

Carer's Questionnaire Feedback 2014



Caring for our carers

Supporting families who care for the children and young people coming to Chestnut Tree House is imperative to us. We thank you for your feedback to help us continue to raise the standards of our services.

All of your responses to the multiple choice questions are presented here. We had a large response to the open questions and some examples are included in this document.

All of your responses have been used to create an action plan for change.

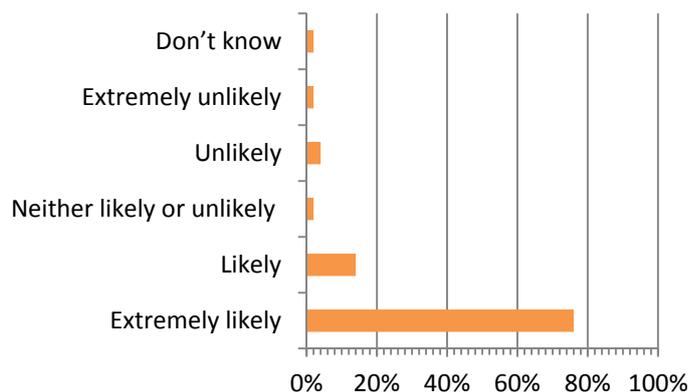
Thank you to everyone who responded.



NHS England Friends and Family Test

Q. How likely are you to recommend Chestnut Tree House services to friends and family if they needed care or treatment?

CTH Comment: There are a few children whose needs we cannot meet, but everyone else would recommend us. Comparing our results with NHS results, Chestnut Tree House is outstanding.



Q. What is the main reason for the answer you have chosen?

“The service they provide is faultless and professional with a completely homely, relaxed feel. As soon as we arrived we were made to feel welcome, wanted and at ease.”

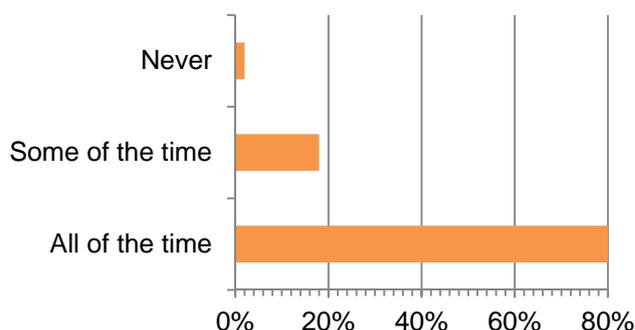
“We love Chestnut Tree House. It is our lifeline!”

“We felt immediately at ease. Although we're fairly new to CTH we can already tell it's a very special place.”

CTH Comment: We have limited resources but we continue to review our accommodation as more and more children get referred.

Respect for your child at Chestnut Tree House

Q. My child receives individual care and attention



Q. At each admission of your child to Chestnut Tree House, do we discuss your child's care plan with you and ensure it is up-to-date?

The responses indicated unanimously that the care plan was always discussed on each admission, and there is some additional feedback from carers below:

"Yes, always. However the care plan has not always been followed to the letter due to miscommunication or staff not getting time to read it properly before caring for the child. This is an area for improvement as some of the points on the care plan have not always been followed as we had requested."

"Yes but it takes far too long and I wonder if it really is necessary."

Q. If you have used the Pre-Assessment Service please tell us how that was for you?

"Really helpful as it irons out any potential issues regarding our stay."

"Ok - noisy, busy environment though."

"I find it a bit of a waste of time, as my son's needs can change in-between the pre-assessment and arrival, so we need to go through it all again."

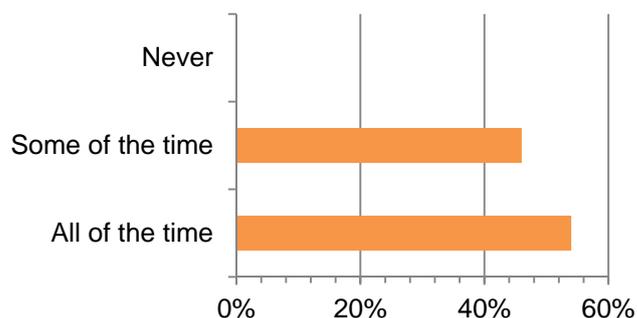
"Yes, once, and I will be using it again it saves time when we arrive at Chestnut Tree."

"Easy. Less disruption for the child on admission."

CTH Comment: We are reviewing these comments to see how we can improve and streamline this service to make the process better.

Promoting your child's independence at Chestnut Tree House

Q. Chestnut Tree House offers your child a wide range of activities to do and opportunities to experience different things.



Q. We encourage your child to be as independent as can be. Is there anything within Chestnut Tree House that limits or inhibits this independence?

