

# My Road Map to Happiness...



The Reach Out Group have visited customers within Mencap's services to find out their thoughts on important things that impact their lives.

Here is the feedback we received.



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**DATE**

**August 2022**

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Developed by the Reach Out Group

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**All customers were happy with the type of house they lived in and its location.**



**All customers were now happy with who they lived with.**

**We asked 30 customers if where they lived now and who they lived with was their preferred choice?**










**Most customers said they preferred to live close to amenities and close to people - but not somewhere that was too busy and loud, or somewhere too rural and lonely.**



**Two people were transitioning to independent living and were very happy to this - although they said the waiting was stressful!**

These are some useful skills that many customers would like to learn & develop...

-  **Transport - independent & supported travel**
-  **Core Home Skills (cleaning/washing/ironing)**
-  **Money Management**
-  **First Aid**
-  **Food Hygiene**
-  **General Hygiene**
-  **Digital Skills**



Most customers said that having the skill to travel independently and safely would greatly help them to have a more active and varied social life

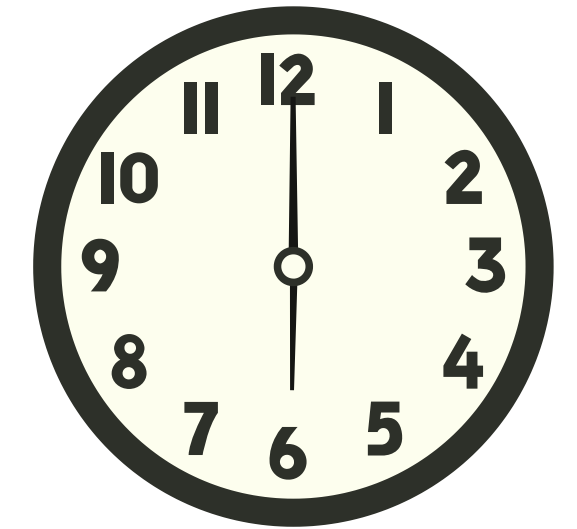
# GOAL!

**Football**  
**Drama**  
**Tennis/Ball Sports**  
**Ten Pin Bowling & Boccia**  
**Discos**  
**Cycling**  
**Litter Picking**  
**Arts and Crafts**  
**Karaoke**

Here are some key activities which most customers would like to take part in

All of these activities could be accessed in the day, evening or weekends!

# We asked 30 customers if they were happy with the things they did during the evenings and weekends?



The majority of customers (approx 80%) said they would like to go out more on the weekends and evenings.

Most said they would like to meet their friends more often and attend social gatherings.

Many customers said they were bored at home during the evenings and weekends and felt that there was nothing easily available that they could attend.

Five customers were happy with their current weekend and evening routines. They enjoyed the company of their staff and liked to spend time at home relaxing.

Some evening activities we spoke about:

- Going to the cinema
- Quiz nights
- Disco/club nights

**We asked 30 customers  
the question:**

**What's  
important  
to you?**



## **Common Themes** **Home Life**

- **Having support staff that we know, like and trust.**
- **Being aware of who is supporting us.**
- **Being aware of what the day's agenda is.**
- **Knowing what's for tea - but also having a choice on what I eat and drink.**
- **Being taken to my appointments/hobbies with the people I like the most.**
- **Being supported to be healthy - mind and body.**
- **Having a clean, warm and tidy home that feels homely to me.**
- **Having ME time where I can do things by myself, in my own space.**

**We asked 30 customers  
the question:**

**What's  
important  
to you?**



## **Common Themes** **Social Life**

- **Being able to see my friends outside of Day Services.**
- **Having a choice in what activities I take part in and when.**
- **Being independent but knowing I have support if I need it.**
- **Having a nice holiday each year which will help me to relax. Most customers prefer to holiday with their friends.**
- **Having my own spending money.**
- **Having help with my finances.**
- **Not being bored.**
- **Having regular contact with my family.**

**I can't wait to have my own flat so that I can live more independently from my family. I'm looking forward to decorating my flat with things that I like/choose and meeting new friends and support workers.**

**My staff member helps me a lot at home. She's a good friend to me and a good fixer! I've recently moved house so that I can have people closer to me and I now feel less lonely.**



**I'm really happy to be living on my own and not with others as I like my own space.**

**I sometimes get bored in the evenings as there's not much to do.**

**It would be nice to have quiz nights and discos to go to - I'd really enjoy this!**

**I go out a lot on the weekends but generally with staff and my house mate. I would like to be able to see my friends more often on the weekends for coffee as I only see them at Pathway.**





**The Reach Out group would like to say a big thank you to all that took part in the gathering of this information.**

**This feedback will be shared with our Service Managers & Board of Trustees within Heart of England Mencap. We'll also share our feedback with local and national health authorities such as Warwickshire County Council and Health Watch Warwickshire.**

**We hope this feedback will help to shape the future of our services within Mencap and for all in our community.**



**The Reach Out Club would love to hear from you!  
To find out more ways in which we can work  
together to improve our services and community  
please contact Kate on:**



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