Viewpoint

Relative Survey, Ashley Court

9/9/22 - 12/10/22

1. Do you feel that there was enough visiting offered during the pandemic? 
2. Did you find it easy to book appointments to visit your relative?



Feel I was kept well informed via memos and emails about what was happening within the home regarding visiting and I feel staff did their very best

Mum wasn’t here at the beginning but i felt in light of not knowing how the pandemic would go, everything was handled sensitively and with best interests of all

Excellent communication

Welcome and sensible explanations

The staff were amazing, it was just very difficult not being able to see family

1. Were you kept up to date when the guidance changed regarding visiting



1. On arrival, were you given a clear explanation of how the visit would be managed?



Protocols were well explained and adhered to.

All staff were helpful and accommodating

Allocated time slots were helpful to control numbers

The visiting team were lovely, they made what was a very scary time much more relaxing & they made us feel very safe

1. Were you given clear guidance on the use of PPE and the infection control measures in place?



1. Were you given clear guidance and support in carrying out your lateral flow test?



It was run very smoothly, we were met at front door and guided through the testing process and reassured during visit

At the very early stages the staff sat with us in day room & made it very easy to follow

1. Did you feel supported before, during and after your visit?



Always greeted with a smile & it was very clear our loved ones were being looked after very well

1. Did you find the posters on display helpful?



There were clear signs and staff very good at explaining procedure

It’s always helpful to have visual prompts/information during such a worrying time

Reception staff brilliant

1. Is there anything that we could have done better? If so please comment

No i think you all did an amazing job and still do. We are so very grateful for all your care & compassion

No feel everyone did their best during a very difficult time

Other care homes relaxed rules much earlier than you

More visiting

Garden visits