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Family Member Annual Survey Analysis Report 2025

This report summarises the findings from an annual survey conducted with family members of individuals currently supported by Green Light. The aim was to gather feedback across four core domains:

- **Communication & Involvement:** How well families are informed, involved in care planning, and experience openness in provider relationships.
- **Quality of Life & Support:** The individual's daily experience, wellbeing, staff relationships, and how support aligns with personal needs.
- **Planning, Feedback & Co-Production:** Opportunities for family input, how feedback is received and acted on, and satisfaction with leadership.
- **Overall Satisfaction:** A global satisfaction rating inviting open-ended feedback.

This inaugural survey establishes a baseline against which future performance and continuous improvement efforts can be measured. Respondents provided consent for their feedback to be shared with appropriate regulatory bodies, including the Council's Quality Assurance Team and the CQC inspectorate, should they wish to review these findings.

Respondents

The survey was open for responses from **June 1, 2025, to July 23, 2025**. Respondents included **33** parents, **3** siblings, and **1** foster parent. These individuals are family members of those supported either in Green Light's [registered homes](#) or by [Green Light's Go](#) team, which supports individuals living in their own homes at [The Mews](#) in Goonhavern.

Table 1: Respondent Breakdown

Relationship to Person Supported	Number of Respondents	Percentage (%)
Parent	33	89.2%
Sibling	3	8.1%

Foster Parent	1	2.7%
Total	37	100%

Communication & Involvement

This section details family members' perceptions of communication and their involvement in the support and progress of their family members.

- **Feeling Informed:** 100% of respondents felt well-informed about their family member's support and progress (64.86% Strongly Agree, 35.14% Agree).
- **Invitation to Reviews:** 97.30% of respondents indicated they are invited to attend reviews and encouraged to share feedback (64.86% Strongly Agree, 32.43% Agree).
- **Involvement in Planning:** 94.59% of respondents felt involved in planning and decisions regarding their family member's care (64.86% Strongly Agree, 29.73% Agree).
- **Communication Satisfaction:** A high level of satisfaction was reported regarding communication, frequently described as excellent, straightforward, consistent, and exceeding expectations. Families generally feel informed and included in decision-making processes.
- **Areas for Development:** Requests were made for increased frequency of phone communication, video updates on activities, and more regular updates concerning GP appointments and feedback.
- **Information Resources:** A recommendation was made for the creation of an informational pack for new parents, detailing services, operational guidelines, and review procedures.
- **Activity Reporting:** Several suggestions focused on a desire for more comprehensive reporting of daily activities, weekly summaries, and photographic updates.
- **Internal Communication:** One comment highlighted occasional gaps in internal team communication, specifically concerning the consistent dissemination of information to all team members.

Table 2: Communication & Involvement Sentiment Distribution

Question	Strongly Agree (%)	Agree (%)	Positive Total (%)	Neutral (%)	Negative (%)
I feel well-informed about my family member's support and progress.	64.86%	35.14%	100.00%	0.00%	0.00%
I am invited to attend any	64.86%	32.43%	97.30%	2.70%	0.00%

reviews held and encouraged to share feedback.					
I feel involved in planning and decisions about my family member's care.	64.86%	29.73%	94.59%	5.41%	0.00%

Quality of Life & Support

Family members largely agree that their loved ones are well-supported, their needs are met, and they enjoy a high quality of life.

- **Quality of Life:** **94.59%** of family members reported a positive impact on their loved one's quality of life due to Green Light's support (**81.08%** Strongly Agree, **13.51%** Agree). This includes increased engagement in activities and positive behavioural changes.
- **Staff Relationships:** **100%** of family members reported consistent and respectful relationships between their loved ones and support staff (**62.16%** Strongly Agree, **37.84%** Agree). Staff dedication and a person-centered approach were consistently highlighted. One instance of dissatisfaction was reported due to a significant support worker's departure.
- **Home Environment:** **97.30%** of family members found the home environment safe, comfortable, and suitable for their loved one's needs (**70.27%** Strongly Agree, **27.03%** Agree).
- **Social Relationships:** Challenges in forming external friendships were noted, often attributed to the individual's condition rather than the support provided. A suggestion was made to explore connections between clients from different Green Light homes.
- **Health and Hygiene:** Concerns included weight gain for some individuals and cleanliness issues for one individual living independently, with a request for more consistent support in these areas.
- **Accommodation and Mobility:** Specific suggestions included the need for ground-floor accommodation and mobility aids (stairlift, bath equipment) for one individual, and a more comfortable vehicle for another due to evolving mobility requirements.

