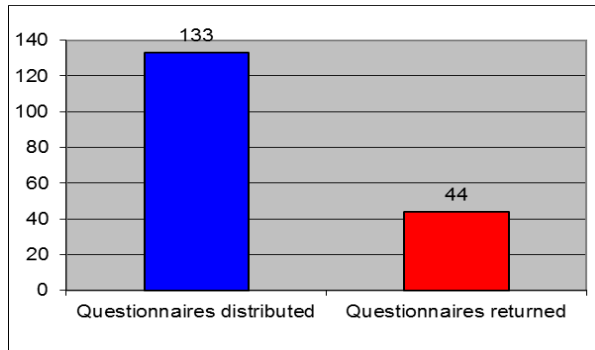


DISC Quality Audit October 2013

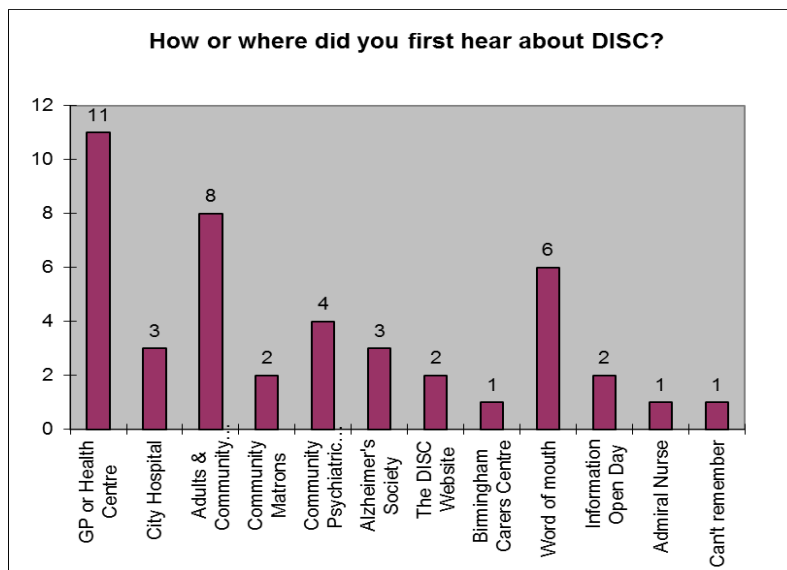
Questionnaires distributed	133
Questionnaires returned	44



Question 1

How or where did you first hear about DISC?

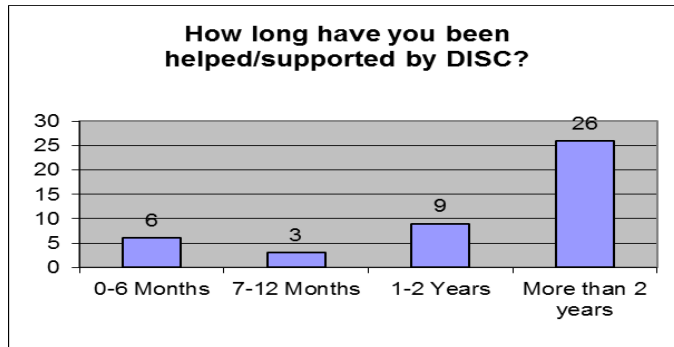
GP or Health Centre	11
City Hospital	3
Adults & Community (Social Services)	8
Community Matrons	2
Community Psychiatric Nurses	4
Alzheimer's Society	3
The DISC Website	2
Birmingham Carers Centre	1
Word of mouth	6
Information Open Day	2
Admiral Nurse	1
Can't remember	1



Question 2

How long have you been helped/supported by DISC?

