



Community Care Trust (South West) Ltd

# Customer Satisfaction Survey

Report for 2015-16

July 2016

## **Introduction**

The Community Care Trust has recorded customer satisfaction from the beginning of April 2015 through to the end of March 2016 and the following report is based on the previous twelve months of data.

Although each respondent will only answer one questionnaire the Customer Satisfaction Survey has separate questionnaires to ensure the questions asked are relevant to the experience that people have had.

Results have been captured in the report as follows:

- Chapter 1: Cypress Hospital**
- Chapter 2: St Maur Residential Support**
- Chapter 3: Crisis Support**
- Chapter 4: 1: 1 Community Support**

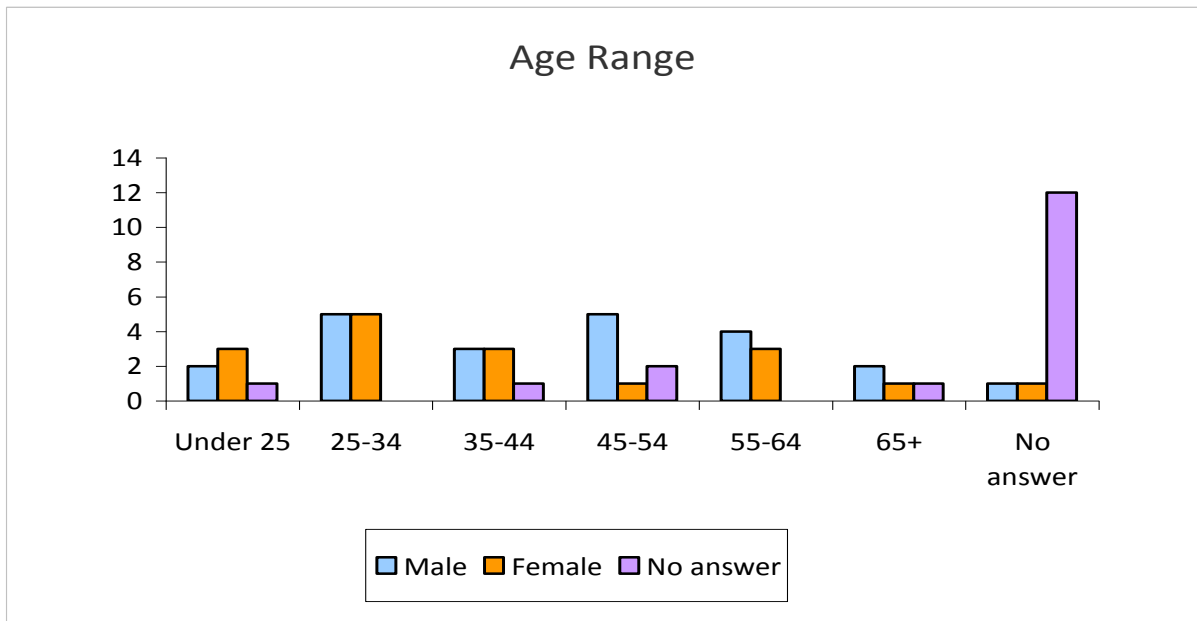
## Chapter 1

### Cypress Hospital

The residential questionnaire was distributed to everyone who left Cypress Hospital from April 2015 to the end of March 2016. The questions were placed into 6 sections to cover the experience that people had within the service and to help identify which areas Cypress is working well in and which need improvement.

56 people returned a completed questionnaire within the timeframe.

The chart below show respondents' gender and age split.



The following passage summarises findings from each section.

#### Section 1: Introduction

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q1	I had the opportunity to visit the service before I moved in	11	15	14	9	7
		20%	27%	25%	16%	12%
Q2	I had the opportunity to discuss what I wanted and needed from the service	22	24	5	2	3
		39%	43%	9%	4%	5%
Q3	On arrival I was made to feel welcome	30	23	1	0	2
		53%	41%	2%	-	4%
Q4	The welcome pack I received provided me with the information I needed	20	23	5	4	4
		36%	41%	9%	7%	7%

Q5	I was told about my rights and how to uphold them	18	24	7	2	5
		32%	43%	12%	4%	9%

## Section 2: Your recovery and support

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q6	I was involved in decisions regarding my treatment options	22	29	2	0	3
		39%	52%	4%	-	5%
Q7	I was given information about my medication including side effects (if relevant)	21	30	1	0	4
		38%	54%	2%	-	7%
Q8	I was responsible for my recovery (including my support plan based on my goals)	21	28	3	0	4
		38%	50%	5%	-	7%
Q9	I was supported to engage in meaningful activities or hobbies appropriate to me	23	27	3	0	3
		41%	49%	5%	-	5%
Q10	I was supported to develop the life skills I need to live independently	16	32	4	0	4
		29%	57%	7%	-	7%
Q11	I received enough support for my physical health needs	18	28	5	0	5
		32%	50%	9%	-	9%
Q12	I felt safe (free from threat or harm from others)	25	19	3	1	8
		45%	34%	5%	2%	14%
Q13	I was able to express concerns / complain about anything I was not happy with	24	22	1	0	9
		43%	39%	2%	-	16%

## Section 3: Staff

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q14	Staff respected, valued and supported my need for key relationships with family, friends and faith groups	24	23	0	0	9
		43%	41%	-	-	16%
Q15	Staff were approachable and willing to give me time to talk	27	20	0	0	9
		48%	36%	-	-	16
Q16	My confidentiality was respected by staff	25	21	1	0	9
		45%	37%	2%	-	16%
Q17	Staff respected what was important to me (e.g. race; cultural background; religion; sexuality)	26	20	0	0	10
		46%	36%	-	-	18%

