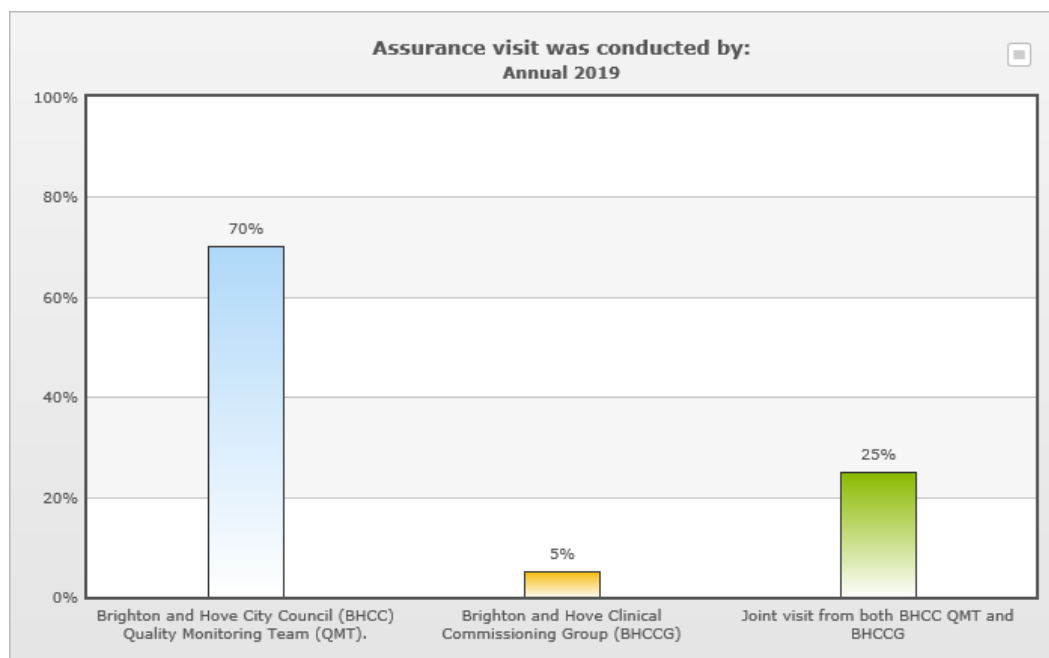


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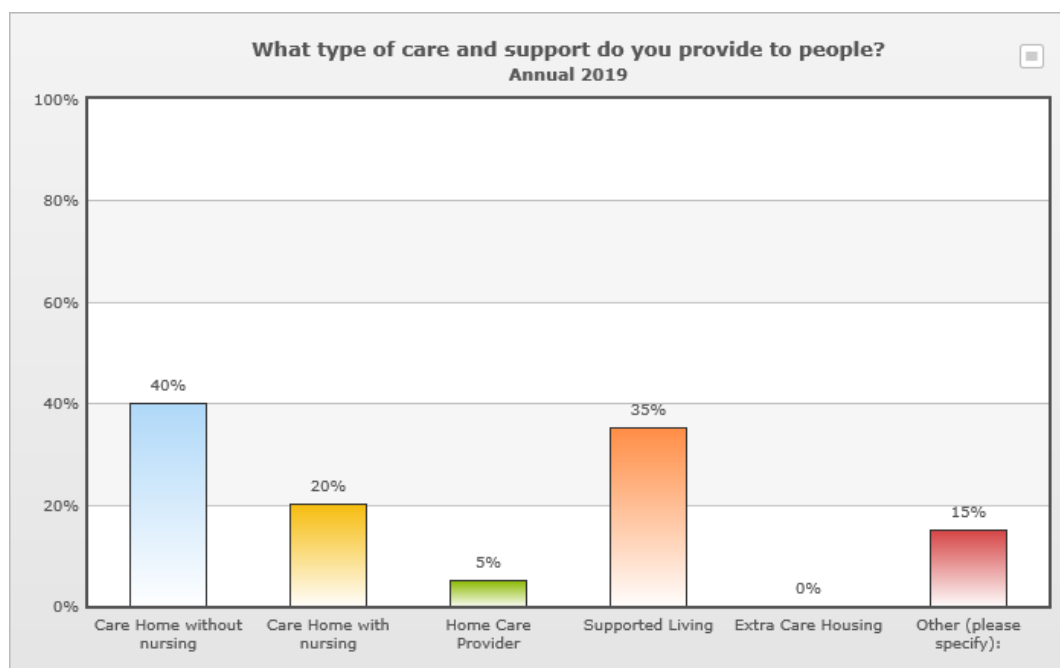
Summary of surveys sent and received

