

# Quality Audit Survey Results 2020

## Parents

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# intro

Each year, Lisieux Trust asks its community to complete a short survey, detailing their experience with the organisation.

Questions are focussed on measuring the impact of the service provided by Lisieux Trust and its staff, in a bid to ensure the organisation's high-quality standards are met or surpassed.

In July 2020, we asked parents/named next of kin (NOKs) of our residents and tenants to complete a detailed survey; with an aim of understanding their experience with Lisieux Trust, and identifying the organisation's key strengths, and any causes for improvement.

The survey was distributed as a web link to all parents/named NOKs via email; or a paper copy was provided for those with limited access to the internet.

A total of 25 questions were asked; comprising of a series of multiple choice and open comment questions. In the interest of thoroughly understanding respondents' viewpoints, the survey provided ample opportunities for respondents to further expand on responses with additional comments.

At the time of the survey's production, Lisieux Trust had a total of 21 residents and 27 tenants. The survey was distributed to the parents/NOKs of each of these residents and tenants.

In some cases - such as the case for separated parents - the survey response may have been indicative of both or just one of the resident's/tenant's parent(s).

Respondents were allowed an eight week time frame to complete and return their responses; meaning responses reflect sentiments between July - September 2020. Some internal changes may have been in progress during this time, which may not be reflected in shared thoughts.

By way of encouraging open and honest responses, the survey was completed anonymously; though respondents were free to leave identifying information if they so wished.

Of the sample the survey was sent to, a total of 27 individuals provided responses. As such, the following report is based on this proportion of Lisieux Trust's parents/relatives, and may not be representative of all.

# results

52%

52 percent of respondents said they were drawn to Lisieux Trust through word of mouth recommendations from other Lisieux Trust parents, social workers, or current residents/tenants.

90%

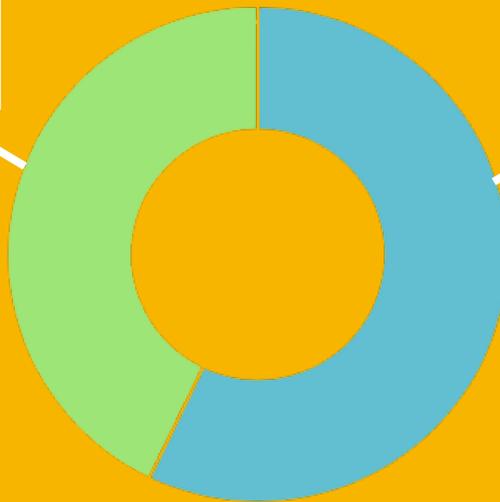
90 percent of respondents said they were very satisfied with their overall experience with Lisieux Trust. The remaining 10 percent agreed they were somewhat satisfied with the service.

100%

100 percent of respondents said they felt their family member is supported to a high standard. Of those responses, 33 percent felt this to be true most of the time, while 67 percent believed it to be the case indefinitely.

**43%**

felt their concerns were addressed most of the time.



**57%**

felt their concerns were addressed all of the time.



100 percent of respondents said they were happy with the care provided by their relative's key worker.

Of this, 90 percent agreed this was the case **all** of the time; 10 percent agreed it was the case **most** of the time.



86 percent of respondents said they felt they had enough say in the support their family member/friend receives.

14 percent admitted they were not sure if they had enough say.



**Only one respondent felt that Lisieux Trust isn't doing enough to help their relative to reach their full potential.**

## Suggested changes to the service provided by Lisieux Trust:

Fewer staff movements.  
Regular family meetings.  
Positive listening to ensure what Lisieux Trust is offering is what residents want.  
Think further outside of the box for ways to keep the residents active and involved.  
More house meetings.

**57% felt no changes were necessary.**

## Suggested changes to the communication within Lisieux Trust:

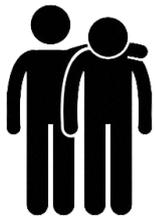
Allocated times and days where management can be contacted.  
Update methods of communication.  
Ensure information is passed on to relevant parties in good time.  
Regular family and relatives groups to discuss concerns.