Table 3: Quality of Life & Support Sentiment Distribution

Question	Positive (%)	Neutral (%)	Negative (%)
My family member is supported to make their own choices and decisions.	94.59%	5.41%	0.00%

The support my family member receives reflects their needs and preferences.	91.89%	8.11%	0.00%
The home environment feels safe, comfortable, and suited to my family member's needs.	97.30%	0.00%	2.70%
My family member has consistent and respectful relationships with their support staff.	100.00%	0.00%	0.00%
My family member has a predictable and structured daily routine that suits them.	89.19%	8.11%	2.70%
My family member is supported to be part of their local community.	91.89%	8.11%	0.00%
My family member is supported to have friendships and relationships beyond staff.	81.08%	13.51%	5.41%
Since Green Light began providing accommodation and/or support, I have seen a positive impact on my family member's lifestyle.	94.59%	2.70%	2.70%
Since being supported by Green Light, my family member's weight, health, and overall well being have improved.	89.19%	5.41%	5.41%
Since being supported by Green Light, there has been a positive change in my family member's behaviour or emotional well being.	89.19%	10.81%	0.00%
Overall, my family member has a good quality of life with the support they receive from Green Light.	97.30%	0.00%	2.70%

Planning, Feedback & Co-Production

Respondents generally feel their views are valued, and they understand how to voice concerns, with feedback being heard and acted upon.

- **Key Findings:**
 - **Valued Input (91.89% Positive):** A significant majority (**64.86%** Strongly Agree, **27.03%** Agree) indicated they have had opportunities to contribute to care plans and reviews.
 - **Wishes Respected (94.59% Positive):** Most respondents (**70.27%** Strongly Agree, **24.32%** Agree) believe both their views and their family member's wishes are valued in service planning.
- **Strengths:** Many respondents reported overall satisfaction, praising staff for being caring, fair, and good listeners. Positive relationships with management were frequently mentioned, along with appreciation for comprehensive monthly reviews that often included photos and updates on health and behaviour.
- **Areas for Improvement:** One respondent expressed disappointment regarding the format of weekly summaries (sent as screenshots). Another noted occasional inconsistencies in the delivery of monthly reviews.
- **Involvement and Co-production:** Families largely feel respected, valued, and included in planning and decision-making processes, with concerns effectively addressed.

Table 4: Planning, Feedback & Co-Production Sentiment Distribution

Question	Positive (%)	Neutral (%)	Negative (%)
I have had the opportunity to contribute to care plans and reviews.	91.89%	8.11%	0.00%
I feel that both my views and my family member's wishes are valued in service planning.	94.59%	5.41%	0.00%
I know how to raise concerns or provide feedback about the service.	97.30%	2.70%	0.00%
When I give feedback, it is listened to and acted upon.	94.59%	5.41%	0.00%
I am satisfied with the Monthly Reviews and the	91.89%	8.11%	0.00%

level of contact I have with the Registered Manager of the home.			
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Overall Satisfaction

- **High Overall Satisfaction:** The mean "Overall Satisfaction" score is **4.76 out of 5.00**. The modal satisfaction score is **5**.

Table 5: Distribution of Overall Satisfaction Scores

Satisfaction Score (1-5 stars)	Count
1	0
2	0
3	0
4	9
5	28
Total	37

- **Reported Improvements in Well-being:** Respondents noted positive changes in happiness, health, engagement, independence, and overall quality of life of individuals.
- **High Quality of Care:** Respondents consistently highlighted the care and support provided by Green Light PBS, emphasizing staff dedication, kindness, and effectiveness in meeting individual needs.
- **Engagement in Activities:** Responses indicated that individuals participate in varied and structured activities, with opportunities for community engagement and personal growth.
- **Effective Support for Complex Needs:** Families of individuals with specific challenges reported that Green Light effectively managed moods and anxiety levels, providing superior care compared to previous providers.

