



Annual Improvement & Development Plan 2018

Alexandra House Feedback Summary (Involved Professionals & Parents/Relatives/Friends)

At the beginning of February 2018, we asked the involved professionals and involved parents, relatives or supporters of all our residents for feedback regarding levels of support and best practice for Alexandra Homes.

Out of all the Questionnaires sent out, we had 2 responses from parents and relatives and 9 professionals feedback, which have been collated and summarized in this document under the various question headings.

Is the service provided to your client safe?	Action to be taken by Alexandra Homes, where required
<p><i>From what we have seen and heard, the service provided by Alexandra Homes ensures that resident X is kept safe at all times, both when she is in the house and outside of it (Parents of Resident)</i></p> <p><i>I have no reason to think that it is not safe (Parent of Resident)</i></p> <p><i>The resident has a diagnosis of Asperger's, Bi-Polar and Seasonal Affective disorder. I first met with the resident and the placement in 2015. Over the past 3 years the resident appears to have definite mood changes moving onto the summer. Elevated presentation and then moving into winter. Marked deterioration in mood that leads to increase in challenging behaviors, increased in lethargy and inability to care for self. (Social Worker)</i></p> <p><i>Yes – I have just started to work with this client which has been in care of staff at Alexandra for some time. Having reviewed his previous and current notes and his support plans from my colleague who used to work with him. I am satisfied that the service that is being provided to my client is safe. (Mental Health Social Worker)</i></p> <p><i>I have not been informed by the service user or/and their family that the service provided is unsafe. (Reviewing Officer)</i></p> <p><i>The service is safe and is well balanced enabling the residents to make choices and take risks. There are protocols in place. The service notifies the safeguarding team if or when required. I am aware there are Dols in place or have been requested (Independent Advocate)</i></p> <p><i>The Service provided to all of my clients ensures their safety and the safety of the other residents. Following a recent incident one of my clients was considered to be too high risk for him to return to Alexandra House but there was full consultation with myself and his social worker prior to notice being served. Alexandra House staff have also been</i></p>	

very open to offering support to the local inpatient Mental health unit as regards the clients needs and wishes and his likes & dislikes. (CCG Clinician)

Yes - (Reviewing officer/Social Worker)

Yes it would appear to be so. (Social worker)

There is evidence of considered note taking supported by note assessment and note management plans aligned with information regarding past behavior and taking into account MDT advice – (Consultant Psychiatrist)

Safeguarding Alerts, reviews of risk management plans undertaken within an appropriate time frame whilst balancing the needs, choices of the individual safe within restriction permitted – CLDT Manager

Is the service provided to your client effective?	Action to be taken by Alexandra Homes, where required
<p><i>From our observations, the resident continues to improve and become more independent. Alexandra Homes have a plan for SW's development and improved independence and are following it through effectively (Parents of Resident)</i></p> <p><i>Yes – I wish resident X participated in more activities, but I do understand it is his choice. Never happy when I hear he has spent all day in bed. (Parent of Resident)</i></p> <p><i>I have known the resident for 3 years and I have found the support workers/owners/management team staff at Wells Road Care Home to be willing to support SM. They remain in contact with myself, GPs and any other professionals needed to support Resident X's. I have found that they work with Resident X to establish care plans. They regularly update risk and support Resident X to remain in contact with her family and encourage her to utilize facilities in her local area and further a field if she would like to.</i></p> <p><i>The residents care package is funded by CHC and 117 remains in place with Swindon. At Present I will meet with the resident minimally yearly and more if needed. I find that during winter months the resident experiences very low mood and has difficulty getting out of her room/bedroom. The resident will not engage with me during this period, and incident forms increase, she has allowed me to enter her room to talk with her but will ask me to go soon after. During summer months the resident can become elevated in mood. I wanted to highlight the residents different presentations as I feel the staff are able to alter their practice and approach dependent on the client and the presentation. Although my client does deteriorate in mental state and is unable to manage her personal hygiene, we are currently looking to identify a service that maybe able to advise on appropriate treatment for people who experience SAD. (Placement review Officer)</i></p> <p><i>Yes – having reviewed his previous and current notes and his support plans from my colleague who used to work with him, I am satisfied that the service that is being provided to my client is effective. For instance, his views not to make changes to his support plan which has been consistent for years are respected by staff and his helps in working in partnerships with him {Mental Health Social Worker/Care Coordinator}</i></p> <p><i>Since Moving into Alexandra House, the resident's mental health has improved greatly and has become more independent with their activities of daily living; due to intensive staff input Resident X also have many goals for the future which Alexandra house provide encouragement and support for SW (Reviewing officer).</i></p> <p><i>The Service provides Personal care plans which observe the individual, including all aspects of their lives to support them to be as independent as possible (Independent Advocate)</i></p>	