Q18	Staff helped me to manage my wellbeing	27	21	0	0	8
		48%	38%	-	-	14%
Q19	Staff worked with me to identify and use my strengths	20	26	2	0	8
		36%	46%	4%	-	14%
Q20	Staff were hopeful for my future	25	23	0	0	8
		45%	41%	-	-	14%
Q21	I was satisfied with how staff responded to worries and concerns I had	23	22	1	0	10
		41%	39%	2%	-	18%

#### Section 4: About your accommodation

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q22	I was able to contribute to the day to day running of the house	13	29	3	0	11
		23%	52%	5%	-	20%
Q23	I was happy to live in a mixed sex environment	18	28	2	0	8
		32%	50%	4%	-	14%
Q24	My privacy and dignity was respected within the house	22	21	3	0	10
		39%	38%	5%	-	18%
Q25	I enjoyed the food	27	19	2	0	8
		48%	34%	4%	-	14%
Q26	I was offered a diet that met my cultural, religious, health or personal needs	16	25	3	1	11
		28%	45%	5%	2%	20%
Q27	The environment was kept clean	25	22	0	0	9
		45%	39%	-	-	16%
Q28	The environment was well decorated	20	25	1	1	9
		35%	45%	2%	2%	16%
Q29	I was supported to maintain my own living space to a standard I was happy with	21	23	2	0	10
		37%	41%	4%	-	18%
Q30	I was rarely disturbed by noise in the house	13	21	10	3	9
		23%	38%	18%	5%	16%
Q31	I was satisfied with the facilities provided in the house	26	20	2	0	8
		46%	36%	4%	-	14%

## Section 5: Outside the service

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q32	There are places in the community where I can be supported to meet and spend time with people	17	29	5	0	5
		30%	52%	9%	-	9%
Q33	Staff encouraged me to use wider networks including peer support	16	30	4	1	5
		29%	53%	7%	2%	9%
Q34	Other people important to my care were involved in a way that was comfortable to me	20	31	2	0	3
		36%	55%	4%	-	5%

		Full Time	Part Time	No	No Answer
Q35	Are you currently employed?	5	0	48	3
		9%	-	86%	5%
Q36	Are you currently in education?	0	2	47	7
		-	4%	84%	12%

		Yes	No	Not applicable	No Answer
Q37	If you want to engage in employment or education were CCT supporting you to achieve this?	17	7	28	4
		30%	12%	50%	7%

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q38	I was supported to move on to alternative accommodation	22	22	2	4	6
		39%	39%	4%	7%	11%

## Section 6: Overall

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q39	Overall, I was satisfied with the service I received from CCT	29	25	0	0	2
		52%	45%	-	-	3%

**People were also asked to feed back their comments within the open-ended questions at the end of the questionnaire. Responses appear below:**

### **Comments**

Cypress is a lovely place. Room to grow in ?? (*unable to read writing*)

Staff, inmates, psychiatrists extremely helpful. Night or day staff, Crisis Team etc.

The people were very friendly and supportive there. Although I had sleep discomfort issues needed a good pillow - took a while to iron out.

You help us help ourselves by giving us the tools to do this and be more open with others and the understanding of those around us.

I feel that Cypress is a very special place that gives patients some self esteem by the way staff do not talk down to them, preparing them well for outside.

I love the staff. They supported me well.

A nice peaceful place to rest, reflect and get my head together.

All the staff here have been fantastic, kind, caring and thoughtful people. It didn't in the five weeks that I was there did it feel like I was in a hospital.

A maintenance man is needed for 2 days to fix leaky showers, doors that won't shut, doors that slam shut.

I received a lot of good and comprehensive help and support from the service.

If I needed help or someone to talk to everyone was there to help.

Seems to be lots of noise at night. Fire doors banging.

There are no disabled facilities of any sort.

Physical activities I suggested were never taken into consideration so I pursued them alone.

Obviously people at Cypress are at very different stages of recovery but when cornered by a patient who was distressed/argumentative I felt staff could have better supported me in such situations.

I was very pleased with the service.

There is always room for improvement. More attention to personal problems and progress could be made.

Could of been more sensitive to degree of problems illness caused.

### **What are we doing especially well?**

They are supporting me well to achieve.

Supporting people.

Staff were approachable and helpful at all times. Made us as parents feel very welcome and supported.

Food's good at meal times.

Support.

Co-operation with family, services needed to improve family life. Environment of neighbours.

Supporting me with my recovery etc.

Making residents feel safe and comfortable.

Helping recovery as a step down from Haytor in a relaxed environment a step closer to being able to support yourself.

The meals were very good. Although it was a bit boring and silent. All in all too quiet and polite.

Very caring.

Sleeping and eating.

You are being nice and friendly.

Everything

Providing care and support

You listen with understanding of our needs and in my case help me understand me and look at myself.

The positive and professional attitude of all the staff was evident and appreciated. Time spent with consultants was of great value and time limitation did not appear to be an issue although in reality I'm sure it was.

Caring for people's needs.

Staff do the job very well. Very reassuring and helpful.

The list is nigh on endless but kindness and care and consideration go a long way.

I like when they ask me how am I today - it makes my day. All the staff were lovely especially my recovery coach. The staff were friendly and approachable and you could speak to any one of them about what your day is like. The end of the day they let me feel positive to move on with my life.

Allowing personal freedom and independence.

Everything brilliant. Food lovely too.

By having friendly staff and by being there for people.

Being caring for the patients.

Your staff listen and support everybody not like Rougemount or Beech unit! And Haytor is the worst unit.

All the staff were very helpful and gave their time to talk and help. I have never met people so willing to help and caring.

I was very impressed by the way certaom staff members were prepared to help me clean and tidy my flat.

Providing an environment where people really feel cared for and supported - thank you!

Some staff were very supportive.

Staff offers of support when they can - not in a space to always use it.

Relationships with patients. Meeting needs of patients. Staff very helpful.

1-1 times were good. My plan was individual to my recovery and I was encouraged not bullied to take the next step.

Art

Always offer to talk over things.