Identified Areas for Improvement:

- Respondents raised concerns regarding the need for a permanent power outage solution and

improved communication regarding key worker changes.

Suggestions for Improved Support:

- Provide a wider variety of daily activities for residents.
- Implement a simple notice board in rooms to inform staff about resident preferences.
- One family specifically requested access to [PROLO](#) training and use (a communication app).

Areas for Development (Slightly Lower Positive Scores):

Table 6: Areas for Development (Lowest Positive Sentiment)

Question	Positive (%)	Neutral (%)	Negative (%)
My family member is supported to have friendships and relationships beyond staff.	81.08%	13.51%	5.41%
My family member has a predictable and structured daily routine that suits them.	89.19%	8.11%	2.70%
Since being supported by Green Light, my family member's weight, health, and overall well being have improved.	89.19%	5.41%	5.41%
Since being supported by Green Light, there has been a positive change in my family member's behaviour or emotional well being.	89.19%	10.81%	0.00%

Qualitative Feedback Analysis

The open-ended comments largely reinforce the high overall satisfaction while also pinpointing specific areas for refinement.

Positive Themes:

- **Positive Transformations:** Many family members expressed deep gratitude and appreciation for Green Light's support, noting significant positive changes in their loved ones' lives (e.g., "turned his life around," "living his best life possible," "much happier and settled").
- **Dedicated and Supportive Staff:** Consistent praise was given to staff for their caring, fair, respectful, and supportive approach.
- **Excellent and Consistent Communication:** Weekly/monthly reports and regular calls were highly valued, highlighting the effectiveness of communication.
- **Involvement in Planning and Decision-Making:** Family members appreciated being included in

planning and decision-making processes.

Areas for Improvement/Concerns:

- **Communication Enhancements:** Some respondents desired more frequent phone calls, videos of activities, and specific updates (e.g., GP appointments and feedback). One comment also highlighted a need for improved internal staff communication.
 - **Activities & Community Engagement:** Requests were made for more varied and meaningful activities (e.g., increased exercise, exploring local music sessions) and greater support for developing friendships outside of staff.
 - **Health & Environment:** Concerns included weight gain and maintaining a healthy and hygienic home environment (e.g., house cleanliness, dirty dishes). One comment suggested more structured routines around bedtime.
 - **Specific Challenges:** It was acknowledged that some challenges, such as a lack of positive change in emotional well-being due to autism, are complex and not directly attributable to the service.
 - **Power Outage Preparedness:** A specific concern was raised regarding the absence of a permanent backup solution for power outages, despite the excellent handling of a previous major outage.
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Conclusion

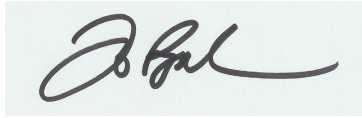
The 2025 survey results consistently demonstrate a very positive outlook on the support provided by Green Light, with high levels of satisfaction across all key areas. Family members consistently feel well-informed, involved, and believe their loved ones are experiencing a good quality of life. The qualitative feedback further emphasizes the dedication of staff and the significant positive impact on individuals' lives.

While overall satisfaction is strong, the analysis also identifies specific opportunities for continuous improvement. By focusing on enhancing support for external friendships, proactively addressing health and well-being concerns (e.g., weight management, home cleanliness for those learning to live independently), and exploring additional communication methods (e.g., videos, specific updates), Green Light can further elevate its already high standard of care.

Follow-Up Actions:

To ensure that all feedback translates into tangible improvements, individual survey responses will be shared with the Registered Managers responsible for each individual's service. This will enable them to gain a deeper understanding of specific areas for improvement identified by family members and to develop tailored action plans in collaboration with respondents where appropriate. Addressing these nuanced areas, as highlighted by the invaluable feedback from family members, will undoubtedly contribute to even greater satisfaction and well-being for the individuals supported by Green Light.

Furthermore, the findings of this 2025 survey will serve as a crucial baseline for comparative analysis in subsequent annual surveys, allowing Green Light to track progress and refine its services year-on-year.

A handwritten signature in black ink on a light blue background. The signature is stylized, starting with a large 'J' and ending with a long, sweeping horizontal line.

Jo Pyrah

Nominated Individual

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23rd of July 2025