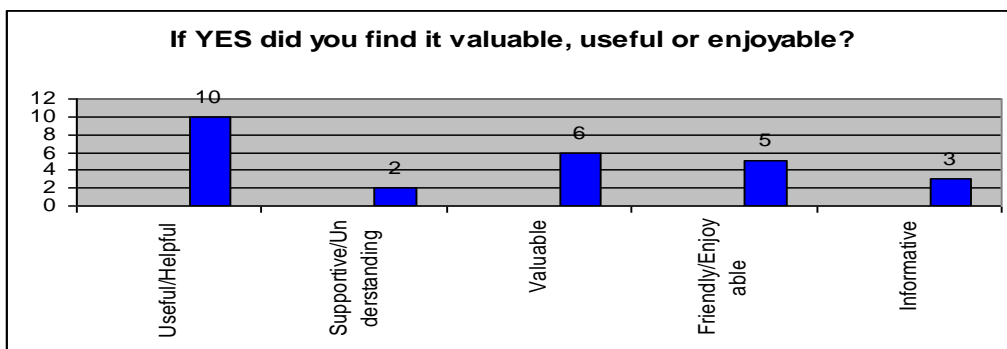
Do you attend the monthly Carers Support Group?

Yes	24
No	19



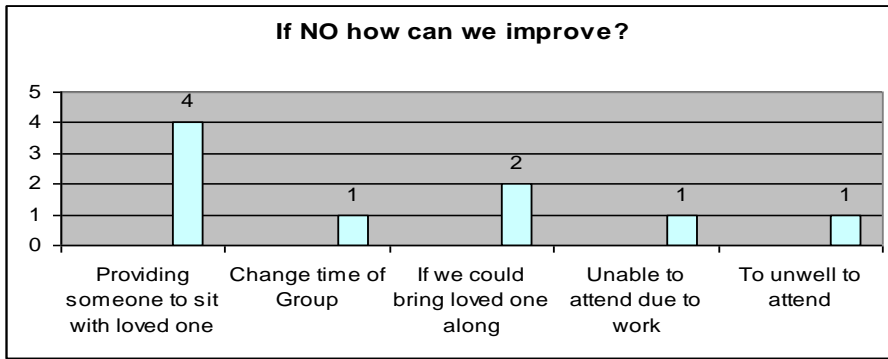
If YES do you find it valuable, useful or enjoyable?

Useful/Helpful	10
Supportive/Understanding	2
Valuable	6
Friendly/Enjoyable	5
Informative	3



If NO how can we improve?

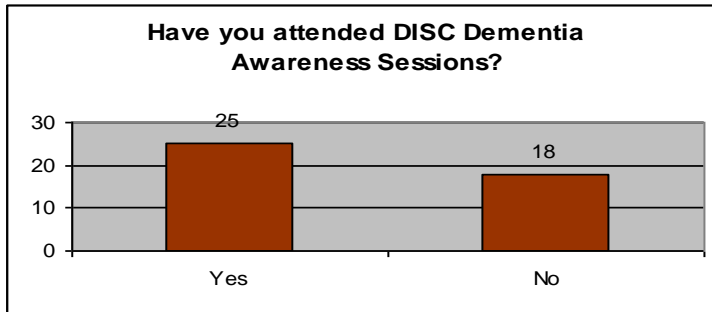
Providing someone to sit with loved one	4
Change time of Group	1
If we could bring loved one along	2
Unable to attend due to work	1
To unwell to attend	1



Question 12

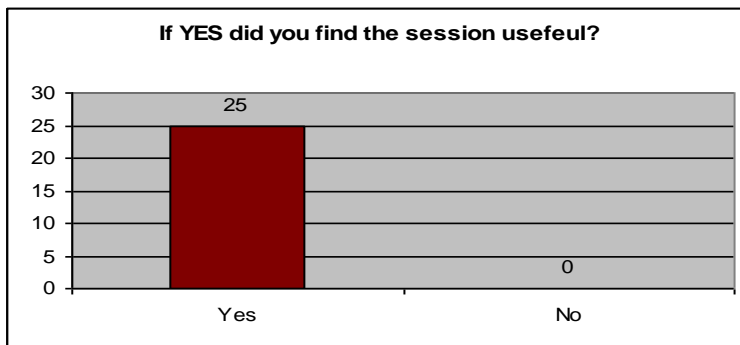
Have you attended DISC Dementia Awareness Sessions?

Yes	25
No	18



If YES did you find the session useful?

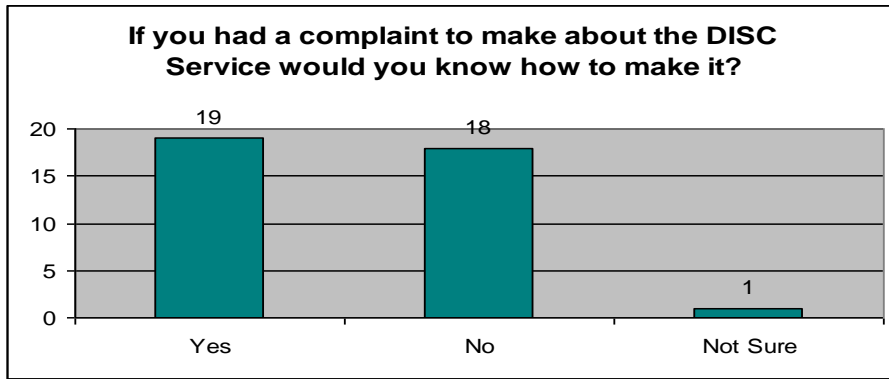
Yes	25
No	0



Question 13

If you had a complaint to make about the DISC Service would you know how to make it?