The freshly cooked meals every day are wonderful! Staff are very good at noticing when you might need a chat or some words of encouragement. My named nurse completely understood me and helped me to overcome my insecurities.

Providing a safe environment where patients feel secure, are well fed and supported.

Supporting people

Looking after and maintaining the property.

Made one feel at home.

### **What can we do to improve?**

No. It's all good.

Motivate people more to engage in activities.

Trips out like Paignton Zoo.

You don't have to.

Just co-operation.

In between the meals people need to interact more. Staff sit in the front rooms more. Talk to people more not write too much notes.



Nothing was 10/10

Nothing

Nothing

Nothing

I can only see one improvement - teach other places what you have here as whatever group of staff are on they are of the same. I was able to talk to your staff because they were strangers but friendly strangers with an understanding of where we are with our needs and always ready to help and to listen - never judgemental. We have their respect. I have been able to speak more about feelings now, more than any other time in my life. You humble me with your kindness and generosity and always a smile. Thank you one and all for making me aware of me of who I am and what I am.

Nothing.

Keep it up.

More activities inc. sports and arts & crafts.

No improvements needed.

Nothing.

Wifi in bedrooms!

Nothing, just keep up the excellent work.

Educate certain people about how to shut bedroom doors quietly instead of slamming them.

Sort out the fire doors so they don't bang so loudly.

Some staff should be more friendly and supportive.

More group activities in day times even just a puzzle group etc.

Disabled access, downstairs toilet for guys with mobility problems.

Acknowledge even when someone seems ok maybe feeling awful in a way difficult to explain.

Encourage more group activities e.g. Walks/arts and crafts/exercise DVD's. Display every staff members photo on the wall as sometimes it's confusing who may or may not be part of the team.

There are plenty of daily activities but more could be based within the large dining area.

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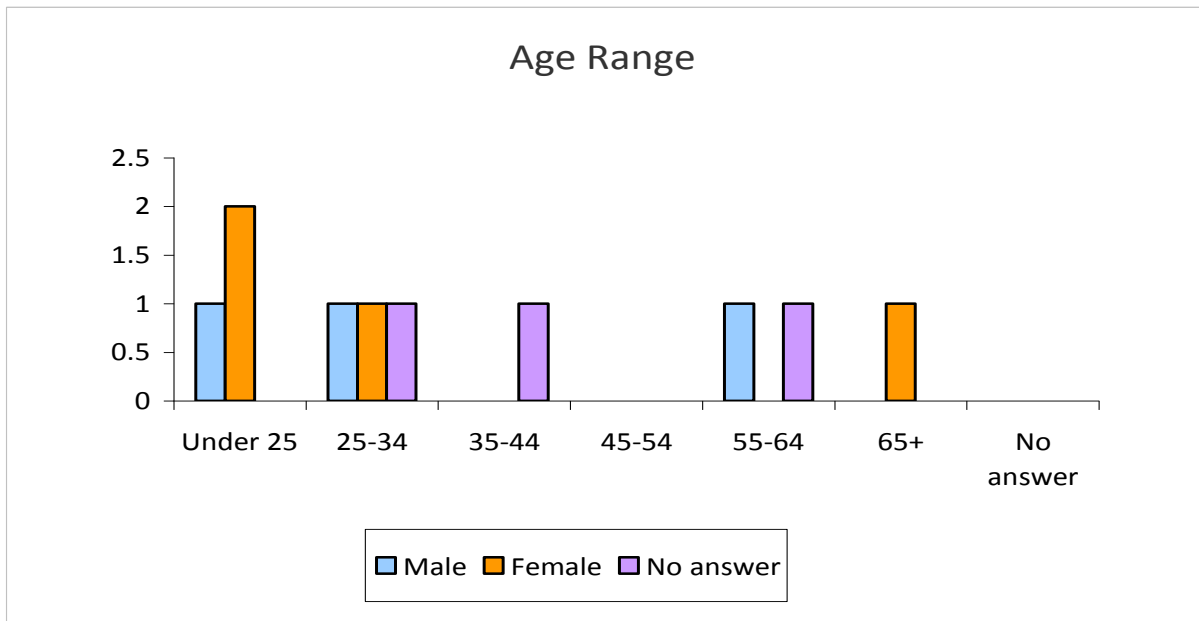
## Chapter 2

### St Maur Residential Support

The residential questionnaire was distributed to everyone who left St Maur from April 2015 to the end of March 2016. The questions were placed into 6 sections to cover the experience that people had within the service and to help identify which areas St Maur is working well in and which need improvement.

10 people returned a completed questionnaire within the timeframe.

The chart below show respondents' gender and age split.



#### Section 1: Introduction

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q1	I had the opportunity to visit the service before I moved in	7	2	0	1	0
		70%	20%	-	10%	-
Q2	I had the opportunity to discuss what I wanted and needed from the service	6	1	2	1	0
		60%	10%	20%	10%	-
Q3	On arrival I was made to feel welcome	7	2	1	0	0
		70%	20%	10%	-	-
Q4	The welcome pack I received provided me with the information I needed	8	1	0	1	0
		80%	10%	-	10%	-
Q5	I was told about my rights and how to uphold them	6	1	2	0	1
		60%	10%	20%	-	10%

## Section 2: Your recovery and support

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q6	I was involved in decisions regarding my treatment options	5	3	2	0	0
		50%	30%	20%	-	-
Q7	I was given information about my medication including side effects (if relevant)	4	3	1	0	2
		40%	30%	10%	-	20%
Q8	I was responsible for my recovery (including my support plan based on my goals)	6	3	1	0	0
		60%	30%	10%	-	-
Q9	I was supported to engage in meaningful activities or hobbies appropriate to me	5	3	1	1	0
		50%	30%	10%	10%	-
Q10	I was supported to develop the life skills I need to live independently	6	3	1	0	0
		60%	30%	10%	-	-
Q11	I received enough support for my physical health needs	4	4	1	0	1
		40%	40%	10%	-	10%
Q12	I felt safe (free from threat or harm from others)	7	2	0	1	0
		70%	20%	-	10%	-
Q13	I was able to express concerns / complain about anything I was not happy with	4	5	1	0	0
		40%	50%	10%	-	-

