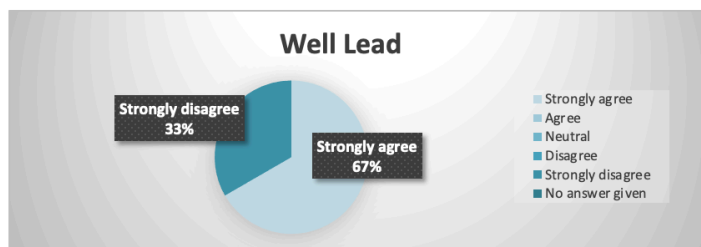
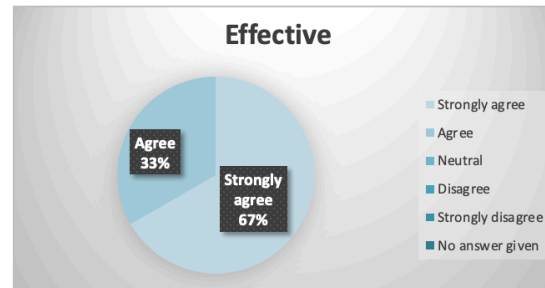
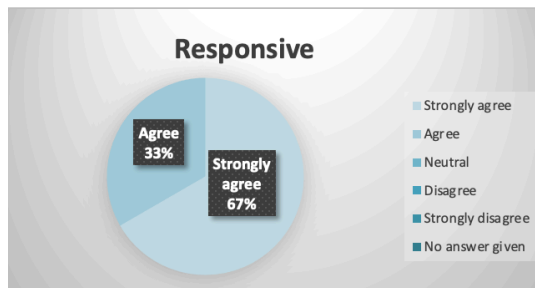
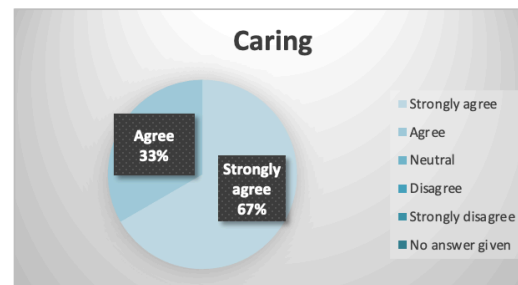
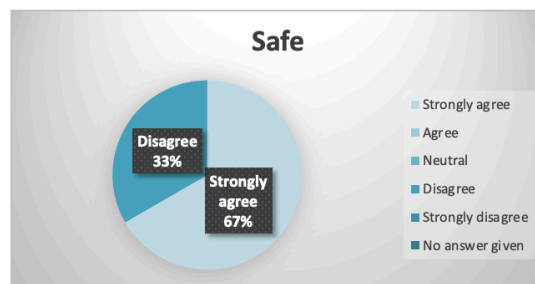


Performance Survey - September 2021

Following is feedback from key questions asked of Patients, Relatives & Friends and Staff.

Patients

Five key questions asked for your overall impression of the service Patient - September 2021

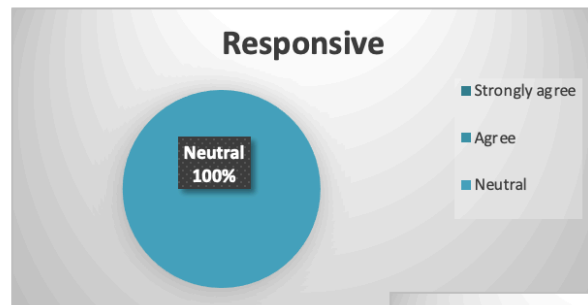
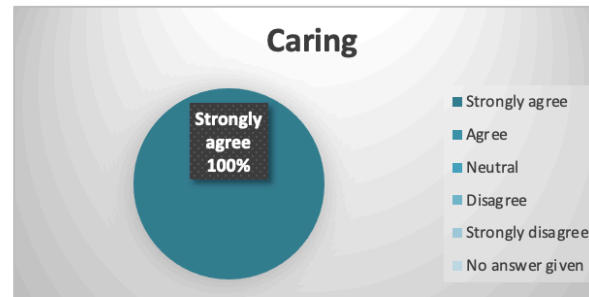


- Safe - I am treated with kindness compassion and respect at all times
- Caring - Staff know the people in my support circle and will call upon them when needed, or for decision making as agreed in my plan of care
- Responsive- Staff help me to plan and agree the care and support I need to reach my potential and be as independent as I can
- Effective- Staff support me to eat and drink well, my choices are agreed in my plan of care
- Well -led - the manager leads a strong culture of good quality, safety, and values, which is followed by all staff

There were 3 Surveys sent out to patients at the beginning of September, 3 were received back. Information to the left is from the returned survey.

