



HOW DID WE DO?

Annual Impact Report



2022-2023

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ABOUT SJMT

We are SJMT: a family of charities & community of people supporting those most in need in the West Midlands. We want everyone, regardless of age or circumstances, to feel secure, have opportunities and to thrive.

The services we provide include:

- Safe, affordable and well-maintained alms-housing
- Residential and domiciliary care
- Community and housing related support

- Services to advance the opportunities of children and young people in need

Everything we do is rooted in our 370 year history and driven by our vision for the future. SJMT is made up of seven separate charities governed by one board of trustees. We are also a Housing Association registered with Homes England and our care services are CQC registered.

OUR FAMILY OF CHARITIES

Sir Josiah
Mason's
Almshouse
Charity

Sir Josiah
Mason's
Relief in Need
Charity

Sir Josiah
Mason's
Care
Charity

Holte &
Bracebridge
Almshouse
Charity

Holy Trinity
Heath Town
Almshouse
Charity

Thomas
Banks
Almshouse
Charity

Oak Tree
House Trust



OUR MISSION VISION & VALUES

Our Vision

A future where all people have a great place to call home, are part of a thriving community and have opportunities to achieve their potential.

Our Mission

Our family of charities strive to improve lives and create opportunities by providing quality homes, care, support, and education.

Our Values

Personalised – because no two people are the same & treat everyone with dignity.

Inclusivity – we believe everyone should have the same opportunities no matter their differences.

Innovation – because we are original and creative in our thinking.

Excellence – because we want to be recognised for providing quality services & support.

Honesty – because we are transparent and accountable in all that we do.

Fun – because we want to be a great place to work and receive support.

LOOKING BACK ON 2022-2023

April 2022 to March 2023 marked the culmination of our ambitious 2018-2023 Strategy and an opportunity to resume and celebrate many of our exciting plans which had been paused during the pandemic. It was also a particularly challenging year during which SJMT, our residents and our staff experienced significant financial pressures. The dramatic increase in petrol, food, and energy prices due to global and national factors have led to an unprecedented cost of living crisis which has affected all aspects of our operations. SJMT is however, a financially stable and flexible organisation which has been able to respond quickly and creatively to these challenges, whilst also providing additional support to our residents and staff.

In April 2022, we launched our new Floating Support Service for people in Solihull who are over 25 and single, or part of a family who have recently been housed after a period of homelessness' or have support needs that mean they find it difficult to settle or maintain a tenancy. The service, which is funded by Solihull Metropolitan Borough Council is managed as part of SJMT Housing Services and has an experienced, dedicated Worker who provides flexible one-to-one



Oak Tree House in Bournville

support based on people's needs. It has been very successful, and we have seen lives changed because of the work of the project.

After a series of frustrating delays, the 7th charity to join our growing family, Oak Tree House Trust (formerly the Central England Quaker Older People's Fund Trust) joined us in September 2022. This Trust had been affected by a change in people's needs and requirements, as well as the pandemic and did have a significant number of voids. Thanks to the hard work of staff, we successfully transitioned the service to SJMT and since September, we have managed to make some changes to the service model and voids have decreased significantly.

Towards the end of 2022, we were approached by one of our closest partners & neighbours, the Yardley Great Trust Group (YGTG). Yardley Great Trust were without a Chief Executive and SJMT agreed to share its Executive Team with the Trust during 2023, whilst they agreed their plans for the future. This agreement builds on an existing relationship between the two Trusts which are very similar in regard to activity and size and should be of great benefit to residents and staff in both organisations. This came at a time when SJMT had strengthened its management infrastructure and was therefore well placed to support Yardley Great Trust. The partnership continues to be a success and both organisations are committed to exploring greater collaboration in the future.

Following an unsuccessful pre-planning application, Trustees made the difficult decision to sell the Holte & Bracebridge Almshouses in Erdington and to use the funds to identify a new site to replace and create more Almshouses. All residents were relocated by the Spring of 2023, with a number moving to nearby Mason Cottages.

2022/23 was also a milestone year in our Trusts' history for another reason. In November 2022, our first ever Young People's Service Manager joined us. This is the first person employed by the Trust to solely support young people since the closure of our school/orphanage in the late 1950s'.



'Shine' - the logo for our exciting new service for young people.

Between January and March 2023, they commenced work on developing our brand-new community-based service for young people who are care experienced which is called Shine. In March 2023, we also appointed a firm of architects to design our first Almshouses for young people; Josiah opened his first Almshouses in the 1850's. We hope to submit a planning application to develop six apartments in the summer of 2023.

Whilst there have been some exciting new developments during the year, we have also been keen to continue to invest in and improve our existing operations. This has included a review of existing service model/s, restructuring our business support team, improvements at our Head Office and investment in a completely new IT infrastructure, including the introduction of business fibre broadband at Head Office, the implementation of Office 365 across the Trust, the transfer to VOIP at Head Office and a move to a cloud-based HR software platform integrated with Payroll.

As in previous years, our staff have continued to show their loyalty, hard work, and dedication to SJMT and the people we support. They have gone above and beyond yet again, and we cannot thank them enough. We also want to thank our Board of Trustees who have been required to give more of their time and expertise this year due to the additional financial pressures we have faced, as well as the number of exciting developments and opportunities that have taken place. We would particularly like to say thankyou and farewell to two particular Trustees who have been a significant part of our story for the last decade. Alison Coad (formerly Crawley) joined SJMT in January 2011 and was Chair until September 2017 and then Chair of the Finance & Performance Committee. Alison retired as a Trustee in December 2022. In March, our Chair Julie Houlder retired. Julie was Chair between 2017-2023, but a Trustee since March 2014.