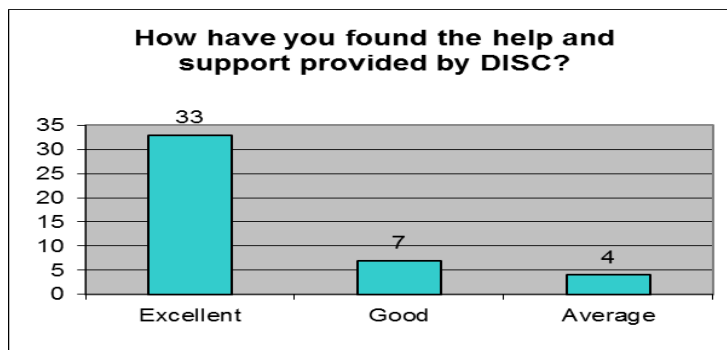
0-6 Months	6
7-12 Months	3
1-2 Years	9
More than 2 years	26



Question 3

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

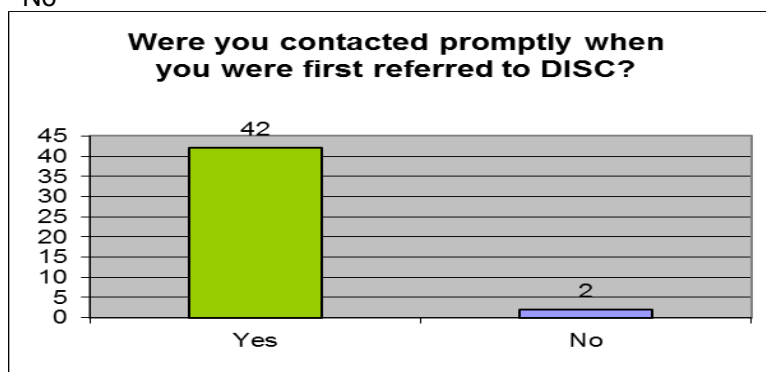
Excellent	33
Good	7
Average	4



Question 4

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

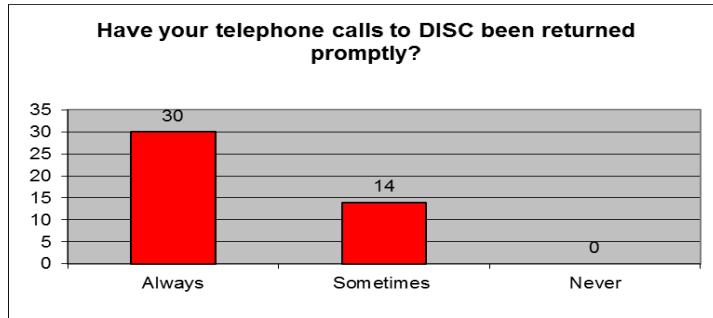
Yes	42
No	2



Question 5

Have your telephone calls to DISC been returned promptly?

