 You Think of Us

### What Do You Think of Us?

**Family Survey**

**Alexandra Court - May 2023**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **1. I feel that Sir Josiah Mason Trust staff have respected my family member/friend and treated them with dignity** | **Strongly agree**agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefernot to say |
| **100%** |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **2. I feel that Sir Josiah Mason Trust staff have listened to my family member/friend** | **Strongly agree**agree | agree2**Agree** | agree3agree4**Disagree** | **Strongly disagree** | Does not apply | Prefer not to say |
| **75%** | **25%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **3. I feel my family member/friends’ wishes and beliefs have been respected** | **Strongly agree**agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer not to say |
| **75%** | **25%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **4. My family member/friend receives relevant and sufficient information about the service** | **Strongly agree**agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer not to say |
| **50%** | **50%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **5. My family member/friend has been involved in deciding on the support and care they receive** | **Strongly agree**agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer not to say |
| **50%** | **50%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **6. Sir Josiah Mason Trust staff have given my family member/friend the right kind of support and care** | **Strongly agree**agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer not to say |
| **100%** |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **7. Sir Josiah Mason Trust staff have supported my family member/friend to do what they want to do** | **Strongly agree**agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer not to say |
| **75%** | **25%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **8. My family member/friend feels comfortable in Alexandra Court** | **Strongly agree**agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer not to say |
| **75%** | **25%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **9. Sir Josiah Mason Trust staff have helped my family member/friend to feel safe** | **Strongly agree**agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer not to say |
| **50%** | **50%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **10. My family member/friend has been involved in the service activities and enjoys them** | **Strongly agree**agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer not to say |
| **50%** | **50%** |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **11. The food at the service has been of a good standard and my family member/friend has enjoyed it** | **Strongly agree**agree | agree2**Agree** | agree3**Disagree** | agree4**Strongly disagree** | Does not apply | Prefer not to say |
| **50%** | **50%** |  |  |  |  |

|  |
| --- |
| **12. Overall on a scale of 0-10 how would you rate the service?** |
| **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9.8** | **10** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **I had a very** **poor experience** | **I had a very** **good experience** |

|  |
| --- |
| **13. On a scale of 0 to 10, how likely are you to recommend Sir Josiah Mason Trust?**  |
| **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9.8** | **10** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Very unlikely** | **Very likely** |

|  |
| --- |
| Please provide any comments on the reasons for your ratings or any other views on the service you wish to share |
| Hardly any issues have arisen, and when they have they are addressed quickly & resolved to full satisfaction |

|  |
| --- |
| How can we improve? |
| 1 family member requested more day trips1 family member asked that residents be notified if another resident passes away1 family member commented that the lifts need an overhaul  |