**48% felt no changes were necessary.**



**86% of respondents said they felt they had enough say in the support their family member/friend receives.**

**Lisieux Trust's staff team have been described in the following ways:**



**SUPPORTIVE**



**FRIENDLY**



**APPROACHABLE**



**PROFESSIONAL**



**TRUSTWORTHY**



**HONEST**



**FAIR**



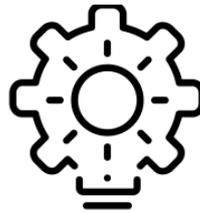
**ORGANISED**



**CONSISTENT**



**OPEN-MINDED**



**PROACTIVE**



**DECISIVE**

## Star Ratings\*

Management team:



Support team:



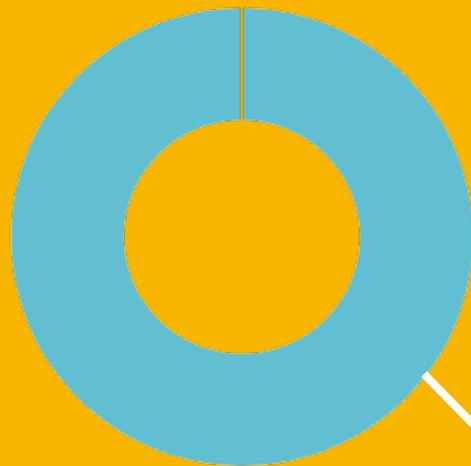
Senior management:



Staff knowledge and professionalism:



\*based on an average of the ratings given by all respondents.



**100%**  
would recommend  
Lisieux Trust to  
other families.

**80%**

are, or may be, interested  
in drop-in sessions with  
the senior management  
team.

**88%**

are, or may be, interested  
in attending more social  
events at Lisieux Trust.

# comments

- By and large, my son has been happy when Living with Lisieux Trust.
- I always feel our son is safe and well cared for.
- Lovely happy homes. Staff are very approachable. Professionally run.
- The Trust has provided a beautiful home for my daughter.
- Lisieux Trust is very proactive in obtaining funding for my son's support worker costs and also his housing benefit and disability allowance.
- Lisieux Trust's team continually surprises me with their dedication.
- I feel that the Trust has the residents' care, safety and wellbeing at its heart.
- Staff seem to go the extra mile to help us. Problems get sorted fairly and quickly.
- My daughter is very happy. The support workers and manager looking after her house are caring and responsible. They react promptly to any concerns.
- I really believe our son is so lucky to be in the system because he was kept a child by me. He has become a lot more independent and has grown into a man with all the help from all staff.
- My son is really supported to follow his dreams.
- Our concerns (if any) are dealt with in a professional manner.
- I can happily say my son is looked after so much better than I could do. Lisieux Trust helps him to achieve things that I would find hard to handle. He is able to talk to staff about how he feels - either emotionally or a problem he may have. Even after all these years, the staff talk to me and his dad with respect.

- Key workers are the lifeline of Lisieux, and I have found that particularly with the Covid-19 situation we are living in - they have been amazing. They have been working steadily; supporting tenants with stamina, creativity, warmth and care. I am so profoundly grateful for their daily help.
- All the staff know our son's capabilities and help him to do his best in all areas. They have achieved things with him that I thought he would not be able to do. They never give up trying.
- Our son's manager is approachable at any time, which is amazing.
- I believe they know our son, after all these years, better than we do.
- I am kept informed of any decisions and have the opportunity to express any concerns.
- Over the years, we have worked with the staff to manage different behaviours, requested their help when adjusting to new situations at home, and to make arrangements for outings. We always have the feeling of 'working together' and that is very reassuring.
- In all the time we have been dealing with all areas relating to our son, there has never been any time that I felt I was not listened to. They all help with ideas and suggestions that can improve our son's life, which helps me and my husband have a worry-free time together.
- Lisieux Trust is an oasis for parents with adults with special needs, because it offers them a home from home, where they are met as the person and beautiful human being they are. Lisieux Trust has made it possible for them to engage and contribute in society in their own unique way.
- Lisieux Trust is a family with all the security, support and affection that is part of every family. As parents, that is everything we want for our children.
- It's so good that we receive regular newsletters.



# our response

In this section, we aim to address key concerns raised by respondents.

