

WILLIAM HOUSE RESIDENTS SURVEY QUESTIONS 2015

Are there any aspects of the care and services we provide that you particularly like?

- A** Quite happy as things are.
- B** Just knowing the staff are there to help if needed.
- C** I appreciate the daily call to check up on our welfare and also the occasional more personal visit from whoever is on duty. Thank you.
- D** It is care which is there but not obtrusive. You will know already that we appreciate the Chapel Facility greatly. Reassurance that was given to us recently that our flat is quite "safe" in spite of building works just beneath us was appreciated.
- E** Very happy with all care and services provided.
- F** Completely satisfied.
- G** (6) Re heating. Does not seem to reach the expected temperature. Can be quite cool in the evenings. Hot water is still "hit and miss."

(7) (d) There is not the same feeling about "access" since the Warden left. We are told that we can "see the Care Manager" but where do we find her?
- H** All the activities, coffee mornings, lovely gardens to stroll or sit in (weather permitting) and the feeling of stress free living, speedy maintenance (if needed).
- I** Social events if we want to join in.
- J** I appreciate the social activities and outings - this provides a family atmosphere - people may join in or not as they wish.

I enjoy the Chapel Services - it is a pity more people do not attend even if it is only occasionally. I appreciate several attend their "own" Church.
- K** We greatly appreciate the presence of the Master in and around the building and the interest he takes in the resident's well-being and in our activities.

The care and friendliness of the "Wardens".
- J** The daily presence of, and interest in many of the residents activities by the Master is much appreciated.
- L** I enjoy the various activities and outings.
- M** Coach Trips to places of interest. Monthly Quiz. The chance to meet other residents over a cup of coffee.
- N** Having the Wardens. They are always helpful and kind.

Are there any aspects of the care and services we provide that you think could be improved, and if so what are they?

- A** See previous note on heating. (6 (b))
- B** Prior to the advent of the current building work I feel that the general cleanliness of the building is not as good as it has been in the recent past.
- In relation to the level of access to a member pf the Management Team, I'm not sure that people in William House are confident in how to make contact with Louise if necessary.
- C** I think may be William House is not quite as clean in a few areas, as previously. Building work clearly causes most of this, but perhaps not all!
- In really cold weather our living room is not quite warm enough. If there is a cold wind blowing the lounge window we normally enjoy is not really draught proof. If this could be attended to in due course, I think it would help. No Urgency? Also we look forward to our new shower when this becomes possible - for safety reasons.
- D** Could we please stress to residents the importance of keeping the door code confidential? (Again!).
- E** None
- F** I would like the windows to open wider.
- G** I do not always like to take part in all activities and sometimes feel I have to but I do enjoy the things I do take part in.
- H** Please see comments overleaf Page 2.
- Could the corridor door near the lift please be repaired on the 2nd floor? It closes constantly which does not help those with mobility aids or the milkman. It has been "on the list" for several weeks.
- I** Could the Warden's Office be manned at fixed times of the day, to improve their accessibility and avoid wasted visits?
- J** A Guest Room ASAP long overdue.

If you have answered "No" to any of the above, we would be grateful if you could provide further information to explain your views; this will help us to act more specifically to improve the quality of our service.

- A** 6 (b) would like to feel warmer in the flat during the cold winter days - have often had to put a rug around my legs. Temperature does register up to 72 degrees but would prefer to see it rise to at least 74 degrees when sitting in the evenings.
- B** 1 (a) the previous Master gave me the information. I have just caught up!
- C** 2 (c) We aren't consulted about the running of William House.
- 5 (a) Never been asked.
- 6 (b) Heating not very good, on a very cold day, one extreme to another. Can't open the windows enough on a hot day!

D 7 (b) We do not know what qualifications the Staff have i.e. First Aid, CPR etc. Can they cope with initial treatment in an emergency until the professionals arrive?

7 (c) Since the Warden resigned, we now have four Assistants on the same level - there doesn't seem to be any leadership. The Care Manager is conspicuous by the absence around William House and some residents do not know her. One recently said to me we'd have been better if the New Scheme Manager had come in and replaced the Warden. She'd no idea who the Care Manager was. I had to explain perhaps the Care Manager could "do the rounds" occasionally so that she becomes familiar with the William House residents, to come to Coffee mornings, Resident's Meetings and other functions doesn't bring in some people who do not attend social occasions.

I have commented so many times before that I do not like there being no one "On Call" in the building overnight. My family also agree with this. I'm happier when Julie is "on call" - the other 3 live within the area of the phone but it takes 10 - 15 minutes at least to get here. The "Golden Hour" is so important in cases of accident or illness. Yes - I know it would cost to have someone overnight "for something that may never happen" (Quote) but the one time if does?!!

At present life is chaotic with the building works - these comments are obviously meant for more "normal times".

Do the Governors have sight of the responses to this Questionnaire?

E Heating, very intermittent, mostly at night.

F I did bring this up last year!! We are unable to open the lower windows in our flat facing Agnes House. The window facing Hinckley Road does open. It gets very hot in the summer and would be better if the windows could be open.

G Premises and equipment:-

(a) Normally yes, at the moment no.

(c) I would be happier if someone was available on the premises after 4.00 pm.

Staff and Management:-

(b) I don't know what training staff have, or if they are trained in First Aid for minor emergencies.

(c) I would prefer someone on duty after 4.00 pm on site.

(d) To a member of staff yes. The Management Team I'm not sure who that is, we never see the Care Manager.