



# Crossways Community Stakeholder Survey

October 2007



Number of surveys issued:58      Number returned:21

	Care home (No 8)			
	Yes	No	No reply	Comment (- no contact in l
Helpful	11	0	0	- Very supportive
Approachable	11	0	0	
Give advice	11	0	0	
Give feedback	11	0	0	- CW staff give excellent fee - more than anything
Fair	11	0	0	
Consider the needs of resident	10.5	0.5	0	<ul style="list-style-type: none"> <li>Inclusive approach to</li> <li>See below*</li> </ul>
Consider your needs	10	0	1	Except where residents tak
Answer promptly	10	0	1	Usually
Good relationship with resident	11	0	0	
Good relationship with you	9	0	2	- Friendly
Explain things clearly	9	0	2	
+++++	+++	+++	+++	+++++
No continuity/consistency	1.5	7.5	2	See below**
Not encouraging independence	0	8	3	
Being negative	0	9	2	
Paperwork is slow	0	8	3	Just occasionally
Poor communication	0	8	3	Very rarely

- \* Our son is always concerned about others entering his room because apparently raised on days when he is leaving Crossways to visit us which
  - \*\* Maybe it is an 'industry' problem but staff do seem to move on aft progressing well with Sarah Eva and we were sorry that she left when thi
- MORE COMMENTS OVER:LEAF

### How often do you use the Crossways Community website?

**1** Every month or more frequently

**7** Occasionally

**11** Never (- Do not have a computer—still learning how to use a computer)

### If you have any further comments on Crossways/Culverdale please put them here.

- Just to say many, many thanks for the great care and love shown toward our son all these years.
  - A truly caring and well run organisation.
  - We often wonder what we would do if Crossways didn't exist. The care and support the staff give to the residents and their parents is very much appreciated
  - Crossways supports us as well as our son
  - No complaints
  - Crossways' care for our son has been an enormous blessing for him and for us. Thank you. Is this intended to be anonymous? You could write glowing testimonials yourselves!
  - We continue to be impressed by the thoughtful caring way which Culverdale is managed and by the support it gives to residents.
  - All the staff are always more than willing to help with anything and always answer any questions that I have. They all do a terrific job.
  - We continue to be impressed with the caring approach at Crossways and know that our son finds it helpful to be there. When he became ill at Easter and had to go into hospital we were very grateful for the response by Crossways and their efforts to get our son back on track. We would welcome more feedback on an ongoing basis as to our son's well-being and progress. We feel a bit detached. Just to know that he is being monitored by his GP (physical checkups) and is seeing the dentist would be reassuring. In particular it would be good to hear about the job situation. We feel that our son would benefit from a new dimension in his life and that this should be the goal in the coming months. Many thanks
  - The staff care for the residents and offer them a variety of day activities. I am impressed to know there are currently two qualified mental health nurses in the staff.
  - Provide a good service
- (END OF REPORT)

- *I have always had good relations with staff re my client and they alert me promptly to any concerns. They are co-operative in attending reviews and have supported my client through some difficult times and always went the best for him*

**Have you ever recommended Crossways to a prospective resident?**

- *Yes, and to other care co-ordinators.*
- *Yes—we have a current referral pending*
- *Quite a few*
- *Yes (x 5)*
- *No (x7)*
- *No (out of area)*
- *No, would do if we meet a suitable candidate.*
- *No—situation has not arisen*
- *Yes—a client of mine had successful respite break at Crossways*

**If you want to make a serious complaint about Crossways, do you know how to do so?**

- *Not exactly—I would have to phone to get the name of the appropriate person.*
- *Yes (x 9)*
- *No (x 3)*
- *No—probably because I may not have read the literature sent out!*
- *Possibly contact mental health section of social services.*
- *Not necessary*
- *Not really*
- *I am confident I could find out if necessary*
- *Not exactly—could find out if necessary*

**If you have a less serious issue or small niggle about Crossways what would you do?**

- *I would report to the manager or a senior staff member.*
- *Discuss with the managers, very easy to approach*
- *Speak to a member of staff x 4*
- *Speak with Martin Granger*
- *Telephone in first instance x 2*
- *Talk to managerial staff x 2*
- *Contact the manager at the Culverdale Hostel x 2*
- *Call Penny Jones*
- *Speak to the people that run Culverdale*
- *Speak with John Neel*
- *Life is too short for minor niggles*

	<b>Culverdale (No 5)</b>			
<i>ast year)</i>	Yes	No	No reply	Comment ( - All items dealt with very well)
	11	0	0	- <i>Very supportive—Always</i>
	11	0	0	- <i>No complaints</i>
	11	0	0	
<i>edback</i>	11	0	0	- <i>Very much</i>
	11	0	0	
<i>clients</i>	11	0	0	- <i>Yes, always thoughtful</i>
	11	0	0	
<i>e priority!</i>	10	0	1	
	10	0	1	
	11	0	0	- <i>Always</i>
	11	0	0	<ul style="list-style-type: none"> <li>• <i>Friendly</i></li> <li>• <i>Always find them agreeable</i></li> </ul>
	11	0	0	- <i>If need be</i>
<i>+++++</i>	<i>+++</i>	<i>+++</i>	<i>+++</i>	<i>+++++</i>
	0	10	1	
	0	10	1	
	0	11	0	<ul style="list-style-type: none"> <li>• <i>Always very positive</i></li> <li>• <i>No reason to feel otherwise</i></li> </ul>
	0	10	1	- <i>Don't know</i>
	0	11	0	

*of cleanliness issues. It seems less than ideal therefore that such matters are upsets him, causes him to reorganise his room and delays his departure. er what seems a short time. Perhaps I am just aware of this as our son was ngs seemed to be going well.*