## Section 3: Staff

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q14	Staff respected, valued and supported my need for key relationships with family, friends and faith groups	6	3	0	0	1
		60%	30%	-	-	10%
Q15	Staff were approachable and willing to give me time to talk	8	2	0	0	0
		80%	20%	-	-	-
Q16	My confidentiality was respected by staff	7	3	0	0	0
		70%	30%	-	-	-
Q17	Staff respected what was important to me (e.g. race; cultural background; religion; sexuality)	7	3	0	0	0
		70%	30%	-	-	-
Q18	Staff helped me to manage my wellbeing	5	5	0	0	0
		50%	50%	-	-	-
Q19	Staff worked with me to identify and use my strengths	5	4	0	0	1
		50%	40%	-	-	10%

Q20	Staff were hopeful for my future	8	1	0	0	1
		80%	10%	-	-	10%
Q21	I was satisfied with how staff responded to worries and concerns I had	5	2	2	1	0
		50%	20%	20%	10%	-

#### Section 4: About your accommodation

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q22	I was able to contribute to the day to day running of the house	7	3	0	0	0
		70%	30%	-	-	-
Q23	I was happy to live in a mixed sex environment	8	1	1	0	0
		80%	10%	10%	-	-
Q24	My privacy and dignity was respected within the house	8	1	1	0	0
		80%	10%	10%	-	-
Q25	I enjoyed the food	9	1	0	0	0
		90%	10%	-	-	-
Q26	I was offered a diet that met my cultural, religious, health or personal needs	6	2	1	1	0
		60%	20%	10%	10%	-
Q27	The environment was kept clean	6	4	0	0	0
		60%	40%	-	-	-
Q28	The environment was well decorated	6	4	0	0	0
		60%	40%	-	-	-
Q29	I was supported to maintain my own living space to a standard I was happy with	7	2	1	0	0
		70%	20%	10%	-	-
Q30	I was rarely disturbed by noise in the house	6	3	0	1	0
		60%	30%	-	10%	-
Q31	I was satisfied with the facilities provided in the house	8	2	0	0	0
		80%	20%	-	-	-

#### Section 5: Outside the service

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q32	There are places in the community where I can be supported to meet and spend time with people	1	6	2	0	1
		10%	60%	20%	-	10%
Q33	Staff encouraged me to use wider networks including peer support	2	3	2	0	3
		20%	30%	20%	-	30%

Q34	Other people important to my care were involved in a way that was comfortable to me	4	2	1	0	3
		40%	20%	10%	-	30%

		Full Time	Part Time	No	No Answer
Q35	Are you currently employed?	0	0	9	1
		-	-	90%	10%
Q36	Are you currently in education?	0	1	8	1
		-	10%	80%	10%

		Yes	No	Not applicable	No Answer
Q37	If you want to engage in employment or education were CCT supporting you to achieve this?	5	0	4	1
		50%	-	40%	10%

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q38	I was supported to move on to alternative accommodation	3	1	3	1	2
		30%	10%	30%	10%	20%

## Section 6: Overall

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q39	Overall, I was satisfied with the service I received from CCT	3	4	2	0	1
		30%	40%	20%	-	10%

People were also asked to feed back their comments within the open-ended questions at the end of the questionnaire. Responses appear below:

### Comments

I would have liked to use the service to move on to a new flat but there was funding difficulties and no one helped me with this.

### What are we doing especially well?

The staff are kind and supported me well.  
Food and having access to a good workers was important and you did that well.

### What can we do to improve?

Nothing!  
Should have addressed my housing needs.

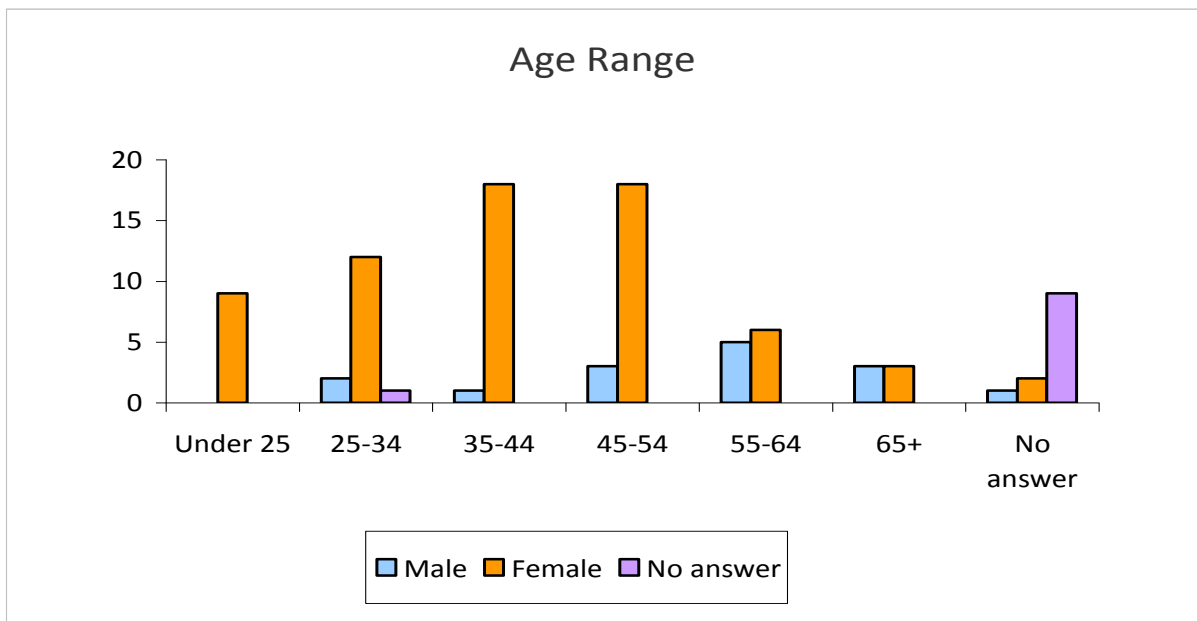
## Chapter 3

### Crisis Support

Questionnaires were distributed to everyone who left the Community Care Trust’s Crisis Support beds from April 2015 to the end of March 2016. The questions were placed into 5 sections to cover the experience that people had within the service and to help identify which areas CCT is working well in and which need improvement.

