

Responses from Management have been made in blue.	No 8				No 5 (Culverdale)			
Statement	No reply	Yes	No	Comment	No reply	Yes	No	Comment
1. Our pre-admission literature is easy to understand and suitable for prospective new residents.	6	2	0		5	3	0	- I have not seen this
2. The Introduction to Crossways/Culverdale guide is an accurate representation of the service supplied by Crossways.	6	2	0		5	3	0	- I have not seen this
3. Crossways has a fair admission procedure.	5	2	0	- We don't know as professionals dealt with this	5	3	0	
4. If you have any suggested improvements or comments on Crossways' admission procedure please give them here	8	- We don't know as professionals dealt with this			7	<ul style="list-style-type: none"> Write to clients to confirm acceptance of offer—copy to care co-ordinator. This indeed should happen. We will endeavour to make sure this definitely happens in the future.		
5. If you have had experience of it, please comment or make suggestions on our exit procedure.	8				8			
6. Crossways does not discriminate.	1	6	1	- as far as we can see - comments overheard disrespectful towards the resident.*	1	7	0	
7. Crossways staff are approachable.	0	7	1	- staff always seem very caring and knowledgeable - varies	0	8	0	
8. Crossways staff respond appropriately and promptly to queries.	0	8	0	- they treat residents with respect - keyworker good	1	7	0	
9. Our policies are reviewed annually and displayed in the residents' lounge (No 5)/in the dining room (no 8). Please make any comments or suggestions to our policies here.	7	- We feel the policies are very fair			8			
10. If you have any concerns about Crossways please give them here,	5	- Our son not infrequently misses dental/blood test. Ought there to be reminders? - More positive support is required. All staff need to follow a consistent approach. Unfortunately not always happening. Throw away comments can offend too!*			7	- No concerns at all. Please keep up your good work. Makes a big difference to peoples' lives . (This comment was made for no 8 as well)		

I will be forever grateful for the love and care you have given my son. As a result his mental health has improved hugely. He was lonely and isolated before but now has friends and is part of a community. A very big Thank you to all you wonderful people. Sally Hayes

** These incidents require investigation so we would be grateful if the originator of the comments marked "*" would get in touch with John Neel.*