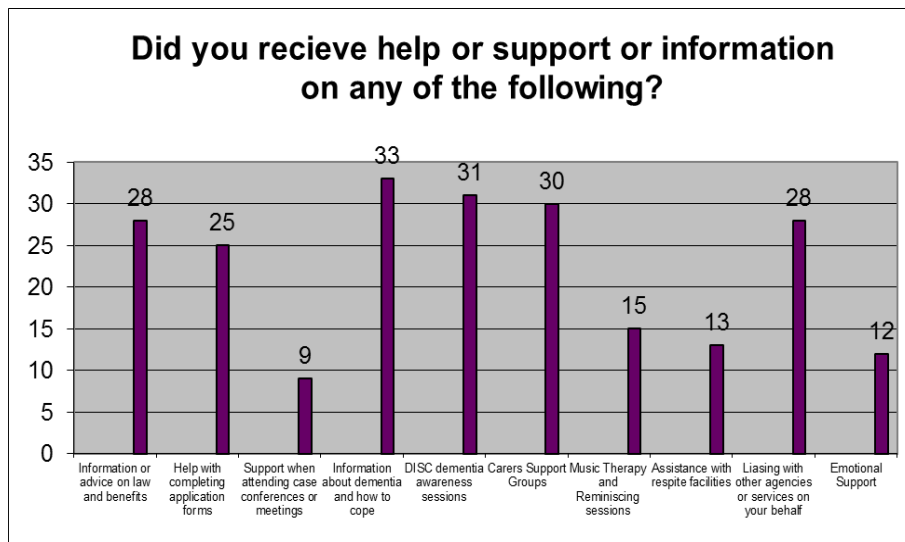
Always	30
Sometimes	14
Never	0



Question 6

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

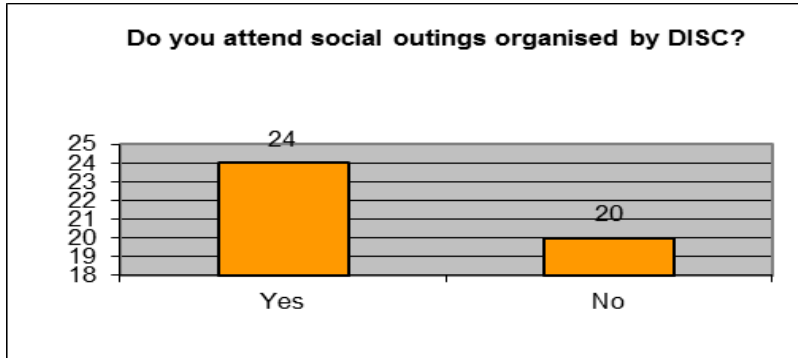
Information or advice on law and benefits	28
Help with completing application forms	25
Support when attending case conferences or meetings	9
Information about dementia and how to cope	33
DISC dementia awareness sessions	31
Carers Support Groups	30
Music Therapy and Reminiscing sessions	15
Assistance with respite facilities	13
Liasing with other agencies or services on your behalf	28
Emotional Support	12



Question 7

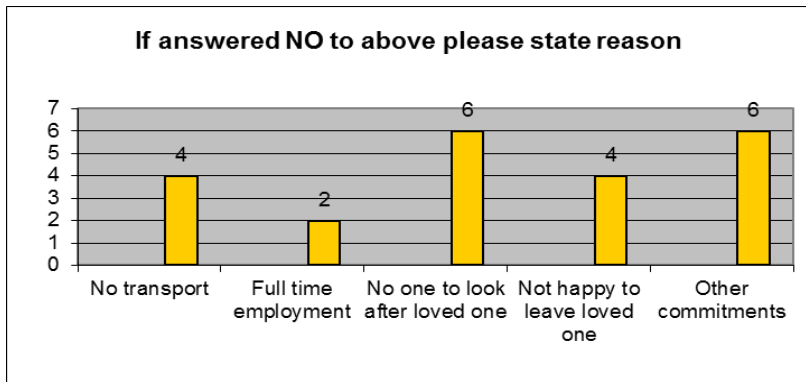
Do you attend the social outings organised by DISC?

Yes	24
No	20



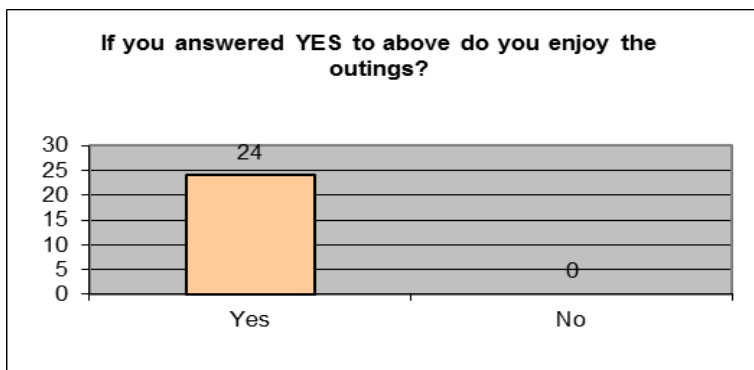
If you answered NO to above please state reason

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?

