

SUMMARY

150 questionnaires were sent out and 37 responses were received.

Parents and families were asked to rate the service on a scale of 1 – 10 from inadequate to outstanding. 95% of the responses ranked Kingwood's performance in the good range with 55% in the outstanding range.

Although the majority of relatives are parents, we recognise that grandparents, sisters and brothers are also actively involved in the process and we thank everyone for their contribution.

Please note that we have provided a summary of the comments and as much of the original content as possible, however we have anonymised some of the comments to protect and maintain confidentiality.

1. How would you rate the service that your family member receives overall from Kingwood?

| | |
|--------------------|------|
| Average | 8.3 |
| Range | 4-10 |
| Most Common Rating | 9 |

Comments received:

'All staff are dedicated and provide the very best care'

'Overall rating effected by poor management performance at service level. Support workers remain excellent (9)'

My son is happy and settled, thanks to his team of excellent carers and Kingwood management.'

'The staff that support my son are very caring and responsive to his needs. They keep him occupied and facilitate his needs and interests. He does something constructive almost every day'

'Our son was matched with a support worker who was more ideal than we could have hoped for.'

'Find we have lots of staff changes, staff seem to be sick a lot, but when here are normally very good.'

2. Do you believe the staff keep your family member safe?

| | |
|--------------------|------|
| Average | 8.6 |
| Range | 6-10 |
| Most Common Rating | 9 |

Comments received:

'I believe my son is protected from abuse at all times and the staff do all they can to protect him from avoidable harm.'

'The staff at Beeching way keep the people safe from abuse and harm.'

'Without a doubt.'

'When regular staff attending ok, never any reliable emergency cover.'

'Yes they do to the best of their ability.'

3. How effective do you believe the service is for your family member?

| | |
|--------------------|------|
| Average | 8.25 |
| Range | 5-10 |
| Most Common Rating | 9 |

Comments received:

'I'd like E to get out in his motability car more often as this might reduce the severity of his behaviours. Kingwood has too few drivers at present.'

'G's confidence has grown so much since being with Kingwood, now he's not frightened of being involved and coming forward and giving his view.'

'Our sons quality of life has improved immeasurably since having Kingwood support worker fortnightly.'

'Achieves good quality of life, however staff shortages at times can impact on continuity and consistency of support.'

'It means she can go out and enjoy things, would be better for her if not so many staff change.'

4. Do you believe the staff and service are caring?

| | |
|--------------------|------|
| Average | 8.7 |
| Range | 5-10 |
| Most Common Rating | 9 |

Comments received:

'My son has an excellent team supporting him. They all know him well and he feels safe, and respected by all of them.'

'The staff are very caring and go that extra mile for H'

Have not found the care manager easy to contact or effectively communicate with despite Kingwood being "championed" as Autism Specialists have found a distinct lack of ability to adapt to service user specific needs. Provision of support based around staff availability not best interest.'

When D had a painful condition he waited a long time for an operation what was obviously needed, the staff talked to him about operations and answered his questions. E is always happy to leave and happy when she returns.'

5. Do you believe the service is responsive to the needs of your family member?

| | |
|--------------------|------|
| Average | 8.0 |
| Range | 4-10 |
| Most Common Rating | 9 |

Comments received:

'Considerable care and attention are devoted to organising my sons care to meet his needs.'

'We would like our daughter to be able to access social events in the evenings sometimes. This has been difficult as with the allocated package time is not available and due to constraints of staff rotas.'

Poor communication from care manager regarding emergency care and understanding of clients needs regarding introduction of new staff.'

6. Do you believe your service well managed and well-led?

| | |
|--------------------|------|
| Average | 7.9 |
| Range | 2-10 |
| Most Common Rating | 9 |

Comments received:

'The managers are overstretched causing them not to have time to keep up fully informed of staff changes. they do work very hard and try their best- they could do with more support.'

'After meeting senior management on different occasions I am very happy the way Kingwood is run, and the care and respect they give to my son.'

'All the people we have come into contact with at Kingwood (at every level) have been very professional, organised and considerate of our sons needs. the management seems to be excellent.'

'We had a letter of introduction from a new Area Manager but little contact since. However we have no doubts that D's service is excellent!'

7. Have there been any specific examples of good practice or excellence in the past 12 months you would like to share?

Comments received:

'T took our son to hospital and stayed with him much longer than her hours until a family member could be contacted to take over at A&E.'

'My daughter reacting very badly to sudden noises refused to go out (walks etc) and had not done so for 4 years. Until Kingwood supporters talked her into car journeys to quiet places like the Wittenham clumps.'

'As H is always anxious, the staff try to give a consistent message to reduce his anxiety levels. Everyone saying the same thing is important for H and staff always convey this to me so I say the same thing as staff when he is home for weekends.'

'My husband and I recently had our first night away on our own, with our son staying at home with his support worker. They had a great time. We have not been able to leave our son overnight without a family member present for more years than we can remember, so it was a wonderful weekend for all of us!'

8. Are there any aspects of your relative's service that you think could be improved upon?

Comments received:

'GP visits and involve medicine help concerning weight loss and diet which was suggested by them this did not happen.'

'We have lost count of the number of support staff and management that our son has had since he has been with you. Is there anyway of addressing this? As this has led to none appearances and failure to get him to a dental appointment.'

'We often don't know who is going to be providing support until they turn up which can cause anxiety. Also they can often be late. by only a few minutes but it can be an issue.'

'Checking on him more if he cancels an appointment.'

Any other comments?

Comments received:

'Thank you. Your support is making a huge difference to our lives.'

'Overall Kingwood have been the best thing thats happened to our family member, their care and happiness does have an impact on the rest of the family. Excellent strategies are in place and it just works for us all.'

'We would like to thank all at Kingwood for their help and support.'

'Our experience with Kingwood has shown us that whilst very good with learning disability and autism they had not experienced a client as complex as our son in the community. However they took on the contract and do not appear to have the resource of experienced carers to effectively meet his needs. Relying on one carer leaving a void when a/l or sickness occurs.'

'J has a full, varied and active life beyond whatever seemed possible in his early twenties. This is entirely due to Kingwoods staff dedication and commitment.'