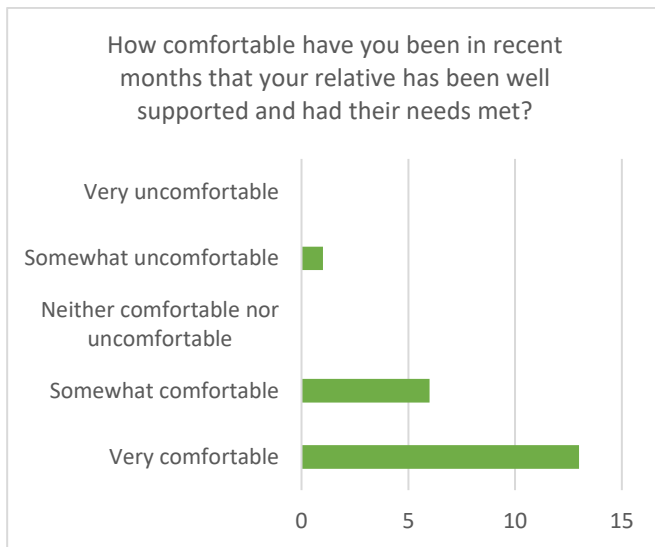


## Askham~Relatives Feedback Survey, January 2021

Thank you to all relatives who took the time to respond to our survey. Your input is valuable to help us improve ourselves and to shape some of our key policies. We received 20 responses which is ~22% response rate. All responses received have been considered in the below summary, comments are a selection only.



*"We obviously are desperate to see our loved ones and are worried we've already lost them due to the time we've had to be apart. You kept them safe and we thank you for that. It's Covid. Thank you so much for being like family"*

*"My Mum appeared to looked after very well. She seems very happy in her surroundings. We have been well informed regarding her health etc"*

*"More communication would have been welcome"*

*"It would be useful to receive updates on how mum is doing, particularly whilst not being able to visit.... This could be either phone or email from Askham, weekly or fortnightly. I call everyday to speak to mum but I don't like to delay whoever answers with questions when they might be busy"*



*"I was very worried when mum tested positive for COVID. Relieved when it was asymptomatic. It is only the risk of COVID getting into Askham that I selected somewhat safe otherwise would have answered very safe"*

*"In such unprecedented circumstances, I have been impressed by both the care given and the information passed on to the relatives"*

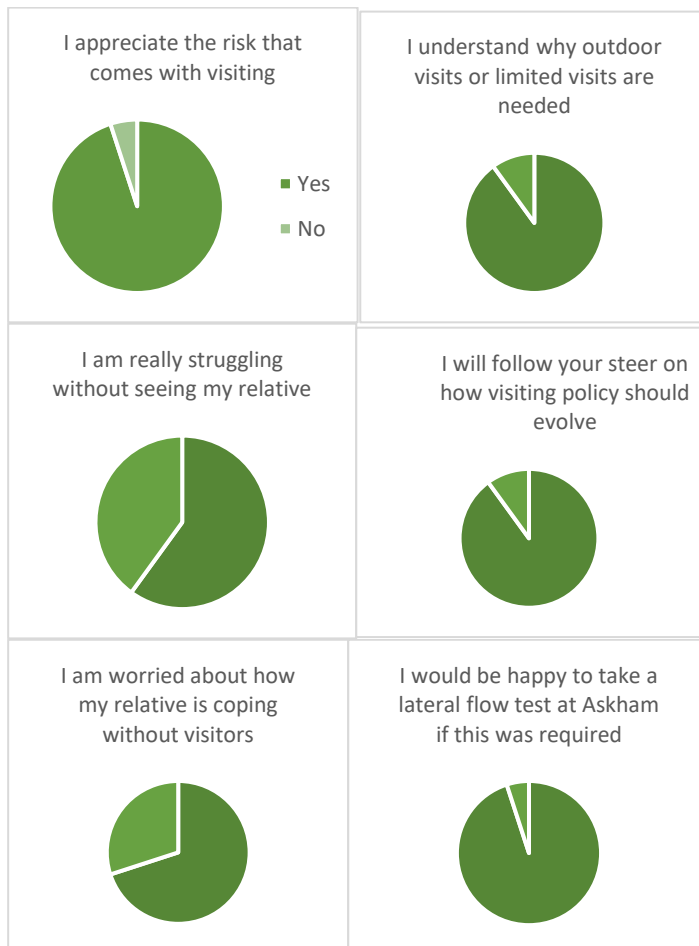
*"Thought staff went the extra mile, a learning curve for everyone. Nice to know how much Askham values them and their hard work. It will be nice to have receptionist again, automatic answer makes me feel no one is there!!!!"*

*"You have been more cautious than Government guidelines, which is good I would rather residents are kept safe, although I know some may be feeling the lack of physical contact hard."*

We are pleased to see that for the most part relatives are comfortable that relatives are safe and being well looked after. We will put in place measures to improve our communications based on this being the one area of feedback offered.



Our visitors policy seeks to tread a fine balance between protecting the risk of Covid-19 entering the home, while also ensuring that we pay due attention to the mental health impact of reduced physical interaction with loved ones. Your input is important when shaping our visitors policy which is under regular review.



*"It's very hard from both sides but I understand why"*

*"I have only seen my daughter twice since 26th October... mental health is suffering as a consequence of the lack of input allowed from her family"*

*"I appreciate why the visiting policies have been so restricted but we are really missing Dad. We are three (wife and two daughters) and so we have shared out the visits. We really need to see him... We don't mind doing anything we need to facilitate this, we just need to see him."*

*"The easiest way to secure patients is to lockdown, but more effort could have been made for visiting."*

*"I fear lateral flow tests may give false negatives, which poses a significant risk."*

*"I struggle with outdoor policy based on government guidance over the last few months... Last visit in the meeting room was very impersonal and seemed to create more stress than positive outcome. With vaccine program, lateral flow testing and masks that has to be an opportunity to relax restrictions."*

*"Think visits have to only start when safe."*

Note: We will discuss how this impacts our visitors policy at our forthcoming relatives meeting on 17th February at 3pm on zoom.

In addition to the above analysis we received a number of comments naming specific staff members who have gone above and beyond, as well as highlighting specific circumstances that have been displeasing such as loss of dentures or hearing aids. These have been explored and individuals concerned have been spoken to on a personal basis. Where you have said a thank you to a specific staff member, this staff member has been personally informed.



It is reassuring that despite these past months being very challenging, overwhelmingly respondents would be happy to advocate for Askham. We find this to be very positive and are pleased that on a scale of 1–10 where 1 is not at all and 10 is very likely, we averaged a score of **9.3** in terms of recommendation.

*“It’s home from home”*

*“I have real confidence in certain members of the team who look to go above and beyond. However with no contact at all with Mum since September makes it difficult to judge. I can only assume based on previous experience that all is well”*

*“Difficult to answer as rehab not started yet... More communication would have been nice”*

*“The high standard of care and activities available”*

*“I think Askham is the best, no home can get everything correct in a pandemic that is new to the world. Askham listens to relatives”*

*“I think the care is generally excellent and the settings calm and peaceful.”*

*“We are so glad we chose you when looking at 3 other residential places and found you to be the very best. We are still happy with you all.”*

*“Staff are great. Dad is happy”*

Once again, we thank everyone who participated in the survey for your honesty and we hope to build on this to continuously improve our service for you, your families, and our residents.

If you would like any further information or would like to discuss the contents of this report please ring us or email [info@askhamvillagecommunity.com](mailto:info@askhamvillagecommunity.com) – we will then pass on your note to the most appropriate person in our team to respond to you.