“No - only my child's disabilities cause him limitations at times.”

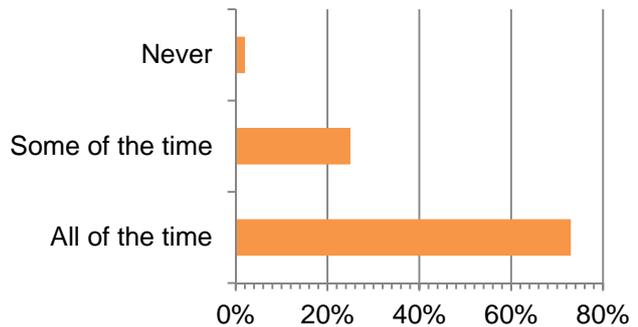
“Consistent care-givers that know my child.”

“We are new to Chestnut Tree House, but we haven't wanted for anything.”

“No, the staff are amazing at letting my child be as independent as she can be.”

Emotional support for the family at Chestnut Tree House

Q. I feel that I am listened to and given the opportunity to discuss my child's needs.



Q. How can we improve the support offered to your family?

“More sibling activities: more parent/carer coffee morning-type meetings.”

“More flexible admission times for child would be useful.”

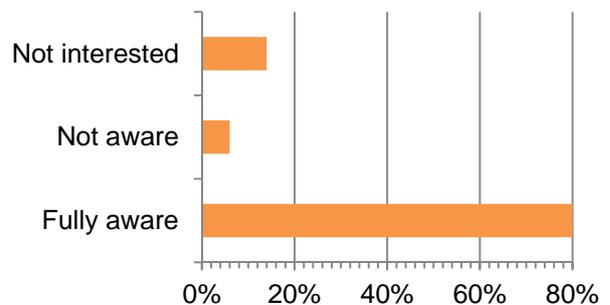
“You cannot improve on excellent.”

“We would like to use Chestnut more.”

CTH Comment: Many of the comments are asking for more. Sadly with minimal government contribution we have limited resources, but are always looking to develop services in a different way.

Chaplaincy and Spiritual Support at Chestnut Tree House

Q. I am aware that Chestnut Tree House offers Chaplaincy and Spiritual support.



Q. Have you any comments or suggestions regarding Chaplaincy and Spiritual Support?

“Father Stephen, although aware of our agnostic belief, always offers support and friendship.”

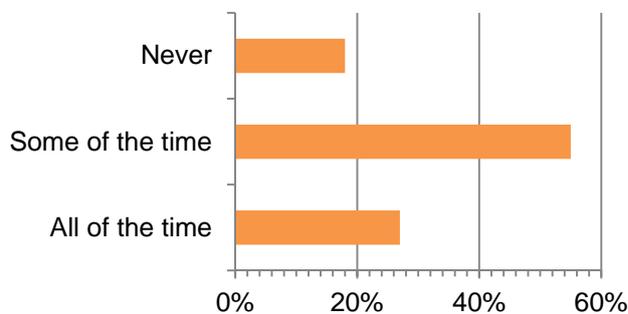
“We're atheists so it isn't for us!”

“Stephen has been very supportive to us and we know he is there if we want him.”



Play and Creative Arts Therapy at Chestnut Tree House

Q. My child has received individual Play & Creative Arts Therapy



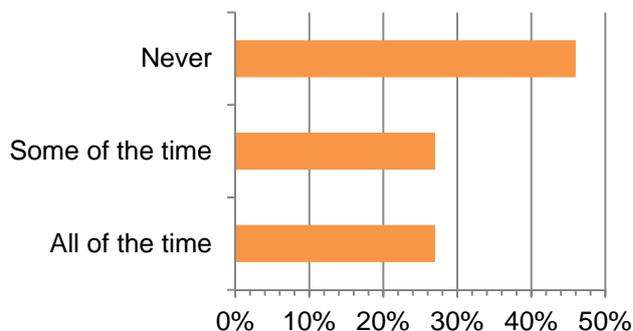
Q. Have you any further comments, for example how the service could be improved, or anything that was particularly supportive?

“Just started play therapy.”

“Chestnut is magic.”

Counselling at Chestnut Tree House

Q. If you have used the counselling service did you find it helped and supported you?



Q. Have you any comments or suggestions regarding Counselling or support services?

“It is readily available if needed, but just by chatting to all the staff they reduce parents’ stress and worries.”

“I have only used it once, but found it very helpful and intend using it in the future.”