Farewell to former Trustees and Chairs of SJMT, Alison Coad (left) and Julie Houlder (right).

Both Alison & Julie will be greatly missed, and we thank them for all they have done for SJMT.

Whilst we look back on the past year, it is worth noting that for much of the year, we have also been looking forward to our future. This year we spent months developing our next 5-year Strategy ‘Providing Homes, Building Communities: 2023-2028’ and we want to thank everyone who took part in helping us produce what is another exciting and ambitious plan. During this next year and in the years to come, we hope to continue to build upon and enhance the legacies of Sir Josiah Mason, Sir Thomas Holte, William Henry Rogers, Thomas Banks and the Quaker Trustees as well as the thousands of people who have played a part in making us what we are today. We know that we have set some ambitious goals, but we believe in ‘a future where all people have a great place to call home, are part of a thriving community and have opportunities to achieve their potential.’

We hope that you enjoy reading more about what we have achieved over the past 12 months.



David Healey | CEO

HOUSING SERVICES

Residents Survey

In 2019, we adopted the National Star (Survey of tenants and residents) to collect the views and experiences of our residents. This meant that we could compare any change in satisfaction within our organisation over time and measure our performance against other small to medium Housing Associations.

43% response rate
(a 10% improvement on 2021-2022)

Alexandra Court had the highest
response rate closely followed by
Mason Court

In 2023, the Housing Regulator replaced the Star with the Tenant Satisfaction Measures (TSM) and it became compulsory for registered providers to collect this information annually. The TSM is a core set of performance measures against which all providers must publish their performance and it differs slightly to the Star Survey. This means that there are some differences in presentation this year and a gaps in data to compare against past performance.



Core Questions

In the new Survey, there are 6 core questions which all housing associations should ask their residents. These are the same or similar to questions we have asked residents in the past, however traditionally, we have ask more questions or included responses from other parts of the Survey in this section. This year, we have decided to only present the 6 core questions required by the Housing Regulator in this section of the report.

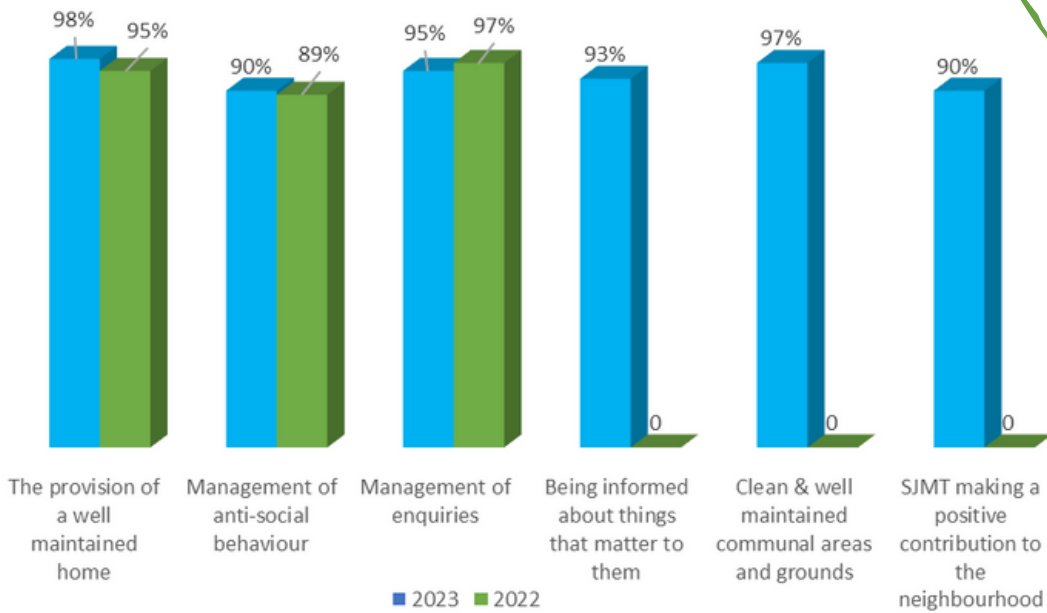
We are delighted to report that we have seen improvements in all but two areas and only a slight decrease in satisfaction of one of these. Satisfaction in all areas remains above that of all housing providers in every area, and we also exceed satisfaction in all but 2 core areas when compared to other small housing providers, and we are only 1% and 2% behind in these areas.

Satisfied or Very Satisfied	How we compare with...				
	SJMT 2022-2023	SJMT 2021-2022	SJMT 2020-2021	Smaller Housing Providers	All Housing Providers
Satisfaction with the overall service provided	99%>	96%	94%	94%	85%
Satisfaction that landlord is easy to deal with	98%>	94%	94%	92%	83%
Satisfaction with the value for money of rent	93%>	88%	88%	94%	87%
Satisfaction with the value for money of service charges	91%	91%	91%	89%	76%
Satisfaction that landlord provides a safe and secure home	93%<	98%	Not collected	95%	91%
Satisfaction that landlord listens to / acts upon tenants' views	91%>	90%	90%	80%	71%

Satisfaction with value for money of the service charge has remained at 91% and this has been consistent for the past 3 years. This is way above the national average and is higher than satisfaction in comparable organisations. We have however seen a decrease of 5% in satisfaction in providing a safe and secure home. It is worth noting that only 2% of residents said that they were dissatisfied in this area, with the remainder reporting that they were neither satisfied or dissatisfied which may suggest it was not an issue for them.