Relatives & Friends

Five key questions asked for your overall impression of the service Relatives and Friends - September 2021

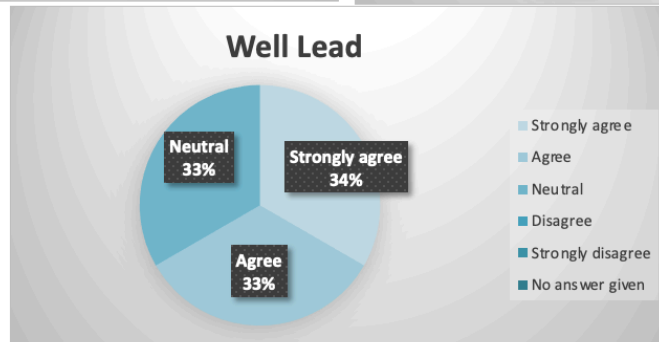
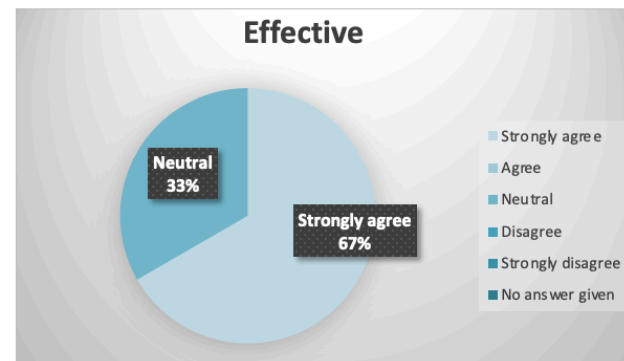
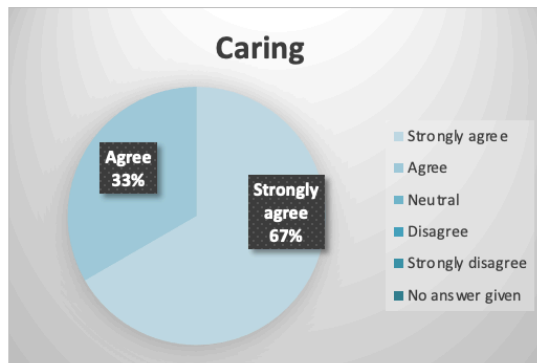
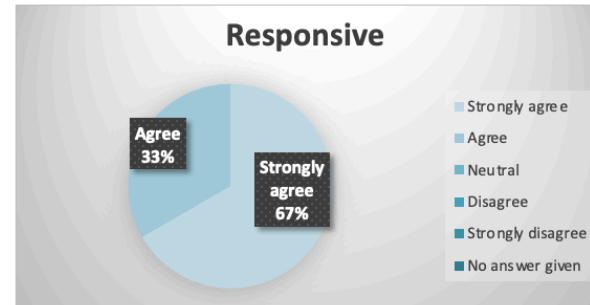
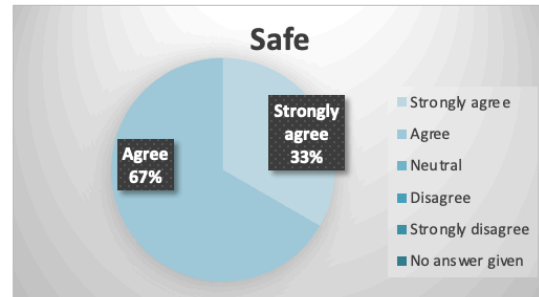


- Safe - Patients feel safe because staff treat them with kindness compassion and respect at all times
- Caring - Patient records and personal information are protected and discussed with privacy and dignity by staff
- Responsive- Complaints about safety or quality of care from all stakeholders are responded to quickly by the manager, who ensures improvements are made
- Effective- staff explain health information to patients to help them to make choices so that health needs and consent are recorded in the plan of care
- Well-led - the manager ensures the latest external standards and best practice from the sector are built in to the systems and processes of this service, and are carried out lawfully

There were several survey's sent out to relatives at the beginning of September 1 survey were returned. Information to the left is from the returned survey.

Staff

Five key questions asked for your overall impression of the service Staff September 2021



- Safe - The Patients are safe from abuse neglect and poor practice because all staff are trained to follow safeguarding systems in place
- Caring - Patients records and personal information are protected and discussed with privacy and dignity
- Responsive- Staff are trained to help patients to plan and agree the care and support they need to reach their potential and to be as independent as they can in all areas of their life
- Effective- Staff are trained in food hygiene and support patients to eat and drink well through nutritional screening and recording choices in their care plan
- Well -led - The manager is registered with CQC and leads a strong culture of good quality safety, respect, dignity and good values which is followed by staff

3 surveys were sent out to staff members at the beginning of September, 3 were recieved back. Information to left is from the returned surveys.