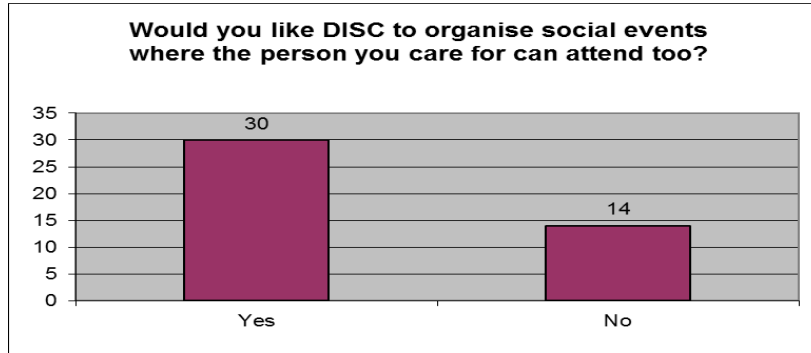
Yes	24
No	0



Question 8

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

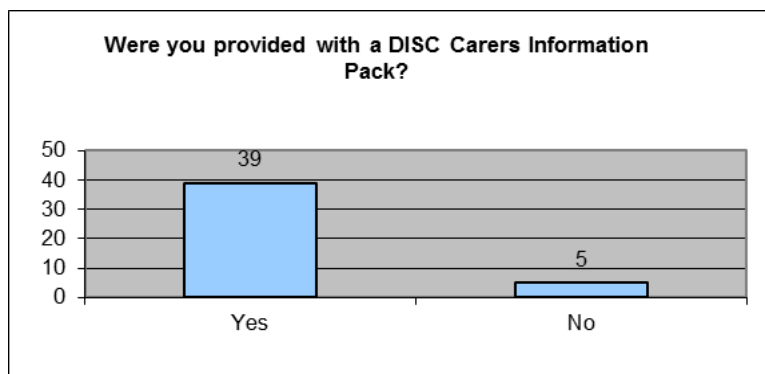
Yes 30
No 14



Question 9

Were you provided with a DISC Carers Information Pack?

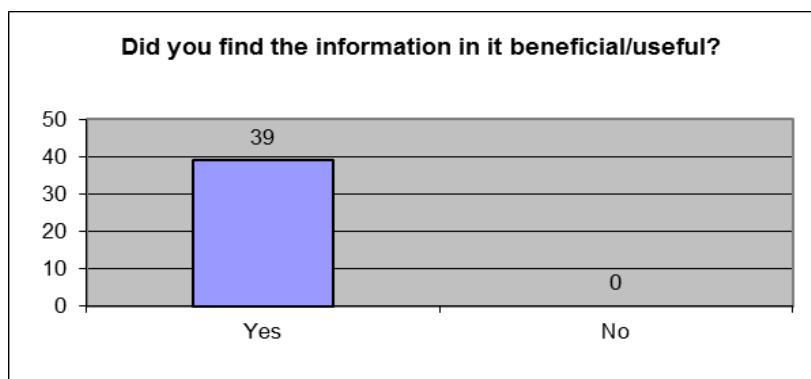
Yes 39
No 5



Question 10

Did you find the information in it beneficial/useful?

