

Friends, Relatives and Advocates Survey Form

We are committed to providing person centred driven outstanding care.

In order to do this, we need to continually evaluate our standards, gathering information from many sources, and provide a feedback that allows suggestions and developments to occur. We appreciate that in order to improve quality, we need to listen, learn and respond.

Below is details of our most recent service questionnaire results relating to **August 2020**.

Return rate - Forms sent out 5 Forms returned 2
Overall score 96.9%

IS THE SERVICE SAFE?

Maximum score 30 x2 = 60

Form 1 – 29

Form 2 – 29

SCORE – 97%

IS THE SERVICE EFFECTIVE?

Maximum score 35x2 = 70

Form 1 – 34

Form 2 – 35

SCORE – 99%

IS THE SERVICE CARING?

Maximum score 45 x2 = 90

Form 1 – 44

Form 2 – 44

SCORE - 98%

IS THE SERVICE RESPONSIVE?

Maximum score **35 x2 = 70**

Form 1 – 35

Form 2 – 34

SCORE – 99%

IS THE SERVICE WELL LED?

Maximum score 20 x2 = 40

Form 1 – 17

Form 2 – 19

SCORE – 90%

Comments –

'This is one of the best specialist placements that I provide input into. The managers are very skilled with LD background and I am aware that they have supported some of the most challenging clients. I only have positive feedback for this service.' – professional

'We feel if we do have to discuss any problems, the management do listen and are very flexible' – family