Number of:	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Visits	2	1	3	3	2	5	6	3	5	7	11	7	55
Sent	0	1	2	3	1	5	6	3	5	7	11	6	50
Received	1	0	1	0	0	2	1	3	1	2	4	5	20
Percentage		0	50	0	0	40	16.7	100	20	28.6	36.3	83.3	40

NB: During the period Jan to May, only audits were sent surveys and therefore the number of visits does not include new manager etc.



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3. What was most helpful about the assurance visit?

15/01/19	Luke's approach, knowledge and thoroughness. Luke also provided some good information to further assist myself and my team
04/03/19	The positive feedback, looking at the previous recommendations and feedback with future improvements.
24/06/19	It was informal which made staff relax and go about their business as if there was no visit.
27/06/19	That we met and understood and were given the opportunity to raise issues. But also to be given assurance they are not concerned about our service.
05/07/19	The visit is a introduction of the new quality team
16/08/19	Signposting to other relevant services to support the development of the home and the discussions held about best practice at the visit.
20/08/19	To have a space to confirm queries
20/08/19	The chance to discuss various issues, and get feedback about best practice
29/09/19	To be able review current policies and procedures and have an external view of are current care a support packages. Having time to talk with the team about the future of supported living.
04/10/19	It keeps me updated on any changes about CQC and also to see how we are doing as a team and what we need to improve on
14/10/19	Knowing there is support for the Service
20/11/19	Feed back and openness to discuss matters.
20/11/19	Always good to have another view on the documentation
20/11/19	Very positive, relaxed visit, lots of discussion around the work we were doing rather than checking of files/documents. Ability to discuss work issues and future plans.
22/11/19	As a new Manager I felt very supported by Helen Cox's throughout her visit.
18/12/19	we were informed about what was happening in depth and our professional information was taken into consideration
18/12/19	Having the support of Helen, knowing I can ask if I need help or assistance with

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	anything
20/12/19	Overview provided of the role of the QMT. - Opportunity for us as a provider to outline what it is that we do.
20/12/19	Its nice to see people from the group, helps you to feel in touch, and you get good advice.
31/12/19	To review our process against the check list, verbal feedback given about the service performance.

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4. What was least helpful about the assurance visit?

15/01/19	N/A
04/03/19	N/A
24/06/19	Nothing
27/06/19	Nothing really. Just time that is valuable - but hopefully we shall have a report that is helpful and a good reflection of the work we do.
05/07/19	None
16/08/19	I found all aspects of the visit helpful
20/08/19	Nothing
20/08/19	Nothing I can think of
29/09/19	Not having more time to go over individual policies to discuss and look at changes that could be made.
04/10/19	Nothing
14/10/19	Nothing
20/11/19	All was helpful
20/11/19	n/a
20/11/19	Nothing really
22/11/19	I found the visit very positive
18/12/19	nothing
18/12/19	Nothing it was all helpful
20/12/19	Limited time to discuss the role our service plays in the community and landscape of commissioned services. -Notes taken from the visit by the QMT were inaccurate, though we were able to rectify these.
20/12/19	Nothing
31/12/19	Building the relationship with the BHCC and have an up to date knowledge of BHCC requirements, and also support available.

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5. Do you have any suggestions on how the assurance visit could be improved?