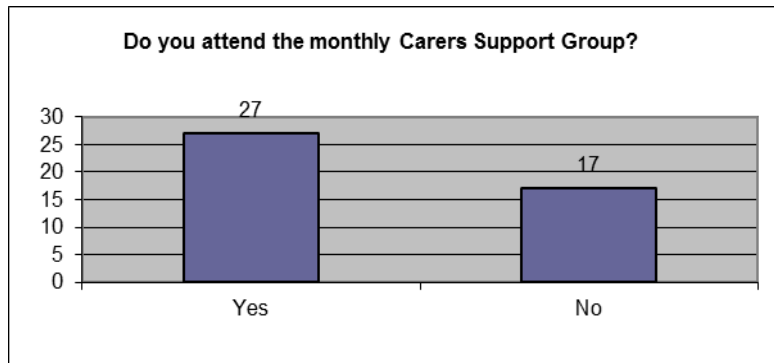
Yes 39
No 0



Question 11

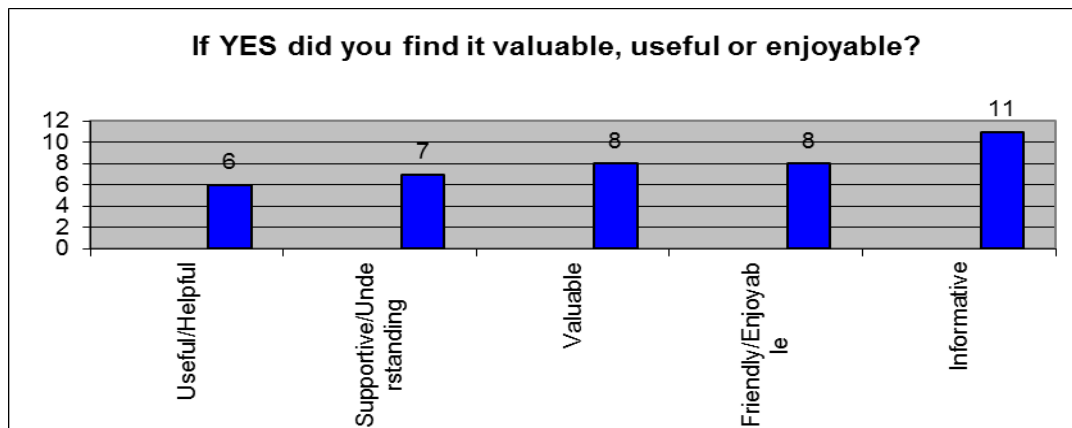
Do you attend the monthly Carers Support Group?

Yes	27
No	17



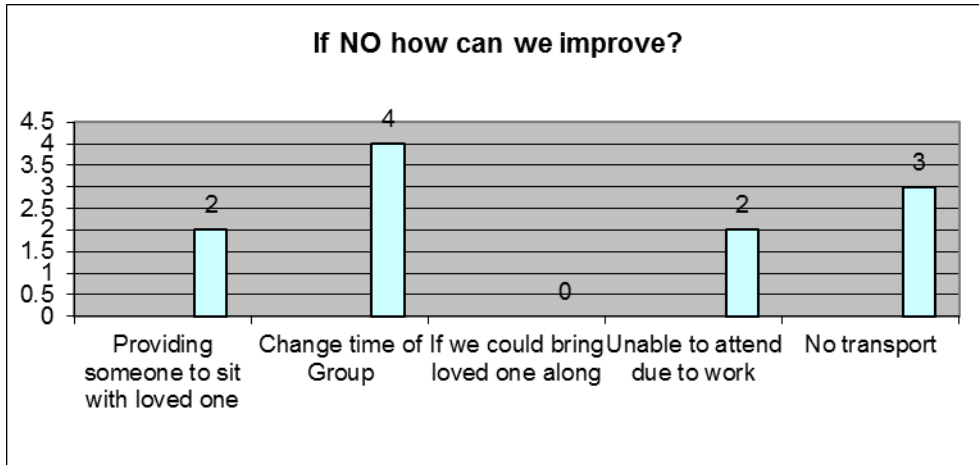
If YES do you find it valuable, useful or enjoyable?

Useful/Helpful	6
Supportive/Understanding	7
Valuable	8
Friendly/Enjoyable	8
Informative	11



If NO how can we improve?

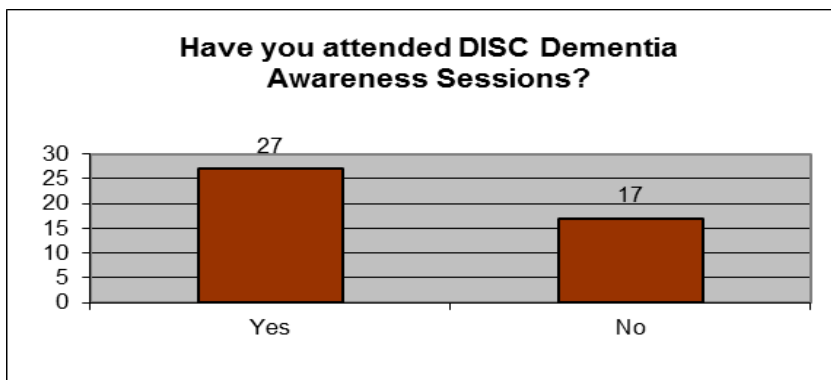
Providing someone to sit with loved one	2
Change time of Group	4
If we could bring loved one along	0
Unable to attend due to work	2
No Transport	3