General Satisfaction

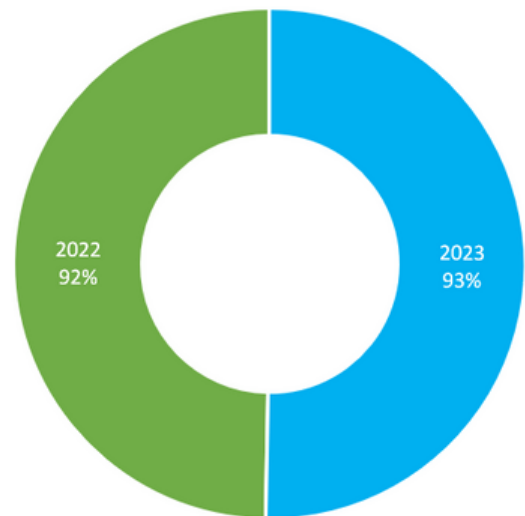
The chart below shows a comparison in general satisfaction in a range of areas this year against results from 2021-2022.



Overall satisfaction remains very high and there has only been a slight decrease in one area, 'management of enquiries' and this is only a 2% decrease. Three questions asked in this section are new this year, so we do not have data to compare against past performance.

When asked how likely you would be to recommend SJMT to family or friends, 93% of residents gave a rating of 6 or over on scale of 1-10 where 0 is not at all likely and 10 is extremely likely.

Of these, 72% gave a rating of 9 or 10 which is a 13% improvement on 2021.



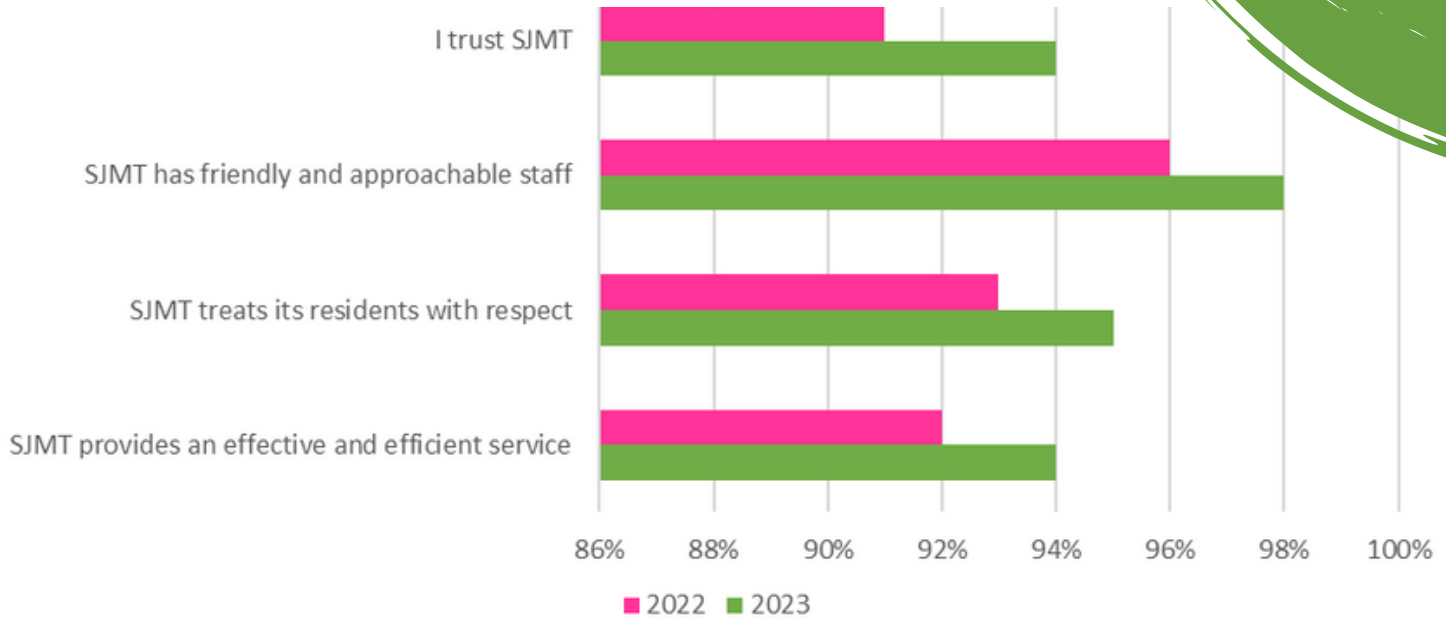
Residents Top Three Priorities

The top three priorities have remained the same year on year and these are:



Residents Perceptions

The chart below shows a comparison of residents perceptions about SJMT and its staff in a range of areas this year against results from 2021-2022. We were thrilled to see that residents reported an improvement in every area.



Services & Support

There has also been notable improvement in satisfaction in a range of other areas this year. The 7% increase in satisfaction with the frequency of contact with a Support Worker and levels of support provided to new residents along with an 8% increase in satisfaction with scheme facilities are likely to be down to the 'return to normal' experienced after the lifting of restrictions experienced during the Covid-19 pandemic. It is also possible that the new staffing model introduced at the start of the pandemic has now had time to become fully embedded.