**“I would like more involvement in my loved one’s care plan.”**

We are always keen to listen to input from family members and friends. All family members and friends should be invited to be involved in the annual review of a resident’s/tenant’s support plan. If you’d like more involvement, please contact the service manager and they will be happy to arrange this.

**“I would like the chance to have more input in the Trust.”**

We are always happy to listen to ideas and suggestions about how we run as an organisation. We have set up a Family and Friends Steering Group which will provide feedback and suggestions about the way the organisation runs and our plans for the future. If you’re interested in joining the steering group, please contact **Jess Alsop-Greenacre, CEO**.

The steering group hasn’t met during the COVID pandemic - we are looking to move the meetings to a virtual forum to enable them to restart.

**“Support hours are not always used as they should be.”**

If you have concerns about how support hours are used, please contact the service manager to talk through these concerns.

“There are too many staff changes.”

We know that staff changes can be difficult for some residents and tenants to deal with. We only make staff changes where it is necessary to do so. Our staff turnover is incredibly low compared to the rest of the care sector.

“I would like to see more activities and social events.”

If you'd like to see more activities and events within the service where your loved one lives, please contact the service manager directly to discuss this - we're always happy to listen to ideas!

If you'd like to see more organisational activities and events - we do too! We thoroughly enjoy our annual events such as the Christmas Dinner & Dance, the Summer Sports Day and more recently the Talent Show.

We started to run some more activities at our Head Office building before the pandemic, such as a Bingo Night and a Quiz Night. These activities will restart once restrictions allow.

If you have ideas for activities we can run, please contact **Jess Alsop-Greenacre, CEO**.

### **“More awareness and training for staff to address more complex needs.”**

We pride ourselves on offering a good range of training for our staff to help them to feel confident to carry out their role and duties. If there is specific training that you would like us to consider, please contact **Joanne Bongiovi, Head of HR & Admin**.

If you're concerned that staff are not meeting the needs of your loved one, please contact the service manager directly to talk through the specific issues.

### **“Communication is not too good.”**

We try to communicate in the ways that we think people will want to hear from us, such as our newsletter, social media and directly via staff and managers. If you feel the staff and managers who support your loved one are not communicating with you effectively, please contact **Alison O'Meara, Head of Operations**, to discuss your concerns.

If you'd like the organisation to communicate with you about news and updates in a different way, please contact **Tish Young, Marketing and Communications Manager**.

### **“I would like more focus on residents'/tenants' diets.”**

Diets can be a difficult area to address for some of our residents and tenants; ultimately, they have the choice about what to eat - as do we all. However, we are always happy to try new or different approaches to encourage healthy eating and lifestyles, so please contact the service manager directly to talk through your ideas.

**“Sometimes concerns aren’t addressed to our expectations.”**

This worries us. We want to make sure that when you raise concerns with us, that these are dealt with promptly and effectively. Please contact your service manager to talk through any concerns that you still have. If you don’t feel comfortable doing this, please contact **Alison O’Meara, Head of Operations**, to talk through the concerns.

**“I’d like to see a focus on learning to be in the presence of negative emotions and difficult emotional situations.”**

Thank you for this suggestion. Now, more than ever, it is so important that our residents and tenants have strategies to manage negative emotions and difficult situations; in particular, feeling out of control.

We will review how we can facilitate this, and ensure that our staff are equipped to support residents and tenants when they are struggling with negative emotions.

**“I don’t know who the senior management team are.”**

The Senior Management Team is made up of **Jess Alsop-Greenacre (Chief Executive)**, **Alison O’Meara (Head of Operations)**, **Carole Aston (Head of Finance)** and **Joanne Bongiovi (Head of Human Resources & Administration)**.

If you feel that you haven’t had the opportunity to meet, or chat to, the Senior Management Team properly, please do get in touch - even if it’s just to say hello!

Alternatively, our new website features an ‘Our team’ section, where you can familiarise yourself with our Head Office and management teams.

# contact



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## thank you

Thank you to everyone who took part in the 2020 Quality Audit Survey. Your feedback has been invaluable.

Should you have any further queries or concerns, following this report, feel free to get in touch using the above details.