Question 12

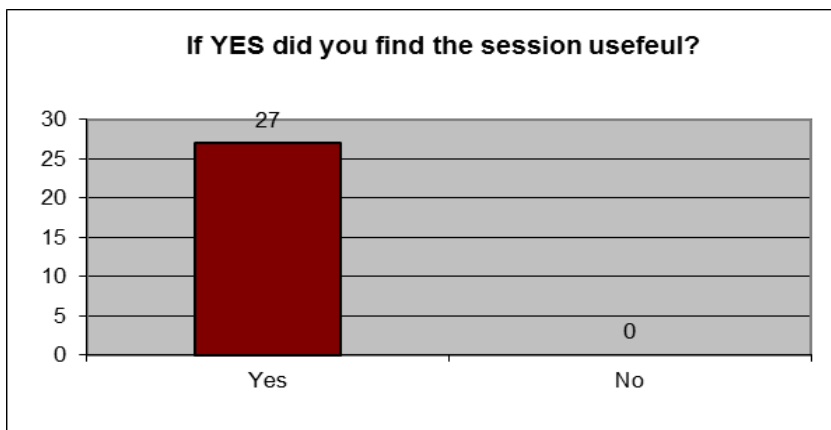
Have you attended DISC Dementia Awareness Sessions?

Yes	27
No	17



If YES did you find the session useful?