*All of my clients living at Alexandra House report that they are happy there and that all their support needs and social need are catered for. The service provided by Alexandra Homes is very specialist and it is valued by us as commissioners of this service. **(CCG Clinician)***

*Yes – **(Reviewing officer/Social Worker)***

*The resident is making progress and doing more for himself **(Social Worker)***

*The people I have worked with at AH have moved from Medium/Low secure facilities and have been supported to transition and develop lives in the community enabling increased choice with appropriate restriction and frameworks – **(Consultant Psychiatrist)***

*Effective and person centred whilst recognizing limitations associated with RA and care plans – **(CLDT Manager)***

Is the service provided to your client caring?	Action to be taken by Alexandra Homes, where required
<p><i>The Resident seems to be very happy at Alexandra House and when we have been there the staff have shown every level of care towards her. At all times Alexandra House have ensured that we are fully informed and engaged in plans for SW's development. (Parents of Resident)</i></p> <p><i>Never had any complaints. When we visit we are always made to feel very welcome (Parent of Resident)</i></p> <p><i>I have no concerns with the support provided to Resident X and their family. I visit the home frequently (every 3 months) to complete a review. During these visits, I am able to witness the operation of the home and the interaction between the staff and residents. I have not had any concerns at these times. Neither Resident X or their family has ever raised any concerns during our meetings or at any other time. (Advance Practitioner - Social Worker)</i></p> <p><i>I feel that the service Resident X currently receives is excellent, they have genuine concern for Resident X's mental, physical and spiritual health, they find it frustrating that they have been unable to support Resident X's during her period of low mood. I=When I have previously discussed the care Resident X receives with Resident X's she has always insisted that she loves the home she lives in, previously when discussed a potential move, Resident X has requested that she does not wish to return to Swindon (Placement Review Officer)</i></p> <p><i>Yes – Review of his notes and his support plans reflect that the service being provided cares about his needs. This I think helped my client in expressing his concerns about his mental health issues to staff more openly. (Mental Health Social worker/Care Coordinator)</i></p> <p><i>Alexandra House have listened and provided opportunities for Resident X that she wants and wishes such as taking the steps to volunteer to one day seek employment (Reviewing Officer)</i></p> <p><i>The staff are supportive, caring, kind, treating everyone with dignity, respect and consideration. Families visit, and the staff encourage the residents to keep in contact (Independent Advocate)</i></p> <p><i>Please see section 1 – with regards to this Alexandra House was reluctant to serve notice on my client following admission to the local Mental health unit as this would have impact on his future care. (CCG Clinician)</i></p> <p><i>Yes – (reviewing Officer/Social Worker)</i></p> <p><i>Yes – (Social Worker)</i></p>	

There is clear evidence of the relation, respect and care in the approaches given and feed back given from family members are included -- (Consultant Psychiatrist)

Yes – demonstrated by individual care packages, person centred plans, as discussed at care reviews updated and new provided by “Alexandra News” family members participated in review – (CLDT – Manager)

Is the service provided to your client responsive?	Action to be taken by Alexandra Homes, where required
<p><i>Our contact with Alexandra House has shown us that Resident X needs and desires are fully responded to and supported. EG Resident X's wished to do ceramics and the staff searched out and found a suitable course for her and accompanied her to the classes. The same applied when she wanted to do horse riding (Parents of Resident)</i></p> <p><i>Yes – Resident X seems to be happy and supported in the way that he wants to live his life (Parent of Resident)</i></p> <p><i>I feel the placement is very responsive to Resident X's needs but also support her to remain safe (Placement review Officer)</i></p> <p><i>Yes – Having reviews Resident X's support plan, pervious and current notes and feedbacks from my colleague who used to work with him. I am satisfied that the service that is being provided to my client is responsive. For instance, his views not to make changes to his support plan which has been consistent for years are respected by staff and this helps in working in partnership with him (Mental Health Social Worker/Care Coordinator)</i></p> <p><i>From my recent experience, Alexandra House takes in account of Resident X's preferences, aspirations and choices (Reviewing officer)</i></p> <p><i>In this service as well as meeting People's needs they respond to people's preferences, goals and choices. Each resident is supported as an individual. (Independent Advocate)</i></p> <p><i>Yes (reviewing officer/social worker)</i></p> <p><i>Yes – Social Worker</i></p> <p><i>Yes to both the needs of the patients and professionals supporting them. There is evidence of a programmed and planned approach to developing skills, knowledge, experiences – (Consultant Psychiatrist)</i></p> <p><i>Demonstrated within care reviews, discussions and application of individual plans (CLDT – Manager)</i></p>	

