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Annual Family Feedback Analysis Report 2026

This report summarises the findings from our second Annual Family Feedback Survey conducted with family members and advocates of individuals currently supported by Green Light PBS Ltd. Building directly upon the baseline established during our inaugural 2025 survey, the 2026 survey evaluates performance, measures progress, and drives continuous organisational learning and quality assurance across our registered care homes and community support teams.

The survey was structured to gather feedback across four core domains:

1. **Communication & Involvement:** Family members' perceptions of communication clarity, invitation to reviews, and active involvement in care planning.
2. **Quality of Life & Support:** Daily experiences, safety, standard of support staff relationships, routine predictability, and community/friendship integration.
3. **Planning, Feedback & Co-Production:** Valuation of family input, responsiveness to feedback, and satisfaction with Registered Managers.
4. **Overall Satisfaction:** A global rating of service delivery accompanied by open-ended feedback.

For transparency, accountability, and continuous improvement, these findings are shared with our families, teams, and appropriate regulatory partners, including the Council's Quality Assurance Team and the Care Quality Commission (CQC).

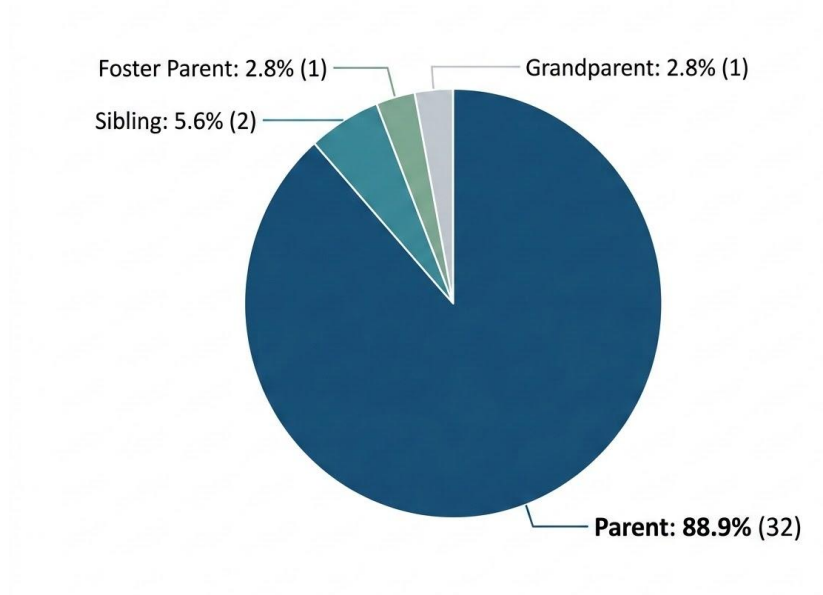
1.0 Executive Summary & Methodology

The survey was open for responses between June 18, 2026, and August 6, 2026. A total of 36 family members and advocates participated, representing individuals supported across our homes in Cornwall (such as September Lodge, Springfield, Tanglewood, Foxhole, Penrose Farm, Poldark, Lowenac, Big Wig, Fairfield, Thornbury, Wheal Gerry, and Pendragon).

Table 1: Respondent Breakdown (2026)

Relationship to Person Supported	Number of Respondents	Percentage (%)
Parent	32	88.9%
Sibling	2	5.6%
Foster Parent	1	2.8%
Grandparent	1	2.8%
Total	36	100%

Respondent Breakdown (2026) - Relationship to Person Supported



2.0 Key Performance Domain: Communication & Involvement

Perceptions of communication quality and active family involvement remain highly positive, showing stable performance against our 2025 baseline with a minor focus on administrative consistency.

- **Feeling Informed:** 97.2% of respondents felt well-informed about their family member's support and progress, with only one parent reporting a neutral stance, noting a desire for increased proactive communication from management.
- **Invitation to Reviews:** 91.6% of respondents indicated they are invited to reviews and encouraged to share feedback, with three parents reporting neutral views due to a recent lack of up-to-date or delayed monthly reviews.
- **Involvement in Planning:** 100% of respondents agreed or strongly agreed that they feel involved in planning and decisions regarding their family member's care (up from 94.5% in 2025).