93 People returned a completed questionnaire within the timeframe, with 87 coming from Granvue and 6 from St Maur.

The chart below show respondents’ gender and age split.



#### Section 1: Introduction

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q1	I had the opportunity to visit the service before I moved in	21	12	24	23	13
		23%	13%	26%	25%	14%
Q2	I had the opportunity to discuss what I wanted and needed from the service	45	38	4	2	4
		49%	41%	4%	2%	4%
Q3	On arrival I was made to feel welcome	78	13	0	1	1
		84%	14%	-	1%	1%
Q4	The welcome pack I received provided me with the information I needed	51	19	8	6	9
		55%	20%	9%	6%	10%

## Section 2: Your recovery and support

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q5	I was responsible for my recovery (including my support plan based on my goals)	49	35	1	0	8
		53%	38%	1%	-	8%
Q6	I was supported to maintain contact with people important to me	57	27	5	1	3
		61%	29%	6%	1%	3%
Q7	I felt safe (free from threat or harm from others)	64	26	0	1	2
		69%	28%	-	1%	2%
Q8	I was able to express concerns / complain about anything I was not happy with	65	23	1	1	3
		70%	25%	1%	1%	3%

## Section 3: Staff

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q9	Staff respected, valued and supported my need for key relationships with family, friends and faith groups	69	14	3	1	6
		74%	15%	3%	1%	7%
Q10	Staff were approachable and willing to give me time to talk	77	11	2	1	2
		83%	12%	2%	1%	2%
Q11	My confidentiality was respected by staff	76	11	1	0	5
		82%	12%	1%	-	5%
Q12	Staff respected what was important to me (e.g. race; cultural background; religion; sexuality)	68	14	1	0	10
		73%	15%	1%	-	11%
Q13	Staff helped me to manage my wellbeing	71	16	2	0	4
		77%	17%	2%	-	4%
Q14	Staff worked with me to identify and use my strengths	61	20	4	1	7
		66%	21%	4%	1%	8%
Q15	Staff were hopeful for my future	65	18	3	1	6
		70%	19%	3%	1%	7%
Q16	I was satisfied with how staff responded to worries and concerns I had	68	19	1	1	4
		73%	21%	1%	1%	4%



#### Section 4: About your accommodation

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q17	I was able to contribute to the day to day running of the house	57	23	5	0	8
		61%	25%	5%	-	9%
Q18	I was happy to live in a mixed sex environment	64	21	3	0	5
		69%	23%	3%	-	5%
Q19	My privacy and dignity was respected within the house	73	14	1	1	4
		79%	15%	1%	1%	4%
Q20	The environment was kept clean	74	15	1	0	3
		80%	16%	1%	-	3%
Q21	I was satisfied with the facilities provided in the house	75	14	0	0	4
		81%	15%	-	-	4%

#### Section 5: Overall

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q22	Overall, I was satisfied with the service I received from CCT	76	12	0	0	5
		82%	13%	-	-	5%

People were also asked to feed back their comments within the open-ended questions at the end of the questionnaire. Responses appear below:

#### Comments

I was happy with staff. They were kind and helpful.

Very happy and a safe haven here. Very supportive and helpful staff. Bedrooms unique and tasteful.

I'm happy my weekly routine was kept.

Concerns for my welfare, medication, time for doctors, via Crisis team. Social things e.g. shopping for personal items or chocolate, coke, cake, flowers.

The main benefit from my stay was spending time with such caring and intelligent people.

Staff very polite and courteous, nothing too much trouble. Food excellent.

I am struggling to fill in feedback form.

Think the stairs, entrance hall and hallway needed cleaning more (hoovering).

The staff are all amazing!

Crisis Team did not explain Granvue which caused additional anxiety.

Q4: I don't think I received a welcome pack but staff gave me a comprehensive oral introduction and even choice of room! Exceeded expectations here. Q10: DEFINITELY! Very useful - even a 1.5 hour private dialogue at one point - great. Q14: I mainly did this myself with the calm atmosphere/surroundings. Q17: Although also nice we could do with as little or as much as we wanted even down to washing up. Q18: Only ladies there when I went. Q21: Beautiful decor! Very conducive to relaxation/homeliness.

I feel better for having my stay at Granvue.

I am very grateful for everything they have done for me.

I didn't have the opportunity to visit prior to my stay as it was a crisis situation. I didn't receive a welcome pack although things were explained well.

I was not shown some of the basic facilities on arrival. Other patients had to show me the kitchen and washing machine. Some staff have been unapproachable and I have felt at times unable to ask for help at times of crisis. At times staff have been far too vocal in front of us regarding their own stresses and need for beds adding pressure to go home when not necessary and upsetting. Some staff have also disclosed my personal information to other patients which has been distressing. Some questions on part one didn't apply to my circumstances.

Some staff are not approachable. Some did not even introduce themselves on shift. I was sleeping and they came into my room in the day time.

Your staff are great. You should be proud of them.

The help I received from all staff was excellent. They had time to spend with me and help me through difficult times.

All the staff were friendly and supportive.

I did not know that these services were available and am so grateful for all the physical and psychological help I have received. I have enjoyed getting to know my carers and fellow residents. Lovely staff - very available

Everyone really brilliant, kind, approachable, helpful, patient.