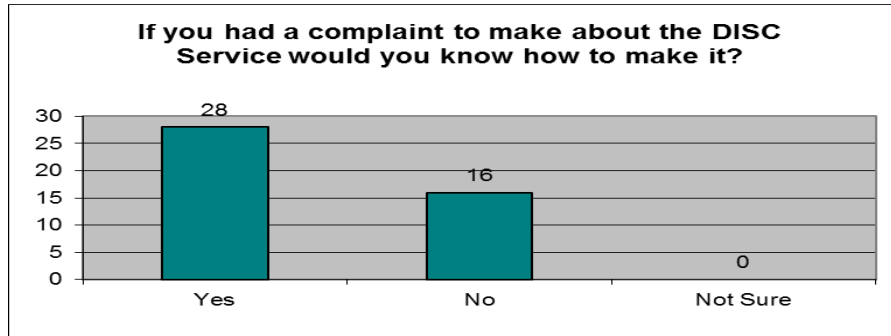
Yes	27
No	0



Question 13

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

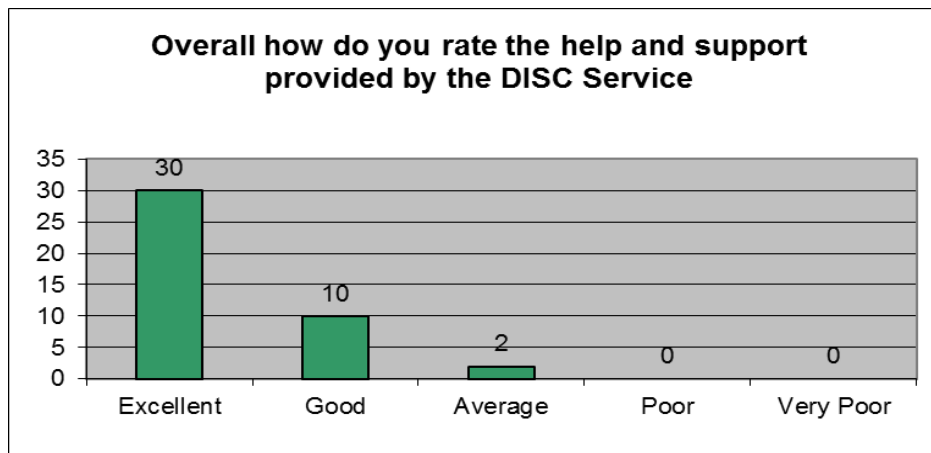
Yes	28
No	16
Not Sure	0



Question 14

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

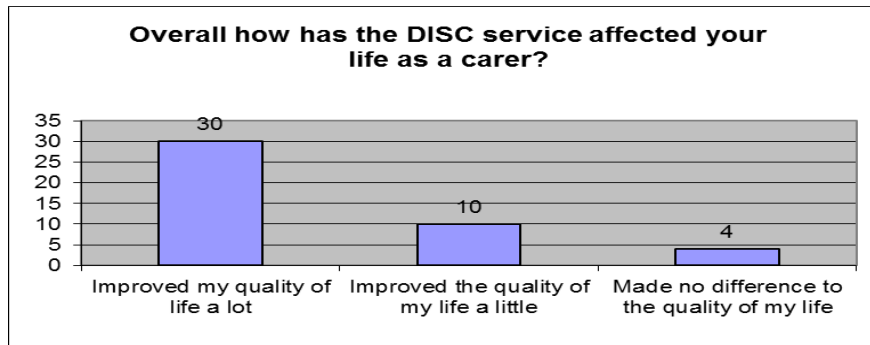
Excellent	30
Good	10
Average	2
Poor	0
Very Poor	0



Question 15

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

Improved my quality of life a lot	30
Improved the quality of my life a little	10
Made no difference to the quality of my life	4



Comments:

DISC were great and simply splendid!

Excellent service, Well done!! Thank you

Help for working carers would be appreciated

I find the Carers Groups very useful for sharing experiences and have made good friends. Please arrange more outings

I would like DISC to help me find safe respite places which understand dementia

Could possibly offer up to date information on homes available for respite, less time consuming if you know for sure that they will take dementia patients

I strongly believe an organisation like DISC plays a vital role in making a difference in the lives of carers like myself in the support that they provide. It is our lifeline and first point of contact to the services that we require as carers. It may be a good idea for them to provide a list of care assistants/volunteers who are willing to help/work flexible hours should they arise required for whatever reason

DISC have helped me, providing lots of information and support and help to relieve my stress

What you are doing at the moment is very helpful but there are still a lot of people who still have never heard of you

Service has been very good and satisfactory

I must mention that Asad has been an angel, an efficient and caring one. Loves laughter and joy at Asra House has been wonderful and Val is 100% brilliant. All I can add is that a mix of knowledge and fun, music and games just so that carers can have a mix of useful information but bit of escapism and respite too

I cannot thank DISC and its staff members enough for all the help and support they have given me.

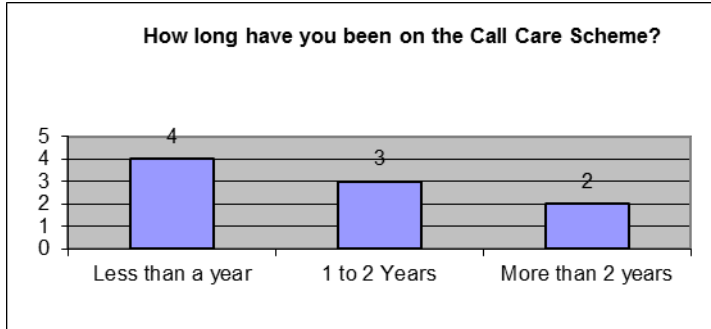
I am happy with your service and thank you

I am happy with the service provided with the groups. I find them very encouraging and it is reassuring to know that help is there when needed.

Call Care

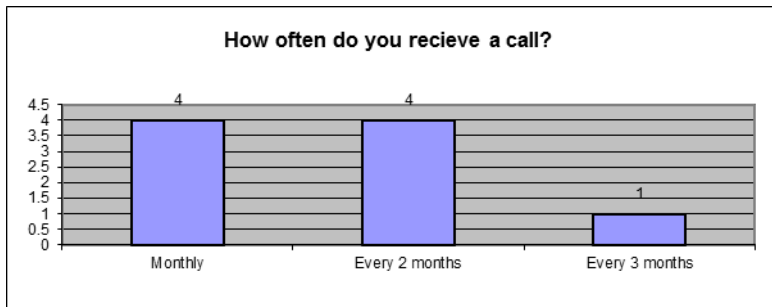
How long have you been on the Call Care Scheme?

Less than a year	4
1 to 2 Years	3
More than 2 years	2



How often do you receive a call?

Monthly	4
Every 2 months	4
Every 3 months	1



Do you find the scheme useful?

Yes	9
No	0