Strategic Development Opportunities

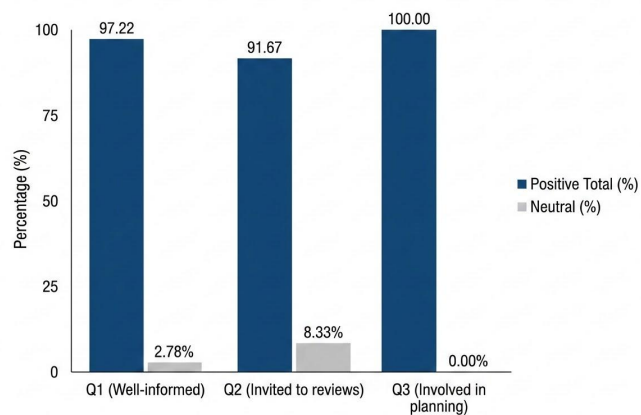
- **Proactive Information Updates:** Several families expressed an appreciation for, and a desire to continue, weekly logs, photo sharing, and regular telephone updates.
- **Modern Communication Methods:** Families highly praise the use of dedicated team mobile phones and shared digital photo albums at specific sites, which dramatically increase real-time visibility and communication continuity.
- **Meeting Coordination:** One parent noted that meetings had occasionally occurred without their prior knowledge, while another requested clearer involvement in strategic planning meetings with senior management.

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.	80.6%	16.7%	97.2%	2.8%	0.00%
I am invited to reviews and encouraged to share feedback.	77.8%	13.9%	91.7%	8.3%	0.00%
I feel involved in planning and decisions about care.	83.3%	16.7%	100.0%	0.00%	0.00%

Table 2

Communication & Involvement Sentiment Distribution



3.0 Key Performance Domain: Quality of Life & Support

Feedback across this domain indicates outstanding, transformative results. Families overwhelmingly agree that Green Light provides an exceptional, person-centred quality of life.

- **Quality of Life & Lifestyle Impact:** 100% of family members reported a positive lifestyle impact since Green Light began support (up from 94% in 2025) and agreed that their loved ones enjoy a good quality of life.
- **Predictable and Structured Routines:** 100% of respondents agreed that their loved ones benefit from a predictable, structured routine (up from 89% in 2025).
- **Respectful Staff Relationships:** 100% positive sentiment was maintained. Families consistently described the staff as exceptionally kind, empathetic, dedicated, and loving.
- **Home Environment:** 100% of families reported that the home environment is safe and suited to individual needs (up from 97% in 2025).
- **Friendship & Community Integration:** 94% of respondents reported positive outcomes regarding friendships and community integration, representing a massive 13% increase from the 2025 baseline (81%).

Operational Development Areas

- **Interactive Community Contribution:** While recreational trips (discos, water parks) are highly valued, families suggested expanding community engagement into structured interactive roles such as local litter-picking, leaflet delivery, or volunteering.
- **Physical Environment Maintenance:** One parent highlighted that while staff at one home are fantastic, certain external areas required maintenance to address hazards, and some internal facilities required renewal. At another location, a family noted that their current living space was too small, requesting a larger area for their loved one.
- **Staff Consistency and Turnover:** A parent at one location noted that their loved one deeply bonds with staff and felt the transition heavily when the home experienced significant team changes in a short space of time. Feedback from another site similarly highlighted the importance of minimising team turnover.
- **Peer Dynamics Reassurance:** A parent at one home noted that their loved one became distressed after witnessing another resident's behavioural escalation, indicating a need for debrief and reassurance.

Table 3: Quality of Life & Support Sentiment Distribution

Question	Positive (%)	Neutral (%)	Negative (%)
My family member is supported to make their own choices.	100.0%	0.0%	0.0%
Support reflects needs and preferences.	100.0%	0.0%	0.0%
Home environment feels safe and suited.	100.0%	0.0%	0.0%
Consistent and respectful relationships with staff.	100.0%	0.0%	0.0%
Predictable and structured daily routine.	100.0%	0.0%	0.0%
Supported to be part of the local community.	94.4%	5.6%	0.0%
Supported to have friendships beyond staff.	94.4%	5.6%	0.0%
Positive impact on lifestyle since support began.	100.0%	0.0%	0.0%
Weight, health, and overall well-being improved.	97.2%	2.8%	0.0%
Positive change in behaviour/emotional well-being.	100.0%	0.0%	0.0%
Good quality of life with Green Light support.	100.0%	0.0%	0.0%

4.0 Stakeholder Engagement & Co-Production

Co-production remains a cornerstone of Green Light's partnership model, with families feeling respected and managers being highly accessible.