Is the service to your client well led?	Action to be taken by Alexandra Homes, where required
<p><i>Our contact with Resident X's direct manager has been frequent. Taking account of our input, she has created a mid-term plan for Residents X's future.</i></p> <p><i>We also know that she has regular meetings with staff to assess how the plan is working and to make adjustments resulting from staff feedback (Parents of Resident)</i></p> <p><i>It seems to be. (Parent of Resident)</i></p> <p><i>I have met with the Placements Manager, senior manager, owner's daughter and team leaders. In my experience they are approachable and appear to support the staff and clients well. Whilst I have been in the placement other clients always appear to be interactive well with staff, Staff appear to interact well with staff, Staff appear to be supported and well led and in the 3 years, I have been visiting the placement I have not found staff turn over to be high. I feel this also indicates a supportive management team. (Placement review Officer)</i></p> <p><i>Yes – Having reviewed his support plan, previous and current notes and feedbacks from my colleague who used to work with him, I am satisfied that the service that is being provided to my client is well-led. (Mental Health Social Worker/Care Coordinator)</i></p> <p><i>Staff inform me of internal reviews to attend, take on aboard recommendations and keep myself update. (Reviewing Officer)</i></p> <p><i>The Service is well led with a competent General Manage and this continues with supportive keyworkers and support workers. (Independent Advocate)</i></p> <p><i>Alexandra Homes run a good and comprehensive service which is managed well in my opinion. Their communication with us as commissioners of the service is regular and timely and feedback is received well and responded to. (CCG Clinician)</i></p> <p><i>Yes. (Reviewing Officer/Social Worker)</i></p> <p><i>Yes – I have always had a good response from clinical and admin staff to questions, etc. (Social worker)</i></p> <p><i>Yes – Managers are knowledgeable, present, respectful and caring. The example provided ins excellent – (Consultant Psychiatrist)</i></p> <p><i>Responsive and well led. Responds to guidance and agreed action plans. (CLDT – Manager)</i></p>	

Any other comments?	Action to be taken by Alexandra Homes, where required
<p><i>As parents, we are extremely pleased with the way Resident X is looked after, and the improvement in her mental health. She is clearly moving forward becoming more like her old self and increasing her range of capabilities and skills</i> (Parents of Resident)</p> <p><i>No Concerns. Always made to feel welcome. At the end of the day it is a good place to be and I never worry about Resident X so that must be a positive</i> (Parent of resident)</p> <p><i>I find the service approachable, keen to seek advice/work collaboratively and appear to offer the clients a lot of support, by working with the client and other professionals to give the clients the best opportunities to engage and interact together and in the community</i> (Placement Review Officer)</p> <p><i>The service is always warm and welcoming and request support from outside services for example Advocacy Support when they are concerned the individual may not be understanding or they are having a review</i> (Independent Advocate)</p> <p><i>I think that Alexandra Homes is doing a very good job with my client. I receive regular reports which are very detailed about issues that arise, and the response is always very appropriate. My main contacts are YH and MT, but all staff I have met during the regular reviews are professionals, caring and have a good understanding of my client's needs and how best to support her</i> (Reviewing Officer/Social worker)</p> <p><i>This is a good Home, that is well led and meets clients needs. Its is a home that provides great confidence when working with very complex and higher risk individuals. –</i> (Consultant Psychiatrist)</p> <p><i>Look forward to working with team over the next few months – well done</i> (CLDT – Manager)</p>	

Feedback & action to be taken by Alexandra Homes, where required.

Alexandra Homes – Feedback and Action to be taken
<p>Having reviewed all of the feedback questionnaires, which have been collated and anonymised, under each question headings, as detailed above, we do not feel that there are any specific action points to consider at this particular time.</p>