



Hetty's Evaluation Analysis

Endings – 2 month letter and evaluation sheets sent out dated 5th January 2009 to client's that had not made contact within the last 2 months.

145 clients on the initial report

65 letters sent out with questionnaires

(Balance of clients were anonymous or requested no written contact).

24 were returned = 36% return, of these the following was ascertained.

Service Received

23 received Telephone Support at least once per client

10 received One-one Support, at least once per client

4 received Support in response to Prison Letter/Prolific Offending Team

3 had attended Group Work

5 clients had received Therapies at least once

Hetty's Evaluation Analysis (Continued)

1. How easy was it to contact the service?

i.e 1= Poor, 5=Good, 10=Excellent

1	2	3	4	5	6	7	8	9	10
						1		2	20

Comments

- 1st class support from the moment I rang for help and advice.
- Someone on the 'phone talked to me straight away.
- Everytime I rang I got through straight away.
- Brilliant.
- It was easy to contact the service although it was very hard for me to make that first step.
- The person I needed rang me back as promised.

2. Where did you get Hetty's details from or what service referred you?

See attached referral information.

3. Did you find the support worker understood and met your needs (ie knowledge, empathy, support and understanding of your problem)?

i.e 1= Poor, 5=Good, 10=Excellent

1	2	3	4	5	6	7	8	9	10
		1							22

Comments

- 100% supportive.
- Very much so.
- Listened to me and gave me phone numbers for my son to access help.
- Supportive, understanding and gave me advice – didn't rush me.
- All my needs were met.
- Brilliant Lifeline.
- The support was immediate when I was in utter despair.
- Very supportive and helpful with a follow-up call to see how we were coping.
- Everyone I spoke to was helpful and my support worker was exceptional.
- You were there when I had no-one to turn to.
- Very kind and understanding.
- I felt like the workers were patronising and judgmental, I just want them to listen.
- She followed up my call with the required information.

4. What did you find most or least helpful about the service or support worker.

Comments

- Everything was helpful.
- Knowing your support worker had similar experiences – I didn't feel alone anymore.
- I was so frightened – as well as listening you said there was light at the end of the tunnel, which there is now.
- I was desperate to talk to someone outside the family.
- Someone to talk to.
- My support worker has done way more than her job to help me & my family.
- Listening and advice all given in a kind and caring way.
- Good listening, reassuring good advice.
- Literature was helpful as was listening support and understanding.
- Very flexible with meeting us for a 1-1.
- Saying I could be prosecuted because my daughter uses in the house was not helpful, I am aware of the law on drugs.
- I felt like the workers were patronising and judgmental, I just want them to listen.
- You didn't judge me or point the finger. I felt at ease and well looked after.
- My support worker was excellent.
- You listened.

5. How do you feel we could improve the service we offer?

Comments

Just continue as you are. Excellent already.

The prison work is vital – brings the family back together.

Open drop-in centres in the smaller communities to alleviate travel.

On-line forum.

If I wasn't in the awful situation I would not have been aware of your service.

I don't think you can improve – it's an excellent service.

Make more prison visits.

6. If we could offer Free Hepatitis B injections to clients would you be Interested? 2 -Yes / 7 - No

Comments

Could it be available to user's children?

There are more deserving illnesses.

Already had them.

I have had two needle stick injuries.

7. Do you feel that access to ‘Support Groups’ helps you?

4 - Yes/3 - No

**If ‘yes’ please enlarge on how it helps and preferred content of the Group
If ‘no’ please add any comments that you wish.**

- The Groups were helpful – I met other people in the same position as me.
- I wish the Group was still at Centrepont.
- Helped me to cope with things better at home.
- Makes me feel quite down as everyone is down.
- Prefer 1-1 or telephone support.
- Prefer 1-1 sessions.
- Not plucked up courage to go yet.
- May have helped, but never been.
- It was an eye-opener.

8. If you have accessed complementary therapies then please could you tell us if you feel that they helped you to cope better with your situation/health in anyway (emotionally, mentally, physically).

- ❖ I would recommend therapies to everyone. I feel calmer with more energy.
- ❖ I have had lots, they help you feel good and relax and have some ‘me time’.
- ❖ I think therapies helped me cope better emotionally, mentally and physically – they were an important process of getting help.

9. Please can you give us a brief understanding as to why you no longer require our service at this moment in time?

Comments

- My situation is still the same and I have worries and concerns but am trying to cope with this as best as I can. I feel that you have people with greater needs but I will contact you again if needed. Many thanks for your advice so far.
- I know Hetty’s is there and that really helps.
- Son has been clean for 8 months now, but I still watch him carefully – I take one day at a time.
- Seems to have settled down – thank you.
- Son in treatment now – thank you for your advice.
- I do still require your services but it’s difficult as I have just had bereavement.
- Both are clean at the moment but I will use your services again if I need to.

- I first contacted you 10 years ago – it seems a life time ago. After a long road he has been clean for 3 years, in a relationship and about to become a Daddy. Without the help of our Support Worker we would not be here today, thank you for all your help.
- My Support Worker has had bereavement and also my husband has been ill recently.
- Partner sought help and is clean and no longer has any issues.
- My son is in prison, with the help you have given me I will stay focussed.
- Currently in detox.
- I have used the service when I need to.
- My grandson is now clean and working, got his own flat and looking forward to life.
- Until my son gets help and understands the impact on me I am just in a vicious circle.
- My daughter's drug use is still ongoing but I'm speaking to my family and friends regarding the matter now.
- At present all is well, although I am always looking over my shoulder for good to go to bad! I am more positive and enjoying the drugs free life – my love to you all.
- My son is in prison but if I need you I will ring – thanks for your support over the last few years.
- My daughter is a lot better at the moment, thankyou.
- There is an improvement in my son which stops me worrying so much.
- I am feeling quite optimistic as my son is out of prison and settled down with a lovely girl. I thank you very much for your help and concern.