There was a slight decrease in satisfaction (1%) with the support provided by the Housing Manager. However, it is worth noting that only 1 person noted dissatisfaction and this was only at one scheme, with all other schemes reporting 100% satisfaction and the remaining 5% stating they were neither satisfied or dissatisfied.



Residents enjoying social activities

86% of residents were satisfied with the support we provide to claim housing or other welfare benefits. This was the same as last year.

88% of residents were satisfied with the support we provide to manage finances including rent and service charges. This was the same as last year.

91% of residents were satisfied with the support we provide to vulnerable residents. This was a 13% improvement on last year.

Satisfaction with money management services are below 90% which is consistent with previous years. However, less than 1% of respondents were dissatisfied, with most stating no preference. We know that not all residents access this service so this is to be expected.

Residents reported a 13% increase in satisfaction in the support we provide to vulnerable residents. We know that we have an increasing number of residents with complex needs, and our housing support service model has been designed to reflect this.

Whilst not shown in the table above, only 98% of residents said that they were satisfied with the telecare provision, with 5% stating they were dissatisfied. This is consistent with last year.



- Explore what may make residents feel less safe and secure across our schemes.
- To explore how we can increase satisfaction in value for money of rent and service charge.
- Ask residents what we could do to improve how we manage their enquiries.
- Review our telecare provision.

Areas we could improve

RESIDENT ENGAGEMENT & INVOLVEMENT

Housing Services | Resident Involvement & Engagement Strategy

SJMT is committed to the involvement and engagement of residents in matters of operations, strategy and governance. Our Resident Forum is a key part of enabling us to hear the voices of our residents and for them to influence Strategy & Policy.

The Forum meets quarterly and focuses on housing related policy/practice, strategy, reporting/performance and change. The meeting is attended by a Trustee, the Chief Executive and the Director of Operations with an ambition to achieve up to 10% of all residents attending.

During 2022/23, the Forum have worked on a number of significant projects, including:

- Agreeing to a Tenants Charter for SJMT.
- Helping shape our next 5 year Strategy.
- Overseeing the implementation of our Resident Engagement & Involvement Strategy.
- Reviewed the Activity Coordinator role.
- Reviewed the Laundry provision in larger schemes.

Almshouse Resilient Communities (ARC) for the Future

During 2022, we were delighted that residents at SJMT could be part of the ARC project.

Almshouse Resilience Communities (ARC) for the Future is a research project funded by the Dunhill Medical Trust, running from February 2022 until July 2024. The project is led by University of Central London (UCL)



Seven almshouse charity partners (including SJMT) have been partners in the project alongside the University of Suffolk. Throughout June and July 2022, the researchers immersed themselves into the communities of SJMT spending time at our two largest sites of Olton and Shirley.

Residents were asked to get involved by becoming a part of the residents research group and residents from both sites attended meetings with the researchers and visited other Almshouses on the project.

This was an opportunity to learn about other Almshouse charities and to see the support and facilities they provide their residents as well as sharing best practice across all the organisations.

SJMT will be welcoming the researchers back next year and continue to be engaged in this research to help model best practise across alms housing.