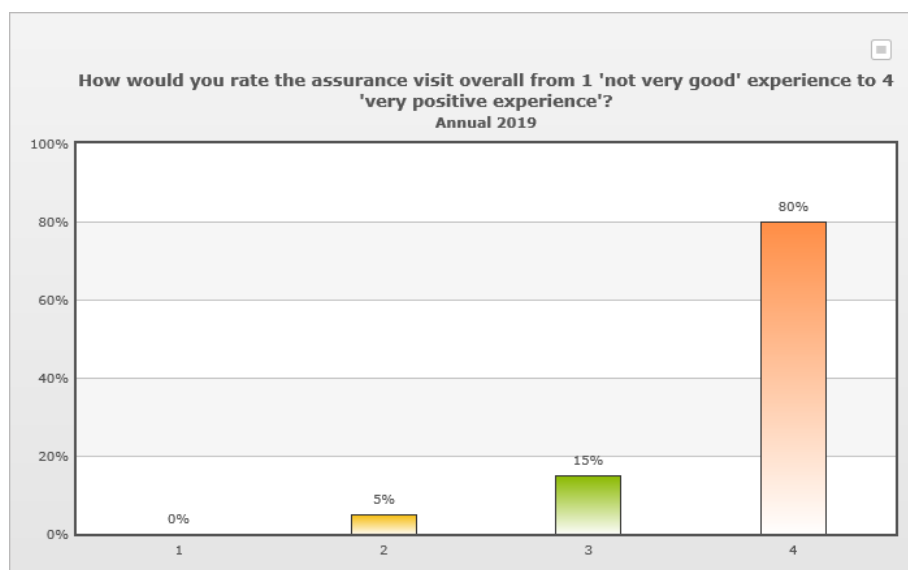
15/01/19	N/A
04/03/19	I found the visit very constructive and supportive.
24/06/19	No, the visit went well.
27/06/19	Just the knowledge that it is there and it is happening.
05/07/19	None
16/08/19	No-I felt the visit was appropriate to the current needs and future development of the service.
20/08/19	No it was thorough and helpful
20/08/19	No
29/09/19	The visit was very good. Maybe having a clear and more structured reviewing time period.
04/10/19	No The visits are extremely supportive and helpful
14/10/19	None
20/11/19	Not right now.
20/11/19	no it was a very positive visit
20/11/19	Not really, perhaps more time to be able to show more of the work we do as it felt that there was still things we could of shared.
22/11/19	No suggestions I found the visit very helpful
18/12/19	maybe a have format that we can go through to prepare in advance
18/12/19	No, it is planned out well with topics needed to discuss
20/12/19	More time to be afforded for the visits. -For the QMT to research the service more ahead of visiting.
20/12/19	None its good as it is
31/12/19	No

6. If you would like the opportunity to discuss this further please leave your details in the box provided below or get in contact with the person who completed the assurance visit

No responses

7. How would you rate the assurance visit overall from 1 'not very good' experience to 4 'very positive experience'?

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8. Do you have any other comments on the overall experience?

15/01/19	N/A
04/03/19	From the previous visit the clear format of the report I received supported me to work through the recommendations, and was easy to identify the area's of improvements, in line with CQC requirements.
24/06/19	None
27/06/19	Both were very approachable and listened and had helpful advice.
05/07/19	No response
16/08/19	All of the people who attended the visit were professional, polite, friendly and supportive
20/08/19	Thank you for your time and professionalism
20/08/19	No, it was
29/09/19	Was very good to meet and speak with the team.
04/10/19	A very helpful visit and very professional.
20/11/19	I thought it was very nice that you took interest in our work and were able to take out time to come and see us and one of our services. Thank you
20/11/19	Allison was very good and useful information exchanged
20/11/19	No
22/11/19	I gained a lot of knowledge from the visit especially with the suggestions that were given to myself, on how I can evidence things more that we are working towards achieving at Place Farm House.
18/12/19	really effective visit and good timely notes produced
20/12/19	Always nice to see Cassie.
31/12/19	Really appreciate the QA team to pay us a visit and give us impartial feedback on quality and progress we are making.