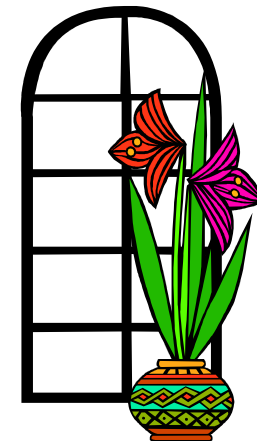


Crossways Community Stakeholder Survey

November 2008



Number of surveys issued : 48 Number returned : 23 (48 %)

| | Care home (No 8) | | | | Culverdale (No 5) | | | |
|------------------------------------|------------------|----|-----------|--|-------------------|----|-----------|---|
| | Yes | No | No answer | Comment | Yes | No | No answer | Comment |
| 1. Crossways listens to you | 11 | | | <ul style="list-style-type: none"> • Staff have always listened to our advices regarding clients we see. • Always very helpful • Usually • Good liaison with staff at all levels | 14 | | 2 | <ul style="list-style-type: none"> • I believe they do • Staff have demonstrated a willingness to listen to Care-Co-ordinators |
| 2. Crossways listens to residents | 10 | | 1 | <ul style="list-style-type: none"> • I have observed that the residents are listened to • Provides excellent support • I only have one resident but they listen to him | 14 | | 2 | <ul style="list-style-type: none"> • Don't know • Residents are given the chance to speak freely |
| 3. Crossways gives feedback to you | 9 | 1 | 1 | <ul style="list-style-type: none"> • Yes, but only at case conferences • There seems to be no formal route for this. Every six months would be helpful • Only at CPA Meetings but if no problem exists I would not expect to hear from them • Good liaison • Usually • Good liaison with staff at all levels | 14 | | 2 | <ul style="list-style-type: none"> • Only when there is a crisis • This has been given as/when required |
| 4. Staff treat residents fairly | 11 | | | <ul style="list-style-type: none"> • Very Well • As far as we know • My client is shown understanding and treated well by staff | 14 | | 2 | <ul style="list-style-type: none"> • Don't know as I think you need to be living there to observe |
| 5. Staff do not discriminate | 10 | | 1 | <ul style="list-style-type: none"> • Not aware of any difficulties • No evidence of discrimination observed • Yes they don't • As far as we know • Client treated with respect | 14 | | 2 | <ul style="list-style-type: none"> • Don't know as I think you need to be living there to observe • As far as I know • There is anxiety about relapse & expectation of continuing care from Crossways staff. CMHT operating a recovery approach treatment episodes of illness not continuing care & own acceptance that relapses may occur. • Not that I have witnesses |

| | Care home (No 8) | | | | Culverdale (No 5) | | | |
|---|------------------|----|-----------|---|-------------------|----|-----------|--|
| | Yes | No | No answer | Comment | Yes | No | No answer | Comment |
| 6. Residents are encouraged/ helped to make their own choices | 11 | | | <ul style="list-style-type: none"> <i>This has always been encouraged</i> | 15 | | 1 | <ul style="list-style-type: none"> <i>I believe so</i> <i>As far as I know</i> |
| 7. Residents are able to take part in leisure activities/trips | 11 | | | <ul style="list-style-type: none"> <i>These have been much enjoyed and are very beneficial</i> <i>Residents are even encouraged to take part in these activities</i> <i>Residents are even encouraged to take part in these activities</i> <i>Lots going on</i> <i>My client is always encouraged to follow his interests</i> | 15 | | 1 | <ul style="list-style-type: none"> <i>I do know there are a number of activities open to the residents</i> <i>Yes independently and with support if necessary</i> <i>Most residents do take part in therapeutic activities</i> |
| 8. Residents have opportunities for education / improving life skills | 11 | | | <ul style="list-style-type: none"> <i>Opportunities are there</i> <i>Staff have always encouraged rehabilitation</i> | 13 | | 3 | <ul style="list-style-type: none"> <i>Not aware of this being on offer</i> <i>Not sure what they offer</i> <i>I think so but do not have much info on this</i> |
| 9. Crossways is the most appropriate place for your relative/client. | 10 | 1 | | <ul style="list-style-type: none"> <i>Yes, definitely at the moment, but hope eventually he will progress on.</i> <i>This is definitely home and our son has settled down well</i> <i>Within Tunbridge Wells this is the most appropriate place</i> <i>Founded on good ethical principles</i> <i>My client plans to move onto independent living</i> | 15 | | 1 | <ul style="list-style-type: none"> <i>We are most profoundly grateful to you all!</i> <i>Although he does well when he relapses it is quick and severe</i> <i>For present period of 12 months +</i> <i>Culverdale appears to meet their needs at this present time well</i> <i>A very good place for clients who are recovering from mental illness</i> |
| 10. Crossways is a pleasant environment in which to live. | 11 | | | <ul style="list-style-type: none"> <i>Very much so</i> <i>For those with enduring mental illness</i> <i>Excellent</i> <i>Very clean and homely</i> <i>Very comfortable</i> | 14 | | 2 | <ul style="list-style-type: none"> <i>Having ticked box 10, my "resident" finds he is at a "loose end" at weekends</i> <i>Very pleasant</i> <i>Never visited</i> <i>For those hoping to rebuild their social skills</i> <i>Supervision of kitchen cleanliness could be improved!</i> |

- I cannot begin to tell you how grateful we are that you have given a home to [our relative]; although they have ups and downs they generally seems happy and settled and, importantly, feels part of a community.
Knowing they are supported by kind, caring, wonderful people is such a relief for my husband and myself and has made a huge difference to our lives as we were struggling to cope with little support.
I would like to say a big thank you for the wonderful work you do which has such a positive impact on so many people's lives... in fact it gives people a chance to have a life.
- Both houses have shown great care and interest in improving patients' care and independent living.