













What Do You Think Of Us?





Service Experience Survey





Alexandra House – March/April/May 2022





1. I feel that Sir Josiah Mason Trust staff have respected me and treated me with dignity	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	100%					





2. I feel that Sir Josiah Mason Trust staff have listened to me	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	100%					





3. I feel my wishes and beliefs have been respected	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	100%					





4. I have received relevant and sufficient information about the service	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	100%					





5. I have been involved in deciding on the support and care I received	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	100%					





6. Sir Josiah Mason Trust staff have given me the right kind of support and care	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	100%					

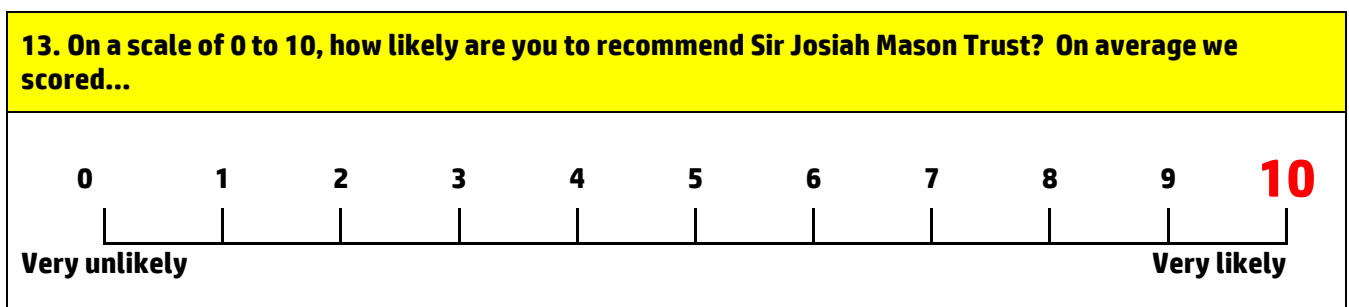
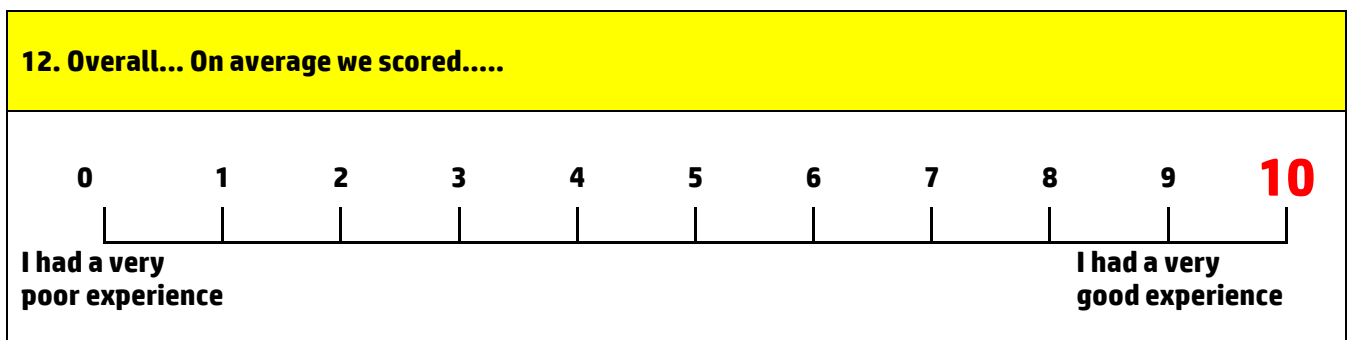
7. Sir Josiah Mason Trust staff have supported me to do what I want to do	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	100%	33%				

8. I feel comfortable in Alexandra House	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	100%					

9. Sir Josiah Mason Trust staff have helped me to feel safe	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	100%					

10. I have been involved in the service activities and I enjoy them	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	100%					

11. The food at the service has been of a good standard and I have enjoyed it	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	100%					



How can we improve?

No improvements were suggested this quarter although there were positive comments made regarding staff and the quality of care

Thank you