

# What our clients say about the Enrych Personal Support Assistant service (2017)



Enrych has been supporting disabled people for over 30 years. It's important to us that we offer an outstanding service to all our clients, and support them to be as active and independent as possible, and live their lives in the way they choose.

How do we know what our clients think of our service? We ask them! \*This is what they told us....

## What I like about using Enrych...

- Consistent and reliable
- Convenience and flexibility
- Staff are outstanding
- The matches made by the PA manager have been excellent
- PAs are flexible in what they can do
- Hassle-free. Pay one bill
- I don't have to deal with the paperwork
- There is always someone to contact if I need to speak about anything
- I can depend on Enrych - you are easy to deal with and a good organisation
- When I had a problem, it was sorted out very quickly for me
- Good that Enrych is local
- I feel that Enrych is a valuable contribution to the community

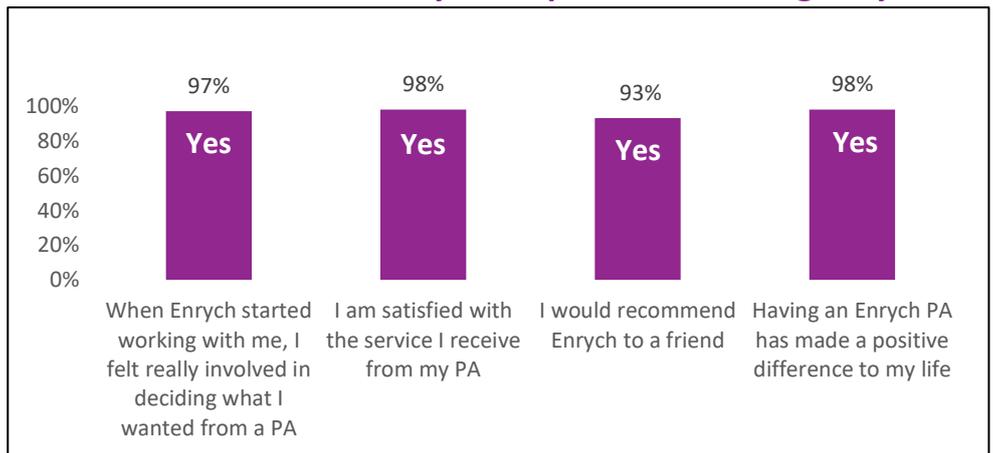
## How my Enrych PA has made a difference in my life...

- My PAs have given me so much confidence to do the things I never thought I would be able to do. I never thought I'd have the confidence to travel on my own.
- I have been able to meet lots of people - I like that
- My PA has helped me with shopping and with using my money
- I go out and about a lot more often than I did previously. I wouldn't be able to go out on my own
- I look after myself more. I have started doing a bit of cooking. Going out, putting make-up on lifts my mood. It has made a major difference
- My PA helps and encourages me with everything I want to do
- My PA understands the difficulties I have. I feel I can try different things with my PA
- My PA is very caring and considerate and has come to know me well
- I have a PA that I value and get on extremely well with. It has made a huge difference to my life
- My PAs are great. I see life differently and they help me because they are chilled and help me to relax
- My PA has introduced me to singing which I love and I have performed a number of times
- At the time I was negative about having a PA when Social Services suggested it. After beginning, I realised there were benefits to me. It changed my life and made life easier

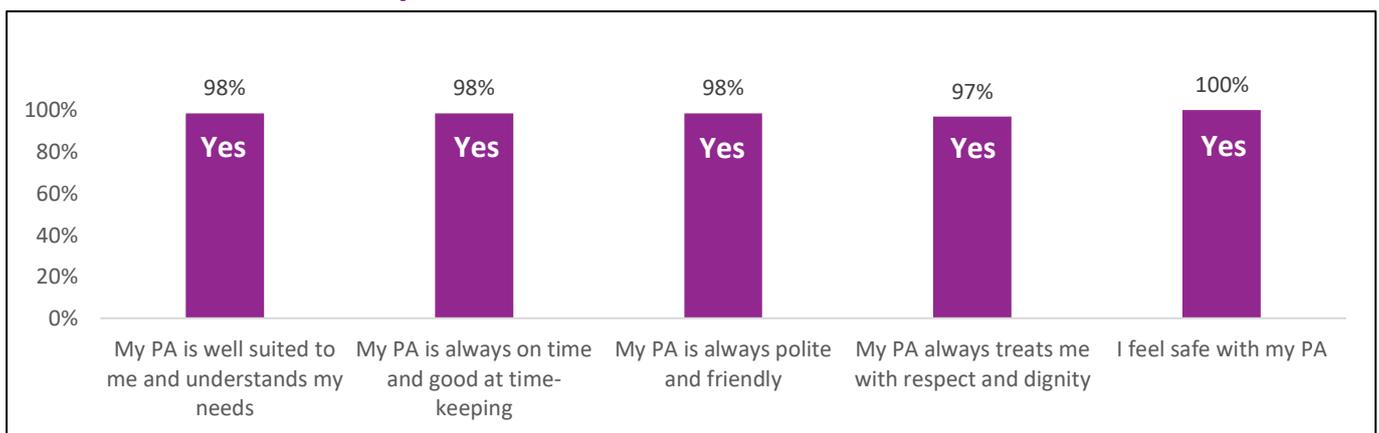




## We asked “What has been your experience of using Enrych?”



## We asked “Tell us about your PA...”



## We asked carer’s about their experience of Enrych...

- A very good experience
- It has been the perfect solution for me and my husband enjoys going out with his Enrych PA
- The PA support is really good and all the PAs treat P well
- Enrych were able to provide a PA who supports Mum and who also speaks the same language and with whom she has a lot in common to chat about
- M has grown in confidence and has become more independent
- Every PA has been friendly and genuinely interested in B

## What we have learnt from our clients...

- ✓ Our PAs are doing great work! Client satisfaction was high last year and even higher this year
- ✓ Overwhelmingly, clients feel having an Enrych PA has made a positive difference (98% said so)
- ✓ Clients think PAs are well-trained and have a good understanding of their needs (92% said yes)
- ✓ Over a third of clients attend Enrych social events, and value this aspect of our work (95% agree)
- ✓ Safeguarding is always at the forefront of our support and this is reflected in 100% of clients saying ‘I feel safe with my PA’

\*Feedback collected April 2016 - March 2017 from 44% of total Enrych clients