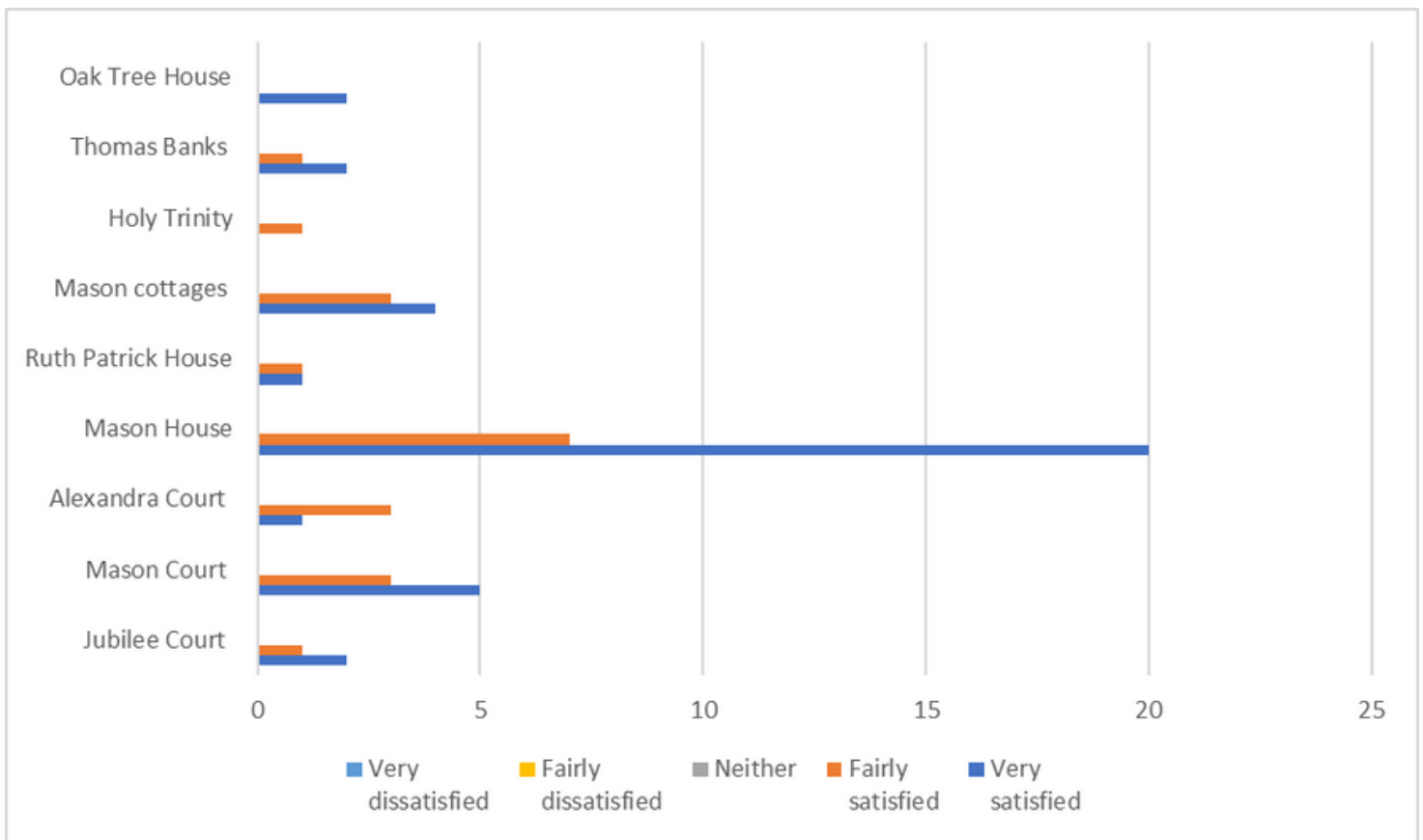
PROPERTY SERVICES

Responsive Repairs

We know that Repairs and Maintenance are extremely important to our residents, and this is consistently the top priority in our annual survey. This year we used the Tenant Satisfaction Measures (TSM) to collect the views and experiences of our residents in regard to responsive repairs.

66% of respondents reported that they had had a repair undertaken in the past 12 months. This was 2% lower than last year.

100% of respondents were satisfied with the repairs undertaken with 65% of these reporting that they were very satisfied. This is a 7% increase in overall satisfaction and above the target of 95% which we set for this year.



95% of residents completing the survey were satisfied with the time taken to start work on a repair. This is a 14% improvement on last year. There was also an increase in people reporting that they were satisfied with the time taken to complete a repair which was 95% compared to 90% in 2021-2022.

Residents also told us that they more satisfied with being told when the workers would call and the ability to make an appointment. Last year, only 85% of residents were satisfied with being told when a worker would arrive and this year, 96% were satisfied. Similarly, 93% of residents were happy with the ability to make an appointment compared to 87% in 2022.

Satisfaction also improved in all but one of the other areas we asked residents about this year.

Satisfied or Very Satisfied

How we compare with...

	SJMT 2022-2023	SJMT 2021-2022	SJMT 2020-2021
The attitude of workers	98%>	94%	99%
The overall quality of work	96%>	94%	97%
Keeping dirt and mess to minimum	98%>	96%	96%
The repair being done 'right first time'	93%>	89%	90%
The contractors doing the job you expected	98%>	94%	89%
The repairs service you received on this occasion	95%<	98%	86%
Did the contractor show proof of identity?	79%>	76%	69%

Below: newly created cinema at Alexandra House



The table below shows how we performed against our own time frames for completing Emergency, Urgent and Routine Repairs. The statistics relate to all Housing and Care schemes and information is obtained from our own internal data collection tools.

In total, we processed 2,508 repairs in the year compared to 1,799 last year and 1,482 repairs in 2021. This is significant increase on previous years with the largest number of repairs taking place at Mason Court & Alexandra House. Alexandra House repairs more than doubled in the year, however some of this was due to refurbishment and special projects. The number of repairs processed increased at every scheme.

Oak Tree House Trust joined SJMT in June 2022, but the repairs undertaken here were well below the increase seen in the year across the Trust. The largest number of repairs completed per head was at Alexandra House, followed by Ruth Patrick House and then Mason Court and Jubilee Court. The least repairs per head were at Thomas Banks followed by Holy Trinity.

99.7% of total reactive repairs were completed within our target timescales compared to 97.4% last year and 98.66%. We met or exceeded all internal performance targets during the year.





Site	Emergency same day repair	Urgent (13 hours to 5 days)	Routine repairs (6 to 28 days)	Total per scheme
Mason Court	96	299	148	543
Jubilee Court	20	52	23	95
Mason House	46	231	246	523
Ruth Patrick House	7	66	29	102
Mason Cottages	18	118	118	254
Alexandra House	109	320	107	536
Alexandra Court	34	135	58	227
Holte & Bracebridge	2	37	4	43
Thomas Banks	1	5	16	22
Holy Trinity	0	1	36	37
Oak Tree House	2	57	67	126
Totals	335	1,321	852	2,508
% Of repairs completed within timescales	100%	99.6%	99.5%	
2021-2022 results	98.75%	97.85%	95.62%	
Target Performance Indicator	100%	97%	97%	

CARE SERVICES

Residents Survey

The following results have been compiled from surveys completed by residents at Alexandra House during 2022-2023. It offers a snapshot into how residents experience the care and support given. It includes feedback from a wide demographic including long term residents, new arrivals and those leaving the service.

We were delighted to see that continued efforts undertaken by SJMT and the hard work of staff has been reflected in the feedback we have received from our residents and 100% of residents agreed or strongly agreed with all statements.

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
	73%	27%				

Making sure that residents are informed about the service and what they can expect is extremely important and over the past few years, a great deal of work has been put into improving this. In 2019, only 76% felt that they was the case. This year, for the second year running, 100% of respondents felt that they did receive relevant and sufficient information about the service.

