



Crossways (no 8) 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 Crossways?
- *When one considers the number of duties the staff have to undertake. I think they have to work very hard and need to be dedicated.*
 - *Staff appear to be happy and proud to be employed at Crossways.*
 - *I think most have a caring approach*
 - *They are supportive of residents and have high levels of knowledge*
 - *Good communication*
 - *Communication seems good. Give the impression of supportive teamwork.*
 - *Staff seem committed to the work they do and the people they work with.*
 - *The team have the client's best interest in mind and work in a person centered manner.*
 - *Very good x2*
 - *Very good & [] has found them helpful & supportive as well as friendly but firm.*
 - *Seems holistic and thorough*

2. Are you happy with the level of support offered by Crossways staff to residents?
- *Very happy. A lot of thought has gone into arranging occupation and the staff are very encouraging in persuading the residents to join in the various programmes.*
 - *Yes, we were very impressed with the extra support and understanding given to our son on 2 occasions when he has been unwell.*
 - *When residents have been there for a while I think staff turn off to their needs.*
 - *Yes x 6*
 - *Yes, very happy with the support given to the residents.*
 - *Very much so – very good*
 - *Very Happy*

3. Do you feel residents are encouraged to become more independent?
- *Definitely. They are encouraged to get their own meals as far as they are able and I believe in some cases they are working voluntarily outside Crossways.*
 - *Yes, we have been very encouraged about this aspect of Crossways. Many homes that give the level of support that [] needs do not encourage independence.*
 - *Yes – but some too early!*
 - *Yes – very much so*
 - *Yes x 4*
 - *A there is not a two year limit to resident's term of stay I feel this may subconsciously reduce the need to push people towards greater independence.*
 - *Yes most of the time, however, I would like to see further contact with agencies that are not connected to the mental health services, this is being addressed.*
 - *Yes definitely and [] has made such good progress in 2010 – thanks to all*
 - *To an extent*

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

- *Not at all. The staff are always very friendly and helpful.*
- *No, [] always feels comfortable taking us to his room and introducing us to other residents and staff.*
- *No, always very accommodating*
- *No x 6*
- *No I am always made to feel very welcome, and the team are always open to suggestions.*

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

- *I enjoy visiting Crossways. The atmosphere is always peaceful and people appear to be happy.*
- *Relaxed, friendly, natural, homely. Staff very approachable.*
- *Good*
- *Pleasant. Staff are welcoming and helpful. "Crisis" dealt with calmly.*
- *Always relaxed, friendly and organised.*
- *Very calm, warm and welcoming.*
- *Friendly*
- *The residents are at different stages of recovery and one has to be mindful of this.*
- *Very Friendly*
- *Warm, tidy*

6. We review our Policies on an annual basis. These can be found in the folder near the notice board in the Dining room (or emailed to you if you have a broadband connection). If you have any comments, suggestions or improvements please make them here.

- *To ensure that all staff are familiar with the safeguarding vulnerable Adults procedures.*
- *None*

7. Do you feel Crossways adheres to our Policies?

- *Yes x 5*
- *Yes as far as I am aware*
- *Very pleased*
- *Do not know*

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

- *Feel that as far as we are aware residents are well protected.*
- *When residents arrive – the focus is obviously on them – Please don't forget the older residents still need a hug or a bit of attention.*
- *No x 5*
- *I don't feel qualified to answer this. My perception is that there is protection for the residents*
- *None that I can think of*
- *Staff to be able to have more time with assisting/supporting trips abroad (day trips).*

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

- *I do have concerns about residents going out late at night for cigarettes or food although I understand this is not approved of.*
- *No x 9*
- *None*

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

- *As regards question 9, I am not sure if there are any rules that apply but perhaps there could be a discussion during the "Start the week" groups to make residents more aware of the dangers from Anti Social Behaviour. They could perhaps be encouraged to make sure they buy what they need during the day, so they do not need to go out in the middle of the night.*
- *We think Crossways is great*
- *My contact with staff has been minimal but I'm always impressed by their caring and support of residents.*
- *Provides a valuable service*
- *I think the staff work hard to keep residents safe and happy. Keep up the good work please.*
- *As Tunbridge Wells has very limited supported living accommodation for people with mental ill-health. I would like to see a more time managed approach to moving people onto independent living and so freeing up vacancies for other people looking for the opportunity to find supported living as part of their ongoing recovery.*
- *To continue doing the good work & communicating with purchasers.*
- *Expand the lower support services.*