- **Valued Input:** 100.00% of respondents felt they have the opportunity to contribute to reviews and that their views are valued in service planning (up from 91.8% and 94.5% respectively in 2025).
- **Satisfaction with Registered Managers:** 100% of families expressed complete satisfaction with their contact and relationship with their Registered Managers (up from 91.8% in 2025).

Strengths: Families expressed deep gratitude for Registered Managers who "go above and beyond" specifically those who brought structure, stability, and open communication to their homes.

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

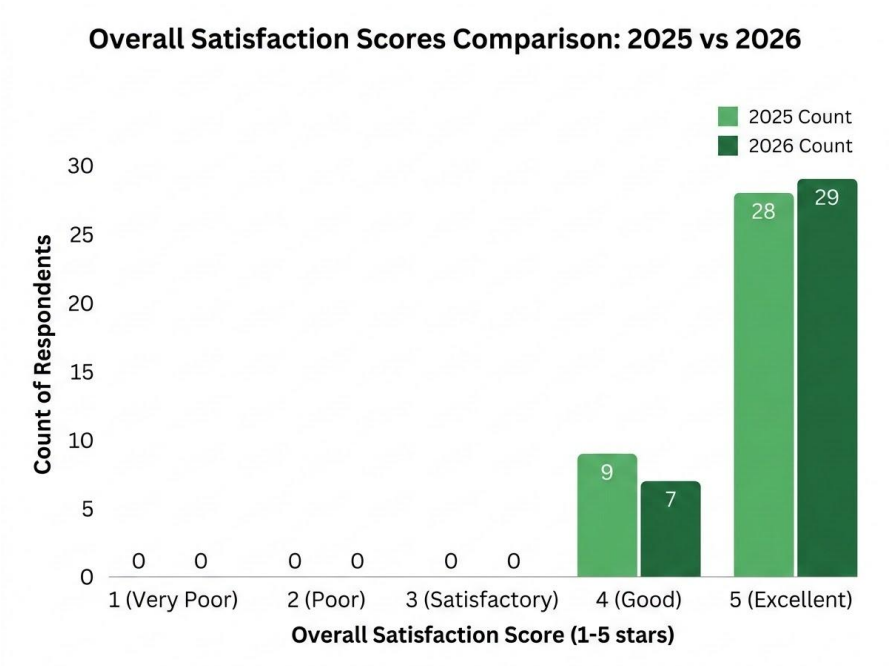
Question	Positive (%)	Neutral (%)	Negative (%)
Opportunity to contribute to care plans and reviews.	100.0%	0.0%	0.0%
Views and wishes valued in service planning.	100.0%	0.0%	0.0%
Know how to raise concerns or provide feedback.	100.0%	0.0%	0.0%
Feedback is listened to and acted upon.	100.0%	0.0%	0.0%
Satisfied with Reviews & Registered Manager contact.	100.0%	0.0%	0.0%

5.0 Performance Metrics: Overall Satisfaction

The mean "Overall Satisfaction" score achieved an outstanding 4.8 out of 5.0 (a direct increase from 4.7/5.0 in 2025).

Table 5: Distribution of Overall Satisfaction Scores

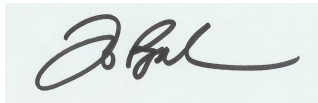
Satisfaction Score (1-5 stars)	2025 Count	2026 Count
1 (Very Poor)	0	0
2 (Poor)	0	0
3 (Satisfactory)	0	0
4 (Good)	9	7
5 (Excellent)	28	29
Total	37	36



6.0 Conclusion

The 2026 survey results demonstrate that Green Light PBS is operating at a consistently high standard, with mean overall satisfaction reaching 4.81 out of 5.00. Crucially, the organisation has proven its commitment to accountability by successfully addressing the major goals identified in our 2025 Action Plan.

By following up on the specific actions outlined above, Green Light PBS Ltd. will continue to live up to its core values of empathy, empowerment, and integrity.

A handwritten signature in black ink on a light green rectangular background. The signature is cursive and appears to read 'Jo Pyrah'.

Jo Pyrah

Nominated Individual

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13th of August 2026