When asked on a scale of 0 to 10, how would you rate your experience, on average residents scored







When asked on a scale of 0 to 10, how likely you are recommend SJMT, on average residents scored:







The average rating given by residents when rating their experience remained high at 9 which is consistent with last year. Residents who stated that they would recommended the service increased from 9 out of 10 to 10.

Residents experience of staff

As in previous years, 100% of residents felt that our staff have treated them with respect and dignity. However, those that strongly agree have increased from 75% to 83%.





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
	83%	17%				

For the third consecutive year, 100% of residents strongly felt that have been listened to by our staff compared to 96% in 2019. This year 90% strongly agreed compared to 75% last year.

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
	90%	10%				

100% of residents felt that staff provide the right kind of support and care. The number strongly agreeing with this statement also increased from 85% last year, to 88% this year.

The number of residents who felt that staff had supported them to do what they want also remained at 100%.





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
	85%	15%				

100% of our residents agreed that staff at SJMT had helped them feel safe.

Support Planning & Care





SJMT does not provide a generic one size fits all approach to care. Over recent years, our approach has been to celebrate person centred care; care which recognises people's strengths and the importance of enabling and empowering people to be involved and make their own choices about their care. This requires staff to work collaboratively with residents to understand what is important to them, set goals and strategies of support to enable people to achieve meaningful outcomes.

Therefore, everyone at Alexandra House should have discussed their goals and have these noted in their care plan. We know from this survey that 100% (95% last year and 84% the year before) of residents felt that they had input into their care plan. This is an improvement of 16% over two years and demonstrates that the time and effort of staff in this area is working.

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
						
	70%	30%				











People's cultural and personal spiritual beliefs, practices and wishes are an important part of our care planning process and we were pleased to see that yet again, 100% of residents who felt this applied felt that their beliefs and wishes had been respected.

I feel my wishes and beliefs have been respected.	Strongly agree	Agree	Disagree	Strongly disagree	Does not apply	I don't know or understand
						
	88%	12%				

Life in the home





All respondents reported feeling comfortable at Alexandra House and 100% said that they had taken part in activities and enjoyed them.

I feel comfortable in Alexandra House	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	88%	12%				

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
	70%	30%				



100% of residents said that they felt the food was of a good standard and they enjoyed it. The percentage of those strongly agreeing has decrease by 7% compared to last year.

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
	53%	47%				

There were no areas where residents reported dissatisfaction, however, we would like to see an improvement in the percentage of people who 'strongly agree' that:

- that they have received relevant and sufficient information about the service.
- the food is of a good standard and they enjoy it.
- and that they have been involved in the service activities and enjoyed them

We also want to improve in the following areas which staff or residents have told us about:

- Offered a more varied catering offer across care with recognition of themes and possible culture days and awareness.
- Organised group trips out of the home to places of interest and activities.
- Have more pets visit the home.



Areas we could improve



Shine

CREATING BRIGHTER FUTURES
FOR YOUNG PEOPLE

CHILDREN & YOUNG PEOPLE'S SERVICES

In November 2022, SJMT appointed a Young People's Service Manager to help us bring our exciting plans to support young people again to life. This was the first person to be employed by the Trust to specifically support young people in over 60 years.

At the end of 2022 and into the beginning of 2023 we spent time analysing and reflecting upon all information we had gained from our work with People Too in 2021 to create our service offer to young people. It was clear that whilst part of this work was to prepare the brand, policies and procedures it was also vital that we continued to talk with young people living in Birmingham and Solihull and also to our colleagues across other services working with them.

Shine was created as SJMT's service offer to young people.

Shine continued SJMT's link with St Pauls School, talking with the head teacher about how our service might look if it was to engage with vulnerable young people excluded from mainstream school. Shine also made links with St Basils (16-25 homeless service) who spoke to us about the range of reasons young people become homeless and the need for services like Shine, committed to avoiding hard endings. This helped us to understand the importance of Shine being inclusive of young people who may not be looked after children or care experienced but are in any case without parental support and on the edge of homelessness.

It was challenging to consult with young people about Shine during this time. Very often the young people that were willing to engage were already heavily involved in youth advisory work for the local authority or were working full time and therefore did not have time.



Shine did however include the views of lived experience people by signing up the Care Leaders Training Service. This series of webinars created and delivered by care leavers really helped to keep our focus on the voice of experience and the need for Shine to be attachment informed and rooted in an awareness of the impact Adverse Childhood Experiences (ACES) have on shaping patterns of behaviour in adult life.



Shine will go live in mid-2023 and we will be recruiting a Shine Supporter to provide relationship based, intensive and personalised support, focusing on young people 16-25 whose lives are most affected by trauma, adverse childhood experiences (ACES), service led interactions and limited support networks or opportunities.

We are also in the early stages of developing Shine Mentoring roles. These voluntary mentoring roles will focus on working with young people around Advice around mindset, thought and feelings.

- Strategies to improve organisational skills and team work
- Advice around goal setting for the immediate and short-term future
- Professional experience and tips on career pathways and qualifications

Young People's Housing Services

Since 2021, it has been a priority for SJMT to create 6 brand new affordable homes (almshouses) for young people who are care leavers or who are homeless or at risk of becoming homeless.

This year we got closer to this becoming a reality and by March 2023, we had appointed a firm of architects to help, with young people, create plans that we can submit to planners.

