



*Estuary*

HOUSING ASSOCIATION LTD

# Supported Living



Feedback from Family  
and Friends and  
Professionals 2017/18

# Family & Friends



At the end of 2017 we asked the families and friends of our customers to respond to a satisfaction survey. Here are the responses.

On a scale of 0-10 (10 = Outstanding, 5+ = Good, 0 = Poor)

1. How would you rate the care and support your relative or friend receives?  
8.2
2. How good is the safety and security of your friend or relative in their home?  
7.8
3. How good is the quality and choice of food offered to your friend or relative?  
8.3
4. How good are the staff at communicating and keeping you informed about your friend or relative?  
8.0
5. How good are the staff at being kind, polite and respectful?  
8.8
6. How good is the choice of activities your friend or relative is offered?  
7.9
7. How good is the manager at responding to feedback?  
8.5

They do try very hard to open up her world. Staff take her to concerts of her choice and theatre

My family member is very happy where he living now

Staff have been very kind and helpful

# Visiting Professionals



At the end of 2017 we asked visiting professionals to respond to a satisfaction survey. Here are the responses.

On a scale of 0-10 (10 = Outstanding, 5+ = Good, 0 = Poor)

1. How would you rate the care and support your client receives?  
8.9
2. How good is the safety and security of your client in their home?  
9.0
3. How good is the professionalism of the staff?  
8.3
4. How good is the personalisation of the care we provide?  
8.2
5. How good are staff at upholding the dignity of your client and their right of choice?  
9.0
6. How good is our support in terms of it meeting the needs of your client?  
8.7
7. How good are staff at communicating and keeping you informed about your client?  
7.6
8. How good is the manager at responding to feedback?  
8.6

On one occasion, I contacted the manager. The manager dealt with the issue immediately.

The level of information and the transparency is excellent.

# You Said... We Did 2018

We regularly seek feedback from people we support about the quality of the service they receive, whether they feel safe and whether they have the opportunity to live a fulfilled lifestyle.

From analysing the responses, we have identified



Overall the levels of satisfaction from the people we support, their family & friends and visiting professionals was very high. This has been fed back to the staff teams with the positive comments received.



Where people gave a lower score or negative comment, we asked them what would make this better.

We have explained to family members that we keep a visitors book for fire regulation purposes.

If you would like to comment on this leaflet please contact Patricia Leahy (Manager Quality & Compliance) on 01702 445314 or email [Patricia.Leahy@estuary.co.uk](mailto:Patricia.Leahy@estuary.co.uk)

## Get in touch

If you would like this document in another language, large print, Braille or audio or if you require the service of an interpreter, please contact us on 0300 304 5000

### Chinese

如果你想这份文件在你的语言联系  
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jei norėtumėte šį dokumentą jūsu  
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jeśli chcesz ten dokument w swoim  
języku kontakt 0300 304 5000

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se você gostaria que esse  
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contacte 0300 304 5000

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Bu belgeyi isterseniz sizin dilinizde  
0300 304 5000 arayın

### Swahili

kama ungependa huu katika lugha  
yako ya kuwasiliana 0300 304 5000

### Vietnamese

nếu bạn muốn tài liệu này trong ngôn  
ngữ của bạn liên hệ 0300 304 5000