



Estuary

HOUSING ASSOCIATION LTD

Nursing and Registered Care



Feedback from
Family and Friends
and Professionals
2017/2018

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 good is the care and support your relative or friend receives?
8.6
2. How good is the safety and security of your friend or relative in their home?
8.4
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?
8.6
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?
8.3
7. How good is the manager at responding to feedback?
8.9

My son is very happy there. He refers to it as home which is the best compliment we can pay the staff.

If I should have to go into a Nursing Home at any time, I hope I will be able to go there. I know I will be safe at all times

Fantastic - it really helps me to know in difficult times they are there.

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 good is the care and support your client receives?
8.9
2. How good is the safety and security of your client in their home?
9.3
3. How good is the professionalism of the staff?
9.3
4. How good is the personalisation of the care we provide?
9.1
5. How good are staff at upholding the dignity of your client and their right of choice?
9.6
6. How good is our support in terms of it meeting the needs of your client?
9.3
7. How good are staff at communicating and keeping you informed about your client?
8.3
8. How good is the manager at responding to feedback?
9.8

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 and 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.

Where one person raised a home security question, we checked this was a one off incident and reissued a revised procedure to staff.

If you would like to comment on this leaflet please contact Patricia Leahy (Manager Quality & Compliance) on 01702 445 314 or email 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
0300 304 5000

Italian

se volete questo documento nella tua lingua di contatto 0300 304 5000

Lithuanian

jei norėtumėte šį dokumentą jūsu kalba Susisiekite 0300 304 5000

Polish

jeśli chcesz ten dokument w swoim języku kontakt 0300 304 5000

Portuguese

se você gostaria que esse documento em seu idioma contacte 0300 304 5000

Turkish

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