We are very much looking forward to sharing more information about these plans during the next year.

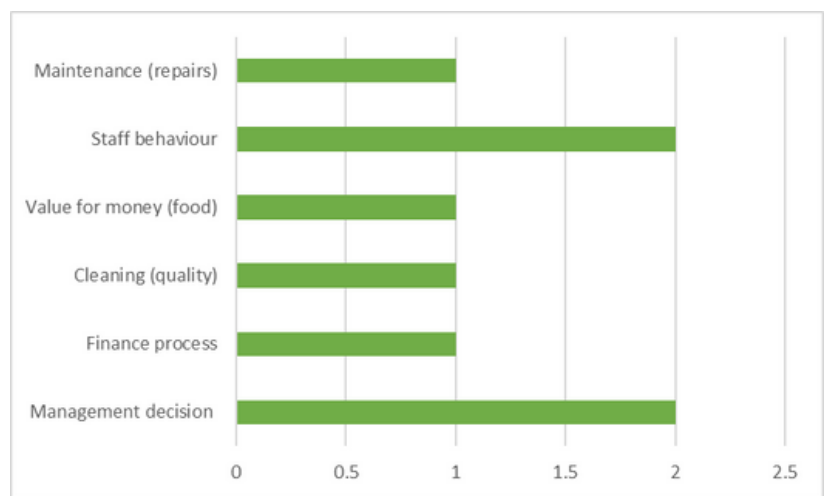
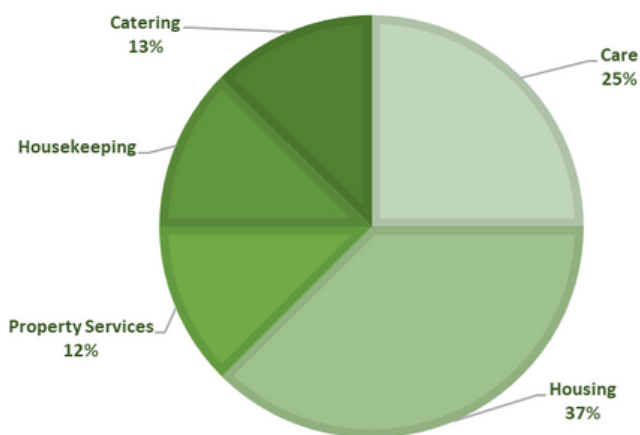


COMPLIMENTS, CONCERNS & COMPLAINTS

As part of our values and duty of candour, we believe that a healthy organisation is open and transparent about all the feedback it receives and values all feedback as an opportunity to learn and improve

We received 8 complaints in the year. This is 6 less than previous years.

Complaints were from the following service areas: Complaints by type include:



All complaints related to completely separate situations.

37% of complaints (3) were upheld or partially upheld. Two complaints (25%) were withdrawn by the complainant before the complaint was investigated. Three complaints were not upheld (37%).

One complaint was appealed and this was not upheld at appeal stage.

Of the 8 complaints received, 5 were made directly by residents and 3 by relatives of residents.

Lessons Learnt

The lessons learnt or actions taken as a result of complaints included:

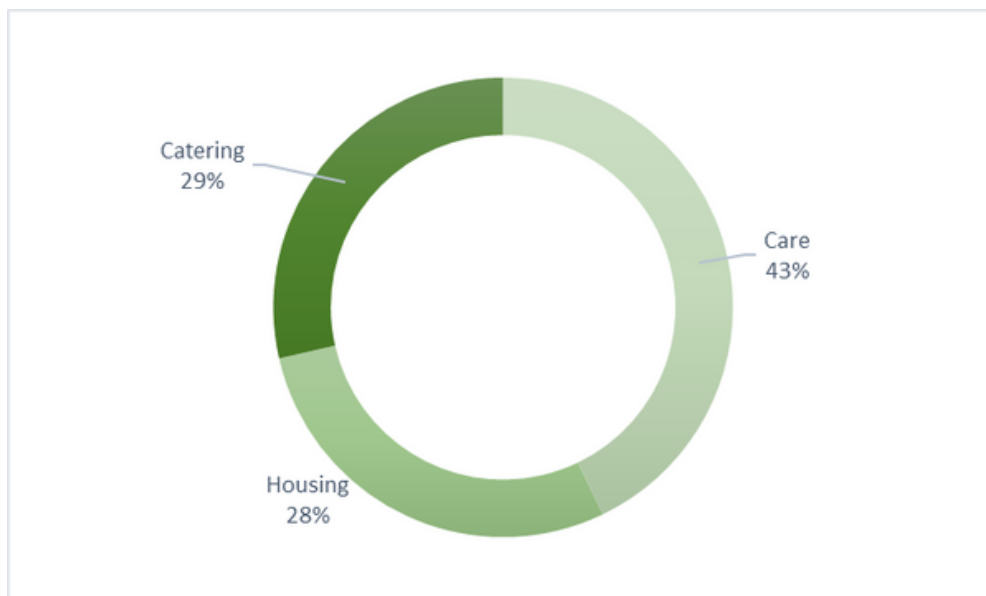
- Review of process
- Staff conduct addressed through our internal processes
- Relocation offered
- Repairs completed

Concerns

A concern usually refers to an issue someone may want to raise informally. They may want to make us aware of something that they feel we could improve or do better. This is different to a complaint which is a formal way for someone to register their dissatisfaction in order for it to be independently investigated by someone within Trust.

