

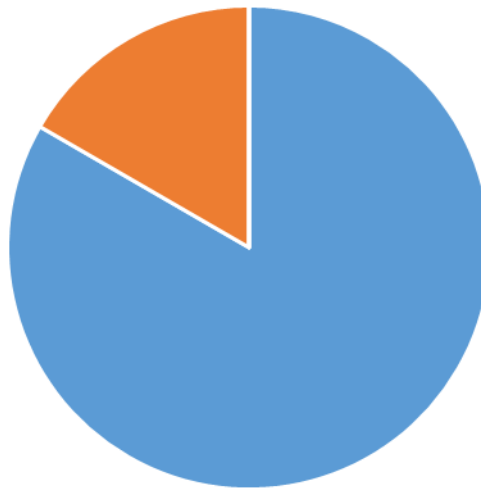


RELATIVES MATTER SURVEY

Feedback received from relatives of our residents at Alexandra Court

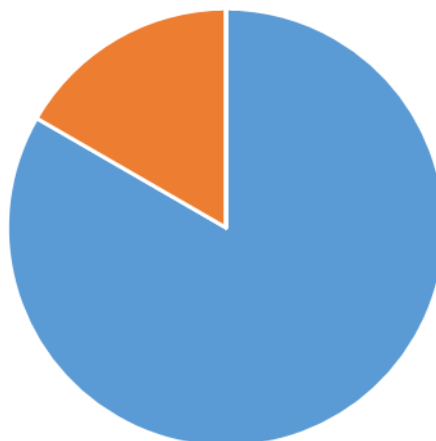
October 2020

SJMT have communicated with me well through Covid-19



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

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



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

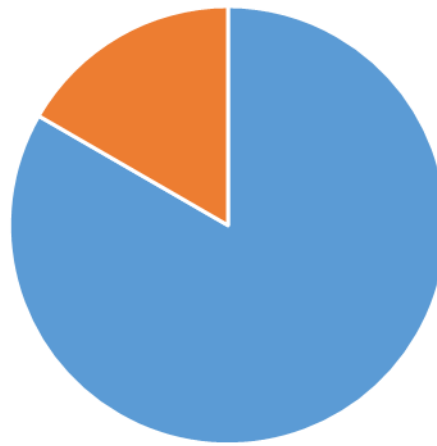


RELATIVES MATTER SURVEY

Feedback received from relatives of our residents at Alexandra Court

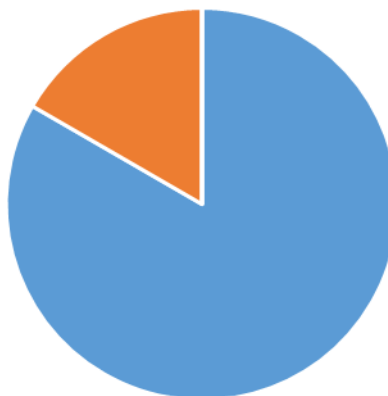
October 2020

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



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

I feel that Alexandra Court 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 Court

October 2020

I am very impressed with the staff and management.

Staff have been extremely helpful to me and my family making sure my mums mobile is always charged and helping her use it, it means we can still stay connected.

I am very grateful to the care given to my mum, the staff are doing an amazing job in difficult circumstances

The staff are doing everything they can to keep everyone happy

It is comforting to know my mum is in a safe place

The team are very caring and helpful.



RELATIVES MATTER SURVEY

Feedback received from relatives of our residents at Alexandra House

August 2020

Carry on with all that you are doing, it seems to be working well. I feel relaxed to know my mum is happy and well looked after.

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

SJMT Leadership Team

A big thank you to Anita and all her staff

Anita and her team have done and are continuing to provide exceptional care and support to the residents in their care. We have been kept fully informed and updated of their activities at this difficult time. We wish to congratulate them and thank them for all that they do!