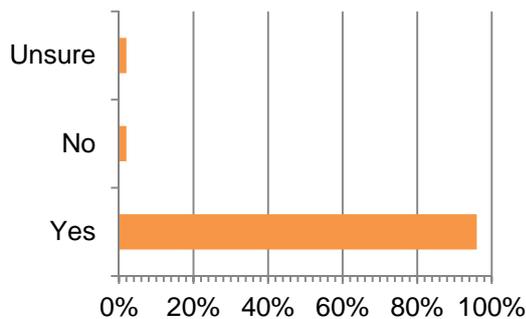


“It would be nice to be able to use this, but unsure how to access - I think the last time we enquired it was only available at Chestnut Tree House. This is not very practical for us.”

CTH Comment: The counselling and support services can be delivered away from CTH but with limited resources this can sometimes be restricted.

Visiting your child in the community

Q. Do you know who your key contact in the Community Team is and how to contact him/her?



Q. Have you any comments on how the service can be improved or anything that was particularly supportive?

“Our community nurse is great and really understands our daughter, and I know my daughter really likes her. The choice of days are quite limited when we see her.”

“I find the once a month visit very helpful and feel that it is sometimes not enough, but I am well aware of the restrictions imposed by financial constraints.”

“It has been really helpful having one less journey to do. My daughter is picked up and taken home after a day at Chestnut Tree House.”

“Can be hard to book as community staff seem to have a big caseload now”

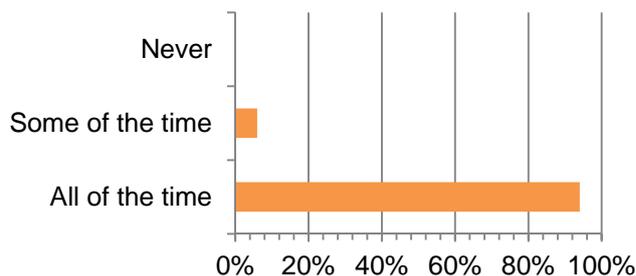
“To have weekend service, not just Monday - Friday.”

“Our community key contact has made a big effort to get to know our daughter, which shows that she cares and this means a lot to us. We look forward to her visits.”

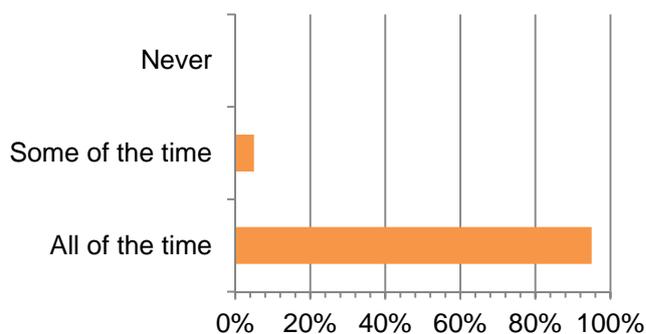
CTH Comment: We have increased our activities and have some events happening at weekends, however there is limited availability as at times we look after children who are very ill and require weekend care.

Catering at Chestnut Tree House

Q. The meals served at Chestnut Tree House are of good quality.



Q. The meals served at Chestnut Tree House take account of my family's dietary needs.



Q. Do you have any suggestions that would help us to improve our catering service?

“Healthier options where possible; vegetarian less reliant on just cheese for example.”

“The catering staff are not only great at what they do, they go the extra mile to make the stay more enjoyable.”

“We are Muslim, and they try all the time to give us good opportunities.”

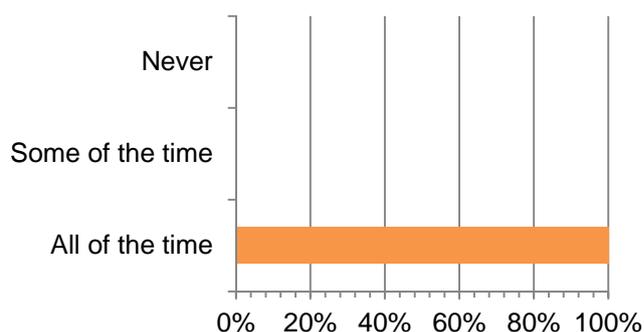
“Nope, a fantastic experience with the kitchen staff.”

CTH Comment: We regularly change and review the menus. There are catering feedback cards available in the House at all times and lots of choice.

Housekeeping and your stay at Chestnut Tree House

Q. The family areas and accommodation at Chestnut Tree House offer a good standard of cleanliness.

CTH Comment: 100% excellent housekeeping team.



Q. Do you have any suggestions that would make your stay at Chestnut Tree House more comfortable?



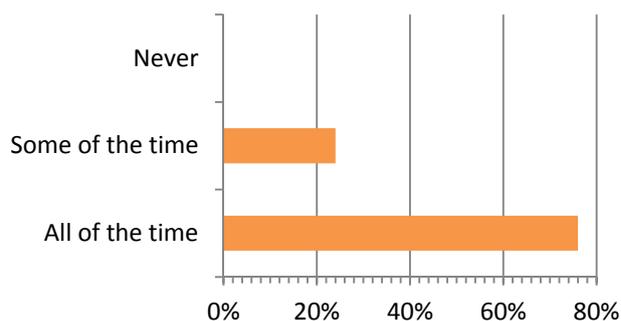
“We've always found the house to be extremely clean and the housekeeping staff are always lovely.”