Seven concerns were reported during the year. This is more than double the amount raised last year. Concerns raised included:

- missing door number of a property
- incorrect laundry delivered to a resident
- Booking of guest room
- Option for room service for residents
- Aggressive behaviour from resident
- Quality of food



Compliments

We received 174 compliments in the year, compared to 32 last year and 30 the year before. This figure is probably more reflective of the number of complaints received before Covid, but also reflects improvements in staff reporting compliments.

As in previous years, most compliments were for Alexandra Court (41) and residents were the group most likely to pay a compliment in all services other than Alexandra House, where relatives made the highest number of compliments (30)

	Family	Social Worker	Health Professional	Resident	Friend	Other (inc Service Users)
Scheme						
Alex House	30			1		
Alex Court	11			30		
Mason Cottages				15		
Mason Court				25		
Mason House	1			16		
Thomas Banks				6		
Ruth Patrick	1			4		
Jubilee Court				3		
Floating Homeless				8		7
Oak Tree House				6		
Reception/Head Office				10		

This year, compliments were mostly received about staff.

	Grounds	Environment / Maintenance	Care	Staff	Activities	Catering/ Cleaning
Scheme						
Alex House			2	29		
Alex Court		9	3	25	2	2
Mason Cottages	3	3		8		1
Mason Court		4		20		1
Mason House		3		14		
Thomas Banks		2		4		
Jubilee Court				3		
Ruth Patrick				4		
Floating Homeless				8		7
Oak Tree House				6		
Reception/Head Office				10		

Friends & Family Test

The Friends and Family Test is based on a format created by the NHS to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. We adopted this a number of years ago as it is a quick and anonymous way for residents and their friends and families to give their views

In response to the question ‘Would you recommend our service to your friends and family if they were to need similar care and support?’ the results were as follows:

Alexandra House	Very much	Yes	No	Definitely not
	100%			

- Excellent care
- Very friendly staff
- Helpful staff
- Very nice home from home
- The team are kind and attentive
- Lovely staff
- The carers really know the residents and genuinely care.
- The staff are lovely and professional.
- Efficient and friendly
- The care given to my mother is excellent and I have no complaints.
- Our mum is very well looked after and happy
- A1 service
- Lovely friendly environment and the residents seem really happy and well looked after.
- I would definitely recommend.
- The staff are lovely and professional.
- The staff really understand the needs of all the residents.
- You are amazing.
- My mum is very happy here.
- Nothing is too much trouble.
- Lovely room
- Lovely atmosphere
- Very happy with the level of care provided.

Mason Cottages	Very much	Yes	No	Definitely not
	100%			

- So Happy
- Fantastic
- So happy with our support workers
- They are very helpful

Alexandra House	Very much	Yes	No	Definitely not
	100%			

- The best place with the best staff
- Very nice atmosphere
- A lot of hard work from the staff
- Lovely friendly staff
- The staff are outstanding.
- Kindness and support are second to none.
- The food is very good.
- The accommodation and service are so good—couldn't be better.
- Such a happy place to be.
- Everyone is so lovely.
- Lovely and clean
- The manager is really helpful.
- Going the extra mile—thank you.
- My aunt is very lucky to be here.
- The staff are excellent
- The staff make all the difference with their kindness and patience.
- The staff are very pleasant and always very helpful.
- I would absolutely recommend.
- Excellent service
- The care is excellent.
- The staff can't do enough for us all.
- The staff have been wonderful and caring.
- I am very happy here.
- My mum is well cared for and relaxed, the carers create a lovely home.
- I would definitely recommend.
- My mum trust her carers and feels safe here.
- Very happy with the care
- I would recommend.
- The staff are caring and helpful

Mason Court & Jubilee Court	Very much	Yes	No	Definitely not
	100%			

- Very nice & friendly place
- I feel safe here.
- Residents and staff are very helpful and friendly
- I am pleased with my support worker Noel.
- The staff are lovely—it's a good service.

Mason Court & Ruth Patrick	Very much		No	Definitely not
	100%			

- Good cleaning
- Friendly staff
- Would recommend
- 10 out of 10!
- We need more information on notice boards

Reception & Head Office	Very much	Yes	No	Definitely not
	100%			

- Would recommend.
- Lovely staff
- A** staff
- Excellent staff
- Lovely atmosphere here.
- The staff are excellent
- Very helpful people
- Very good
- My requests are always answered with respect and a friendly smile.
- Lovely place

AREAS YOU TOLD US WE COULD IMPROVE

Housing Services

- Explore what may make residents feel less safe and secure across our schemes.
- To explore how we can increase satisfaction in value for money of rent and service charge.
- Ask residents what we could do to improve how we manage their enquiries.
- Review our telecare provision.
- To make better use of notice Boards

Care Services

We would like to see an improvement in the percentage of people who 'strongly agree' that:

- that they have received relevant and sufficient information about the service.
- the food is of a good standard and they enjoy it.
- and that they have been involved in the service activities and enjoyed them

We also want to improve in the following areas which staff or residents have told us about:

- Offered a more varied catering offer across care with recognition of themes and possible culture days and awareness.
- Organised group trips out of the home to places of interest and activities.
- Have more pets visit the home.



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Our family of charities include: Sir Josiah Mason's Almshouse Charity, Sir Josiah Mason's Care Charity, Sir Josiah Mason's Relief in Need & Education Charity, Holte & Bracebridge Charity, Holy Trinity Heath Town Almshouse Charity, Thomas Banks Almshouses & Oak Tree House Trust.