Residents sleeping in the lounge was disruptive when needing support during the night.

I came here in crisis felt unsafe in myself whilst staying here for a couple of days had brief moments where I felt unsafe in my bedroom came down and approached a member of staff who really settled me.

The staff at Granvue were very patient, the day staff & night staff. Put my needs first! Which I gratefully accepted! First class care.

All the staff were very supportive to my needs and helpful finding time to chat and sort out any difficulties I had.

Came in very paranoid. A bit more self assured now.

Hugely appreciate the ability to access the service through CRHT. I don't know what I would have done otherwise.

I found form slightly confusing to fill in.

Top marks.

I was very happy staying at Granvue and the staff were very nice and helpful.

Your staff are amazing.

It is all very supportive and a welcome environment.

Rooms clean and fresh and homely. Support from peers also helpful.

I was very pleased with all the help at Granvue. All the staff were very supportive and helped me get through a very difficult time.

Caring and good support

Amazing team here at St Maur. They have made an unforgettable impact on my life, especially at such a hard time for me.

I felt the staff helped my recovery and always had time for me.

I already know St Maur and was there on a limited 2 week crisis stay. It wasn't clear how decisions in the organisation are made and who is in charge. It took time and intuition to work this out!!

## What are we doing especially well?

Some of the staff were good with DIY jobs. Two of them, males, and one female works hard especially cooking.

Everybody sitting at the dinner table and staff making conversation. Always being approachable. Being here to support me. Good to go out with members of staff.

Helping with peoples well being and safety. Just to say many thanks for your support and the way you all supported me in this time in my life.

Respecting me as a person for who I am, what my needs are in life. Future plans, involving family, friends, needs of Mental Health.

Caring about what matters to us.

The house is a nice place to be.

Giving confidence

Answering questions, because of situation not quite understanding what to do later even when wet bed, stuck on floor. Male staff intervened.

Warm, welcoming, approachable staff.

Supporting me when I'm having difficulties.

Staff sit down and talk to me. They always make time to listen. Staff come to me and ask if I am ok. It was good that you could talk to a member of staff at any time.

Being on hand to talk to and put things into perspective. Ian was a godsend on numerous occasions. Peer support on anxiety and panic attacks from Martin was life changing. Made to feel still there for me even when I was leaving.

I would just like to thank everyone for their help and support. Thank you.

Individually tailored support. Freedom/flexibility to go in and out empowering us for wellbeing.

Making me feel welcome and relaxed.

Always there to talk to and easy to approach.

Friendly, supportive and pleasant environment.

There are 4 excellent members of staff who I have been able to share fears with. Steph has been an amazing support in helping me get out of the house especially when feeling unsafe. Andy has been an incredible emotional support during the evening which is a down time for me. He is never too busy to listen. Nick and Mus have helped me look at alternative methods to self harm and worked through DBT skills that I had previously learnt through DBT therapy historically.

Helped me to connect with a path which would be supportive in the future. Helped me clarify and analyse circumstances relating to my illness.

Helpful in showing me around. Some staff are helpful in talking - some better than others.

All staff were approachable and friendly. I felt I got on with them all. The house is like a hotel and the way the staff looked after us was overwhelmingly welcome (if that makes sense!)

Listening, nothing was too much trouble.

Caring for individual needs.

Listening - genuine caring and listening and the meals have been excellent. My time here has reminded me how to live in an orderly fashion with boundaries. I am now able to be a better mum to my 3 kids.

Respect

House is usually immaculate and staff are v.available and willing to talk/listen. Thanks!

Everything

Still a calm and welcoming environment which feels safe and you feel cared for.

Staff were excellent in support - made me feel really at ease. They helped me more than I could have imagined.

The evening meals were very good the staff are very attentive to my needs and encourage me to eat, go out, shower for my wellbeing. All the staff are compassionate and very approachable.

Friendly & approachable staff. Respecting privacy and confidentiality.  
Inter-acting with patients, talking about why I became to be here, giving very good advice which I took on board and about the future!  
Working as a team. Making it a happy 'home'.  
Ensuring lead well.  
Very good at dealing with immediate concerns.  
Taking time to spend with us even when we feel what we are saying is stupid. Going out to difference places.  
Not much.  
Respectful of needing space. Warmth and acceptance. Difference perspectives and life experience of staff which was very helpful. Comfy, nesting sofa!!  
Being kind and considerate and supportive.  
Everyone is nice and caring.  
Your staff are very friendly, approachable, understanding. Could not have any better.  
Support when needed. The house is kept immaculately clean. The meals are wonderful - much better than I do at home.  
Everything was done really well, the staff were great.  
Providing a loving environment for people to be understood without pressure and to take steps further to recover.  
Support to go out with support staff thus enabling me to build confidence and go out myself. Staff approachable and friendly.  
Good support  
Listening and often making subtle but noticable changes that make a significant difference - thank you.  
Being there for me and not judging me. Friendly dedicated staff. In every area I have, through the staff, progressed so well.  
Staff are all friendly, helpful, supportive and caring. I was very impressed with the staff at St Maur.  
The staff are very well trained, courteous, sympathetic.

### **What can we do to improve?**

TV room and sound of TV very loud, especially late time. Should be turned off - 12pm.  
Continue to share difficulties by having opportunity of a one to one.  
Not a lot. Medication changes, life issues, mixing with people, hygiene, sharing making meals etc.  
More powers to be honest on discharge.  
Check on residents more frequently.  
Not let people leave so quick.  
Nothing at Granvue.  
Do more activities with us.  
Provide leaflet to Crisis Team explaining house, area and service because they do not explain well.  
Try to keep all meetings to upstairs training room.  
Nothing - you're all perfect.  
Some staff would frequently talk about waiting lists for beds making me feel like I was being pressured to leave before I was ready. I felt this was not appropriate in front of residents.

