



Culverdale Stakeholders' Survey Results January 2011



Photo is by Anil Sud from the National Geographic website.

1. What is your impression of the way staff work at Culverdale?

- *Very good*
- *Good – they work together as a team*
- *[] has recently moved to Culverdale and we have not met any staff, however, [] seems very pleased with the support and care received.*
- *Exceptional. Very caring and concerned for the welfare of residents.*
- *Very well. Communicates well- appropriately working as team & communicative withing team.*
- *The staff are very caring, approachable and hard working.*
- *Staff are very friendly and helpful and constructive in their advice*
- *Caring, efficient, responsive.*
- *More in the background which is appropriate for the more independent residents.*
- *Informed & helpful*
- *Very good, very caring*
- *Professional, dedicated, happy team.*
- *Good*

2. Are you happy with the level of support offered by Culverdale staff to residents?

- *Yes x 9*
- *Yes, we feel [] is in a very supportive and caring environment.*
- *Very pleased and satisfied*
- *It's hard to know from a distance but we know [] is happy at Culverdale. It would be good to see more proactive support in the areas discussed.*
- *The level & type of support needs to vary – resident to resident and day to day. They seem to get it right.*

3. Do you feel residents are encouraged to become more independent?

- *Yes x 6*
- *Yes – where possible*
- *Yes, [] now feels able to take greater control of her own life*
- *Certainly staff do endeavour to encourage residents to be more independent.*
- *It's hard to see how [] can lead a more independent life until his self-awareness improves – e.g. the impact his appearance, standard of hygiene, smoking habits have on the world.*
- *Yes – continuous process of progress.*
- *No views*
- *I believe so, it is difficult to say without being there and observing.*

4. Do you feel restricted in any way during your visits to Culverdale?

- *No x 10*
- *We have visited only once at a weekend. We did not feel restricted and we met another resident in the hallway who was very polite.*
- *Not at all*
- *None whatsoever – impression given that visits welcomed and management team always seem ready to discuss issues.*

5. What is the atmosphere at Culverdale like during your visits?

- *Fine*
- *Good, relaxed*
- *During our visit it was very quiet and peaceful.*
- *Excellent, Everyone matters*
- *Friendly, comfortable, welcoming, homely*
- *Very friendly x 2*
- *Friendly*
- *Good – staff & residents are friendly.*
- *Quiet, calm*
- *Pleasant & friendly*
- *Very friendly – good*
- *Warm, friendly*

6. We review our policies on an annual basis. We are also required to consult our Stakeholders concerning our Adult Protection Policy and this is enclosed for your information. If you have any comments, suggestions or improvements please make them here.

- *None*
- *Well done to draw this up*
- *We believe that the policy is very sensible*
- *As far as we are concerned and aware, Crossways is doing, and always has done, a first class job.*
- *No comments*
- *It's hard to answer these questions because of our limited knowledge.*
- *No views (I have to say that the – probably statutory- emphasis on anti-abuse policy seems over the top).*
- *I think the policy is comprehensive and clearly sets out Culverdale's stance towards Adult Protection etc. Were residents involved in the review of the policy and is there an easy read version?*

Residents have been involved in this policy review and a short talk prepared for them to explain in a clear way how this policy works and what they can expect. There is not an easy read version as yet, although this is something staff are looking at creating in various ways, including involving the residents as necessary.

7. Do you feel Culverdale adheres to the Adult Protection Policy?

- *Yes x 9*
- *As far as we are aware, yes.*
- *Yes, although I have not been involved in Adult Protection issues.*
- *Don't know*

8. Would you make any changes to the facilities or activities at Culverdale in order to improve protection for residents from harm or abuse?

- *No x 8*
- *At this [early] stage we do not feel able to comment*
- *Not at all*
- *No views (why the over emphasis on abuse?)*
- *None that I can think of*

We have to show that abuse can take many forms and reflect procedures that are in place to prevent and/or deal with any situations that may arise.

9. Have you any concerns about Health & Safety issues at Culverdale?

- *No x 10*
- *Not at all*
- *None. All seems neat & clean and safe.*

10. Culverdale is always keen to hear of any other comments or suggestion you may have:

- *Doing a lot of good*
- *Very pleased with the activities Ian Swaffer has introduced since he came on the staff – this has been specially good for []. Very grateful thanks!*
- *We are very grateful that [] has been given the opportunity to live at Culverdale and for the support and care that the staff have given and continue to give. Thank you.*
- *Please maintain the excellent work you do.*
- *Keep doing what you do – you do it well. Your care for your residents is evident and the support you give to try and enhance independence being recognised.*
- *We are keen to support []'s well being and happy to discuss issues or help in any way possible.*
- *None at the moment*
- *Expand!*