**OUTCOMES – GENERAL**

|  |  |  |  |
| --- | --- | --- | --- |
| **Personal** | **1-10** | **1-10** | **1-10** |
| Knowing where to go to find information and advice |  |  |  |
| Receiving information and advice that is the right amount and easy to understand | 1 |  | 1 |
| Knowing where to get information and support to access benefits |  |  |  |
| Getting enough information to be able to decide what services in the community I want to access |  | 1 | 5 |
| **Community** |  |  |  |
| Feeling included and connected to the communities of my choice | 10 | 7 |  |
| Accessing social activities that I enjoy |  |  | 6 |
| **Care and Support** |  |  |  |
| Being supported to have a good day |  |  |  |
| Having my needs are met in a way which respects my lifestyle choices, beliefs and dignity | 7 |  | 7 |
| Feeling independent and able to make informed choices | 2 | 2 | 2 |
| Feeling listened to |  |  |  |
| Being supported to know my rights in relation to my care and support |  |  |  |
| Care and support is flexible and reliable |  |  |  |
| Knowing how to access help and support | 8 | 3 | 9 |
| Knowing the services that I use share my information safely and correctly |  |  |  |
| Being confident that staff and volunteers are well trained | 3 |  | 8 |
| **Health** |  |  |  |
| Being supported to live safely and independently | 4 | 6 | 3 |
| Not feeling lonely |  | 4 |  |
| Being able to meet with friends |  |  | 10 |
| Feeling valued |  |  |  |
| Feeling able to deal with an emergency | 5 |  |  |
| Being able to carry out everyday activities that I choose | 6 | 5 | 4 |
| Being supported to improve my mobility and confidence | 9 |  |  |

**OUTCOMES – DEMENTIA**

|  |  |  |  |
| --- | --- | --- | --- |
| **Personal** | **1-10** | **1-10** | **1-10** |
| Knowing where to go to find information and advice |  |  | 1 |
| Receiving information and advice that is the right amount and easy to understand |  |  |  |
| Knowing where to get information and support to access benefits |  |  |  |
| Getting enough information to be able to decide what services in the community I want to access | 5 | 1 |  |
| **Community** |  |  |  |
| Feeling included and connected to the communities of my choice |  | 7 | 2 |
| Accessing social activities that I enjoy | 9 |  |  |
| **Care and Support** |  |  |  |
| Being supported to have a good day - vague |  |  |  |
| Having my needs are met in a way which respects my lifestyle choices, beliefs and dignity |  |  |  |
| Feeling independent and able to make informed choices | 3 | 2 | 3 |
| Feeling listened to | 2 |  |  |
| Being supported to know my rights in relation to my care and support |  |  |  |
| Care and support is flexible and reliable | 8 |  |  |
| Knowing how to access help and support |  | 3 | 6 |
| Knowing the services that I use share my information safely and correctly |  |  |  |
| Being confident that staff and volunteers are well trained – including GDPR |  |  |  |
| **Health** |  |  |  |
| Being supported to live safely and independently | 4 | 6 | 4 |
| Not feeling lonely | 10 | 4 |  |
| Being able to meet with friends |  |  |  |
| Feeling valued | 1 |  |  |
| Feeling able to deal with an emergency |  |  |  |
| Being able to carry out everyday activities that I choose | 6 | 5 | 5 |
| Being supported to improve my mobility and confidence | 7 |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Dementia Specific** | **1-3** | **1-3** | **1-3** |
| Having enough information about my condition, and its impacts on me | 2 | 1 | 1 |
| Knowing where to get support from when I need it | 1 | 2 | 1 |
| Feeling supported by the community | 3 | 3 | 3 |

**OUTCOMES – SENSORY**

|  |  |
| --- | --- |
| **Personal** | **1-10** |
| Knowing where to go to find information and advice | 1 |
| Receiving information and advice that is the right amount and easy to understand |  |
| Knowing where to get information and support to access benefits |  |
| Getting enough information to be able to decide what services in the community I want to access |  |
| **Community** |  |
| Feeling included and connected to the communities of my choice | 2 |
| Accessing social activities that I enjoy |  |
| **Care and Support** |  |
| Being supported to have a good day - vague |  |
| Having my needs are met in a way which respects my lifestyle choices, beliefs and dignity |  |
| Feeling independent and able to make informed choices | 3 |
| Feeling listened to |  |
| Being supported to know my rights in relation to my care and support |  |
| Care and support is flexible and reliable |  |
| Knowing how to access help and support | 6 |
| Knowing the services that I use share my information safely and correctly |  |
| Being confident that staff and volunteers are well trained – including GDPR |  |
| **Health** |  |
| Being supported to live safely and independently | 4 |
| Not feeling lonely |  |
| Being able to meet with friends |  |
| Feeling valued |  |
| Feeling able to deal with an emergency |  |
| Being able to carry out everyday activities that I choose | 5 |
| Being supported to improve my mobility and confidence |  |