Planned activities or alternative therapies once a week would be beneficial. Staff need to allow more one to one time and be more approachable rather than as a patient feeling you're an inconvenience. Having to apologise when needing meds or to voice a concern has been an issue at times. Doing handovers in front of patients has been unprofessional and can be destructive. Staff tend not to clean at times.

I don't know. I haven't spent enough time here to be able to define any points clearly.

More night staff - not agency. More discreet - not bringing in home problems into work or other relationships i.e. mother & son/daughter working together. Make use of facilities i.e. offices away from listening ears. Being more friendly.

Nothing! Granvue is a little slice of heaven!

Have more places like this when people need them.

Nothing. Keep up the fantastic work.

Nothing. This place is fabulous - immaculate understanding tolerant. I cannot find any fault with any of it. Thank you so much.

Nothing

Would be better if patients in the house were always allowed to choose the TV channel/films in the lounge not staff (e.g. staff watched a horror movie when I was alone in the house - drove me up to room)

No complaints.

There is no need for improvement this service is excellent

Continue as above!

More private staff room as I could hear conversations.

Need to make rehousing a priority.

There were a few late/night shifts in a row where it was 2 male staff. I feel 1 of each gender is more appropriate for women who may not feel comfortable talking about things to men.

The need for medication should come before the needs for a staff cigarette.

More staff to take you out of house for walks etc. for exercise.

There needs to be more conversation between staff about the best way to help people in their times of distress. Some staff knew strategies to help me but others had no idea what to do.

Nothing. Just do what you do.

There is nothing - everything has been really good here.

Private meeting room?

Sometimes need to be approached by staff as tend to cut self off.

Nothing

Be mindful of the impact 'crisis' beds within a recovery setting can have. No problem at present but possible for future (this comment is not directed at St Maur management)

Nothing.

Reduce the number of staff, especially part time agency workers. Seeing so many different faces in a short space of time was a bit overwhelming. Younger workers also lacked life experience.

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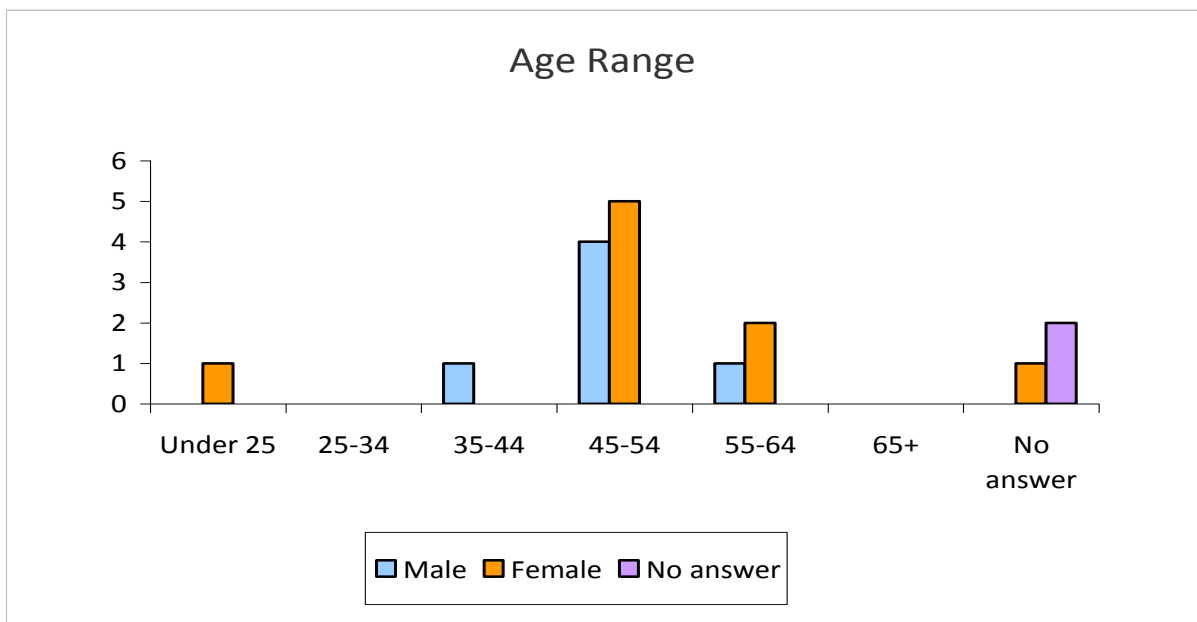
## Chapter 4

### Community 1:1 Support findings

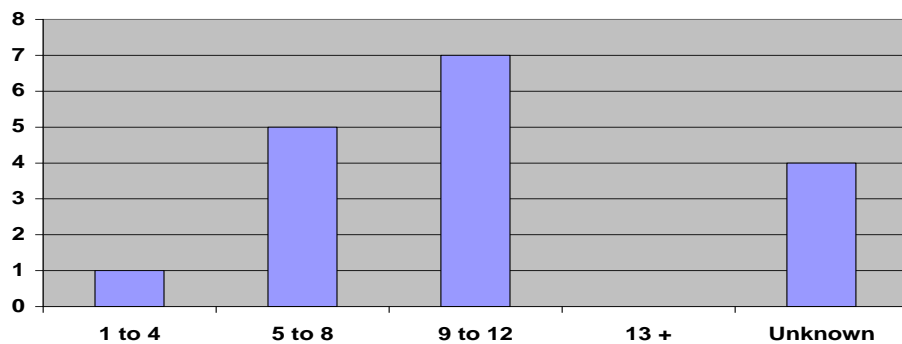
The community 1:1 support questionnaires were distributed to everyone whose support ended from April 2015 to the end of March 2016. The questions were placed into 5 sections to cover the experience that people had within the service and to help identify which areas CCT is working well in and which need improvement.

17 People returned a completed questionnaire within the timeframe, with 9 coming from Torbay and 8 from Teignbridge.

The chart below show respondents' gender and age split.



