



**Annual Improvement & Development Plan
2018
Ash View Feedback Summary
(Involved Professionals &
Parent's/Relatives/Friends)**

At the beginning of February 2018 we asked the involved Parents, relatives and involved professionals of all our residents for feedback regarding levels of support and best practice for Alexandra Homes.

Out of all the Questionnaires we sent out, we had 5 responses from family/friends and 2 professionals feedback, which have been collated and summarized in this document under the various question headings.

Is the service provided to your relative/client safe?	Action to be taken by Alexandra Homes, where required.
<p><i>Yes, I feel the service is safe. Staff appear well trained and are aware of risks. There was a stringent assessment process prior to Resident X moving in, which offered us reassurance. Resident XXX is able to make choices within a supportive environment. (Mother of Resident)</i></p> <p><i>Over many years, I have become progressively impressed by the regard shown by all staff etc for the safety of residents. There is a constant vigilance by all staff in this regard which is very reassuring, always. (Father of Resident)</i></p> <p><i>I am very pleased with the service you provide and so is XXX. Thank you for all your good work. (Mother of Resident)</i></p> <p><i>Yes, I am happy knowing my brother is safe. (Brother of Resident)</i></p> <p><i>Xxx ALWAYS SEEMS CONTENT WITH THE SERVICE HE IS PROVIDED WITH AT Ash View house and has never raised any concerns regarding his safety at the home with myself, personally. (Sister of Resident)</i></p> <p><i>Yes, XXX is well supported to get out into the community, the staff at Ash View support XXX in trying to remain safe despite occasionally putting himself in vulnerable positions. (Care Coordinator)</i></p> <p><i>Yes – The staff feedback to me, any challenges, appropriately and in good time. (Consultant Psychiatrist)</i></p>	

Is the service provided to your relative/client effective?	Action to be taken by Alexandra Homes, where required.
<p><i>Resident XXX has been living at Ash House for a year following a period of a breakdown. He is slowly regaining confidence. There has been good communication with us, including us in medical appointments. I would like to see Resident X have a more structured week, but also realizing the problems he has achieving this. I would say the same is effective. (Mother of Resident)</i></p> <p><i>Yes and in many regards EG my son has evolved into almost a different person over the years eg he is more capable in maintaining personal hygiene standards, tidiness, awareness of good behavior, patience and such like and he's shown an awareness of his "responsivities" and continues to try and improve, progressively (Father of Resident)</i></p> <p><i>XXX has improved greatly since being with Alexandra Homes. (Mother of Resident)</i></p> <p><i>Yes – All good. (Brother of Resident)</i></p> <p><i>Yes, I believe Ash View house give XXX independence. However, I wish they could intervene more at some points. XXX regular returns home duty and unshaven. I understand the careers are respecting his wishes but at times they may need to prompt him more. (Sister of Resident)</i></p> <p><i>Yes, Ash View are proactive in engaging with XXX and supporting him with his needs. (Care Coordinator)</i></p> <p><i>Yes – The residents are supported to have a meaningful activities that they desire. (Consultant Psychiatrist)</i></p>	

Is the service provided to your relative/client caring?	Action to be taken by Alexandra Homes, where required.
<p><i>I have found the staff to be caring and interested in XXX. They have been supportive of us as parents. I asked XXX if he felt the staff were caring and he said "definitely yes". I feel the staff care about my son. (Mother of Resident)</i></p> <p><i>"Caring" is the operative word here. It shows without fail in management and staff and residents quite clearly respond to staff etc, with obvious trust and affection and respect in both directions, is always in staff and residents. (Father of Resident)</i></p> <p><i>The service is very caring. We are happy with all aspects of the caring service you provide. (Mother of Resident)</i></p> <p><i>I have found the service very caring. (Brother of Resident)</i></p> <p><i>XXX always finds the staff caring and compassionate and gets on especially well with particular members of staff. When I have met staff they have always been friendly and professional. (Sister of Resident)</i></p> <p><i>Yes, the staff are very attentive of XXX needs and treat XXX with dignity. (Care Coordinator)</i></p> <p><i>Yes – Pts have not fed back any issues to me. (Consultant Psychiatrist)</i></p>	

Is the service provided to your relative/client responsive?	Action to be taken by Alexandra Homes, where required.
<p><i>Yes, there appears to be a good assessment regime that identifies the individuals likes/dislikes/strengths/weaknesses. XXX is being helped to restart his running and is enabled t carry on with interests. It is really invaluable for XX to be in an environment where staff have a good understanding of autism. This has been lacking in understanding of autism, this has been lacking in services in the past. (Mother of Resident)</i></p> <p><i>“Yes” is my answer to the “core” question above. I am always amazed at how competent the careers are in “handling” residents who in turn seem to have great faith and trust in the careers. I have no doubt that this “faith and trust” could only have been achieved by dedicated study of each and every resident and it shows. (Father of Resident)</i></p> <p><i>I am very pleased with all aspects and especially with the help XXX receives with cooking. (Mother of Resident)</i></p> <p><i>Yes – Very good. (Brother of Resident)</i></p> <p><i>XXX always tells us of the activities and trips he goes on. He enjoys going to the cinema and pubs. I feel the house caters for his needs and hobbies well, ensuring he has a good time. (Sister of Resident)</i></p> <p><i>The staff at Ash View continually update me with XXX’s needs and changes in his mental state. (Care Coordinator)</i></p> <p><i>Yes – I get appropriate feed and at the right time. (Consultant Psychiatrist)</i></p>	

Is the service provided to your relative/client well-led/responsive?	Required Action by Alexandra Homes
<p><i>As far as I know the service is well led. We have had no reason to question, the staff appear to stay in post, there does not appear to be a reliance on agency staff. This is so important in maintaining a good environment. I have found management to be welcoming and approachable. (Mother of Resident)</i></p> <p><i>I do not believe that the system that I've seen working could easily faulted, nor the people who run it. The service in my opinion is extremely well led and I believe that this is why everything at all levels seems to function, indeed does function well. (Father of Resident)</i></p> <p><i>The service provided is well led and caring. (Mother of Resident)</i></p> <p><i>Yes, I think so. (Brother of Resident)</i></p> <p><i>To my knowledge it is well led, XXX always arrives promptly to my house at the time decided and is picked up in the same manner. (Sister of Resident)</i></p> <p><i>There is clear management in place at Ash View and the managers are approachable and easy to contact. (Care Coordinator)</i></p> <p><i>Yes. (Consultant Psychiatrist)</i></p>	

Any Other Comments.	Action to be taken by Alexandra Homes, where required.
<p><i>Over the year, we have been extremely happy with XXX care. I especially appreciate the way I'm made to feel welcome and able to comment and engage is XXX's care. The staff actively facilitate maintaining our relation with XXX. Any problems have been dealt with. I feel XXX is safe, but also that his self determination is respected. (Mother of Resident)</i></p> <p><i>I think I've probably covered most things in the above (Father of Resident)</i></p> <p><i>The only thing I would like to see is a provision for some physical exercise or a fitness opportunity. (Mother of Resident)</i></p> <p><i>From my working with them Ash View is across the board a very good service. (Care Coordinator)</i></p>	

Feedback & action to be taken by Alexandra Homes, where required.

Alexandra Homes – Feedback and Action to be taken
<p>Having reviewed all of the feedback questionnaires, which have been collated and anonymised, under each question headings, as detailed above, we do not feel that there are any specific action points to consider at this particular time.</p>