

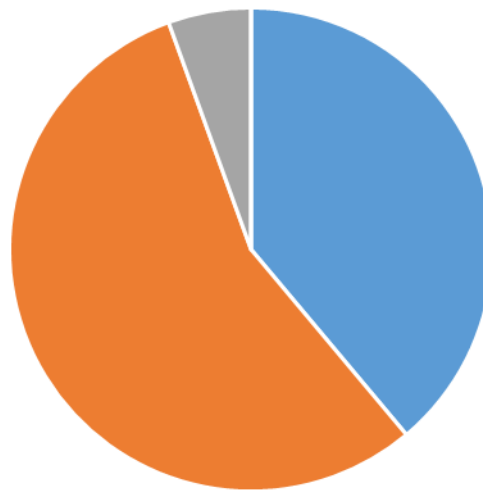


RELATIVES MATTER SURVEY

Feedback received from relatives of our residents at Alexandra House

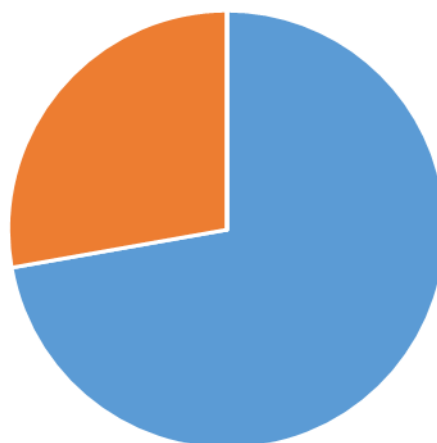
October 2020

SJMT have communicated with me well through Covid-19



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

I feel reassured that all the measures that are required to manage Covid-19 are in place at Alexandra House



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

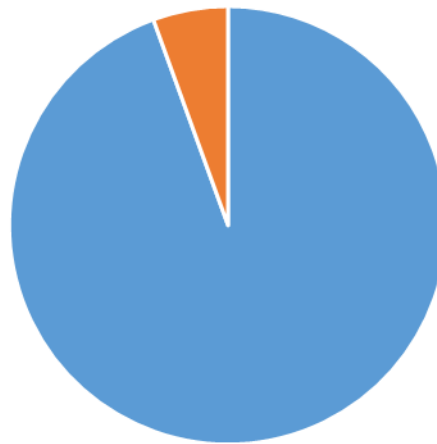


RELATIVES MATTER SURVEY

Feedback received from relatives of our residents at Alexandra House

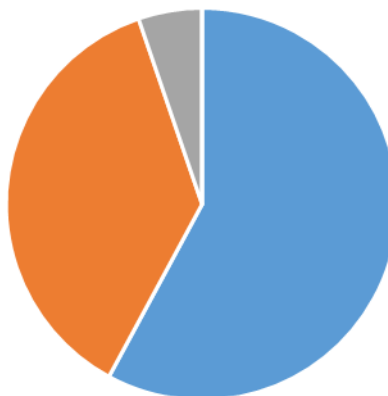
October 2020

I feel that staff, residents and visitors are safeguarded against Covid-19 at Alexandra House



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

I feel that Alexandra House have managed contact with myself and my relative whilst the service has been in lockdown



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree



RELATIVES MATTER SURVEY

Feedback received from relatives of our residents at Alexandra House

October 2020

I have no concerns about Kath being cared for, we all know she is so happy with you.

Staff have done the upmost to manage to contact us and keep us updated in these changing times. We would like to express our thanks to the staff for their continuing hard work during the pandem-

I am very happy with the safety measures that are in place. Thanks for your hard work and keeping the residents safe at this hard time.

The care provided for my mother has been and remains exemplary. Thank you all for your continued dedication and continued respect.

Really appreciate all the efforts made to keep our mum safe and cared for.



RELATIVES MATTER SURVEY

Feedback received from relatives of our residents at Alexandra House

October 2020

Alexandra House has been very attentive to all the residents to make sure they stay safe and protected against Covid-19.

Thank you to all our staff – we are very proud of you and all the work you do.

SJMT Leadership Team

You do a fantastic job – thank you

Sue and her team have managed the situation very well, in what has been a very hard time for everyone. I have complete confidence that this will continue and that they all give 100% to the care of the residents.