**Number of sessions provided:**



The following passage summarises findings from each section.

### Section 1: Introduction

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q1	I had the opportunity to find out about the service before I started using it	7	10	0	0	0
		41%	59%	-	-	-
Q2	I had the opportunity to discuss what I wanted and needed from the service	9	8	0	0	0
		53%	47%	-	-	-
Q3	I received a response within 4 weeks of being referred to CCT	7	4	3	2	1
		41%	23%	18%	12%	6%
Q4	On my first meeting I was made to feel welcome	11	6	0	0	0
		65%	35%	-	-	-

### Section 2: Your recovery and support

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q5	I am responsible for my recovery (including my support plan based on my goals)	6	10	0	0	1
		35%	59%	-	-	6%
Q6	I am supported to engage in meaningful activities or hobbies appropriate to me	4	11	0	0	2
		23%	65%	-	-	12%
Q7	I am supported to develop and/or maintain the life skills I need to live independently	4	12	0	0	1
		23%	71%	-	-	6%
Q8	I receive enough support for my physical health needs	5	10	0	1	1
		29%	59%	-	6%	6%
Q9	The hours the service is available are flexible enough to meet my needs	8	9	0	0	0
		47%	53%	-	-	-
Q10	The support I receive from CCT is adequate to meet my needs	6	9	0	2	0
		35%	53%	-	12%	-
Q11	I feel safe in my community (free from threat or harm from others)	4	9	3	1	0
		23%	53%	18%	6%	-
Q12	I feel able to express concerns / complain about anything I am not happy with	5	11	0	0	1
		29%	65%	-	-	6%
Q13	At the end of my contact with CCT I have a clear focus for the future	4	10	3	0	0
		23%	59%	18%	-	-
Q14	The number of sessions given was sufficient to meet my needs	4	9	2	2	0
		23%	53%	12%	12%	-



### Section 3: Staff

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q15	Staff respect, value and support my need for key relationships with family, friends and faith groups	12	5	0	0	0
		71%	29%	-	-	-
Q16	Staff are helpful and willing to give me time to talk	12	5	0	0	0
		71%	29%	-	-	-
Q17	My confidentiality is respected by staff	10	6	0	0	1
		59%	35%	-	-	6%
Q18	Staff respect what is important to me (e.g. race; cultural background; religion; sexuality)	11	6	0	0	0
		65%	35%	-	-	-
Q19	Staff help me to manage my wellbeing	11	6	0	0	0
		65%	35%	-	-	-
Q20	Staff work with me to identify and use my strengths	10	6	1	0	0
		59%	35%	6%	-	-
Q21	Staff are hopeful for my future	9	7	1	0	0
		53%	41%	6%	-	-
Q22	I am satisfied with how staff respond to worries and concerns I have	11	5	1	0	0
		65%	29%	6%	-	-

### Section 4: Outside the service

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q23	There are places in the community where I can be supported to meet and spend time with people	3	11	3	0	0
		18%	64%	18%	-	-
Q24	Staff encourage me to use wider networks including peer support	7	10	0	0	0
		41%	59%	-	-	-
Q25	I know about the range of services provided within CCT Community Networks	4	11	2	0	0
		24%	64%	12%	-	-
Q26	Other people important to my recovery are involved in a way that is comfortable to me	3	13	0	1	0
		18%	76%	-	6%	-

		Full Time	Part Time	No	No Answer
Q27	Are you currently employed?	2	0	13	2
		12%	-	76%	12%
Q28	Are you currently in education?	0	1	14	2
		-	6%	82%	12%

		Yes	No	Not applicable	No Answer
Q29	If you want to engage in employment or education are CCT supporting you to achieve this?	5	1	10	1
		29%	6%	59%	6%

### Section 5: Overall

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Answer
Q30	Overall, I was satisfied with the service I received from CCT	12	5	0	0	0
		71%	29%	-	-	-

People were also asked to feed back their comments within the open-ended questions at the end of the questionnaire. Responses appear below:

### Comments

With the help and advice that was given to me by Caz it was excellent but unfortunately the time is running out. I feel that with more and longer time is needed. I'm very happy with the work and time with Caz.

I would of liked to have continued to have more sessions with CCT.

Caz really respect me and help with all

Caz has helped me realise what was needed and has helped me see the way I need to go; she has also given me the tools and techniques to continue to improve my quality of life.

I would have liked longer with CCT.

I just like to say I have been really grateful of what Becky has done for me in the 12 weeks I have had. She is the most lovely person I have ever met - thank you.

More sessions would be a great help.

Q11 - feel safe with family and friends

### **What are we doing especially well?**

Walking and having time to meditation, getting fresh air which excellent as I gave up smoking 1 year ago nearly 2 years. I do enjoy walking especially walking with someone who also enjoys walking. Deep breathing exercises.

I feel my support for me was what I needed and gave me the opportunity to express how I am feeling and to seek other resources.

Understanding my needs.

Thanks to Caz I'm doing better than I was

I found that Caz quickly spotted that I needed to talk and allowed me to talk it out whilst given sound problem solving options which have been easy to implement and have been successful.

Always gave me the time to be listened to and a warm welcome everytime we met up. Always asking what I wanted to do rather than telling what we are going to do.

Giving me the support that I need to get me on the right track.

Your staff are wonderful.

Help boost my confidence and self esteem.

Listening and dealing with peoples needs. If I needed the service again I would wish to see Sharon again.

### **What can we do to improve?**

I am hoping to go on an anger management and anxiety course. Caz is trying to get me into Daybreak for these courses.

To make the referral system quicker.

More time.

More help with my depression

Shorter waiting times for support that makes it hard when you need help now.

I would like more time with CCT.

I feel now that I have achieved my goals. It would be a good opportunity for people like me to help others that were in the same predicament as me. Also I think 12 weeks isn't really long enough.

More sessions please.