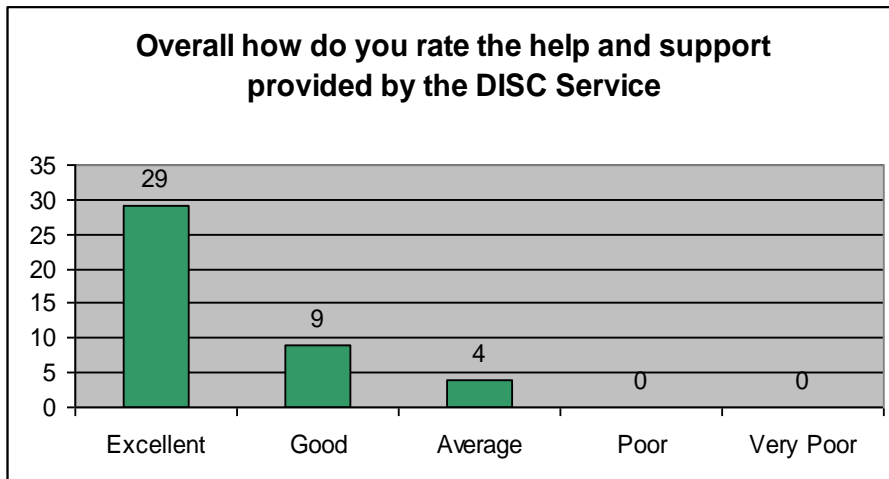
Yes	19
No	18
Not Sure	1



Question 14

Overall how do you rate the help and support provided by the DISC Service?

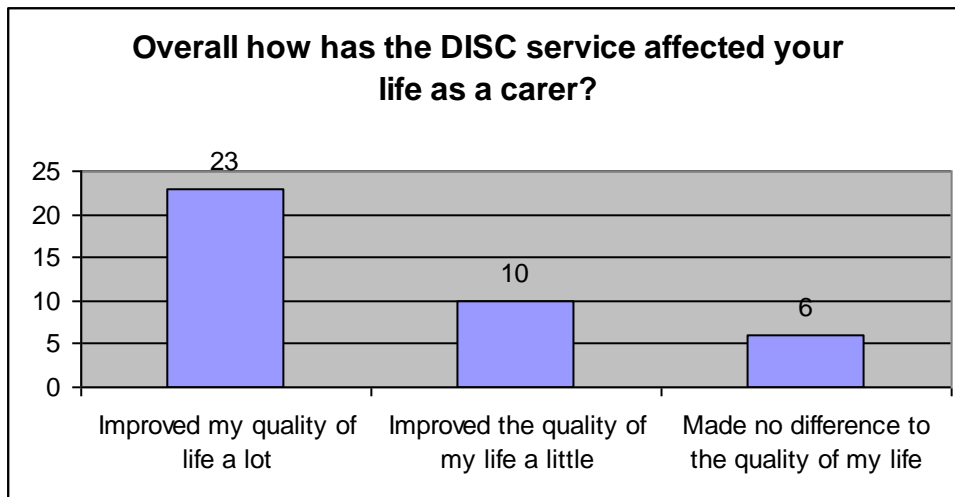
Excellent	29
Good	9
Average	4
Poor	0
Very Poor	0



Question 15

Overall how has the DISC service affected your life as a carer?

Improved my quality of life a lot	23
Improved the quality of my life a little	10
Made no difference to the quality of my life	6



Comments

A very lovely warm caring service, everyone I speak to tries to help. I had Claire and she was wonderful

DISC has helped enormously, both from care via Crossroads access and to enable me to get some much needed care for mum at home

More information about Day Centres would sometimes help and more frequent calls

What can I say, thank god for these people that run this service at DISC without their help I could not manage

A volunteer sitter would be wonderful

Tirath has been superb in her role. She has supported us through so many different ways so promptly. I just wish funds would allow regular visits.

Just keep up the good work, the support you give to us all is above and beyond the call of duty. Thank you

Very satisfying, I am sure there is always a need for this service.

Since I started attending the DISC sessions I received excellent service and very good information which has helped a lot.

Made us aware of new services from Social Services that may come in place

DISC should open a day centre for people with dementia because DISC understand what dementia is. It will be good if something can be done in future.

Provide other groups like the Music Therapy but something different that's helps with improving memory.

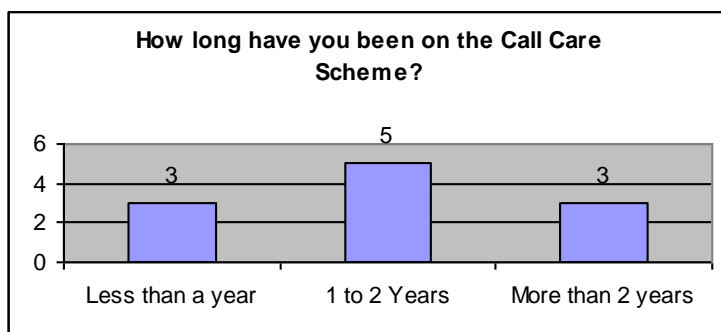
DISC is helpful with information but when I go home the problem is still there, but its good to get out sometimes and meet and talk to others, that's why I enjoy coming to DISC

When I've contacted DISC for help they have been very supportive and I have been very glad that they have been out there, as a carer because there has been no help from anywhere else.

Call Care

How long have you been on the Call Care Scheme?

Less than a year	3
1 to 2 Years	5
More than 2 years	3



How often do you receive a call?

Monthly	4
Every 2 months	3
Every 3 months	4

How often do you receive a call?