“It is a very small thing- the mattresses could be upgraded as some are quite soft.”

CTH Comment: New mattresses have been purchased and have now been updated in all the rooms.

Bookings at Chestnut Tree House

Q. Questions or concerns regarding short break booking at Chestnut Tree House are dealt with in a professional and appropriate manner.



Q. How can we improve the bookings process or the way we communicate with you regarding short breaks at Chestnut Tree House?

“Very good service. Thanks a lot.”

“Difficult to speak to anyone in the bookings team. Often takes days to get a reply.”

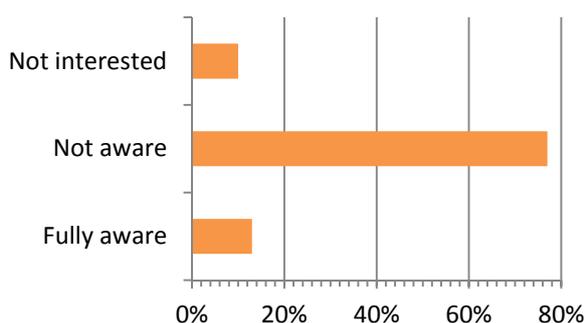
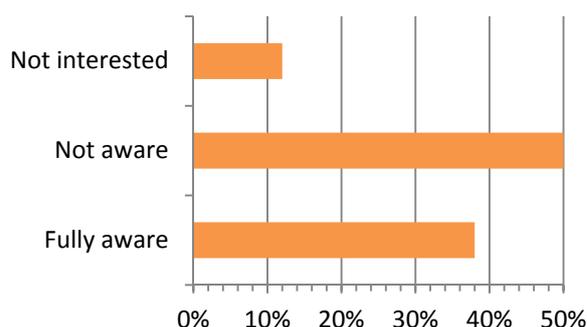
“Information and correspondence through the post works for us, and a helpful voice on the telephone to deal with any queries.”

“Offer to people who have not accessed respite a lot, to give people fair chances over the holidays.”

CTH Comment: We have increased the resource in the bookings office, and it is now open three days a week. The complexity of children’s needs means that it is not just a case of a free bedroom; the type of bed and skill-mix of staff needs to be considered.

Transition Support Service (for young people transferring from child to adult services)

Q. Are you aware that Chestnut Tree House runs a Transition Support Service to help families explore the world of adult services?



Q. Are you or your family aware that we can assist in the development of a 'One-Page Profile' to help inform about transition?

CTH Comment: Families are informed of this when children are reaching this period.

Q. How else could Chestnut Tree House help you or your child/young person with their Transition from child to adult services?

“Not applicable yet, will be interested in 2022.”

“I expect we will explore this now we are aware.”

“More help over the long summer holidays like fun days out.”

General questions on Chestnut Tree House services

Q. Do you know how to make a complaint at Chestnut Tree House if this should be necessary?

“Imagine speak to nurse looking after child; if not happy nurse in charge, and if still not happy chief nurse.”

“No. Guess go to keyworker!”

CTH comment: Information about how to make a complaint will be sent out again.

Q. Is there anything else you would like to suggest that you feel would improve our service for families?

“Yes. Making it clearer via post perhaps what you do offer families as I am not even sure.”

“I think the service provided is of a high quality standard. We have had to complain in the past when our daughter's medications were not given correctly but it was dealt with efficiently. I think the booking system is the only thing that lets Chestnut down.”

CTH Comment: We are resending our information on services and complaints to all.

Q. Please use this space to make other comments or for any additional notes.

“If possible we would like to use more than normal dates. My child and also my family needs them. Thanks a lot for everything. God bless you Chestnut Tree House.”

“Just to say, ‘Thank you’.”

“I support the new process with the drug charts - in that they are open for 3 visits. This is very helpful when your child takes up 2 drug charts with very little change in medication each time. This makes the admission process a little quicker.”

“Chestnut is a great service and one we would be lost without. We would recommend it to anyone who needs it. Thank you so much.”

“Checking-in takes far too long. Can't you reduce the amount of paperwork? The care plan is too big - it is clear that not all nurses/carers read the care plan from cover to cover before they start looking after my child. We need to have a one page document with a précis of the most important everyday issues.”

“Thank you for all that you do for us. We feel safe, supported, and welcomed by you. All of our children love visiting and having the chance to not be different, to have fun with their disabled sibling and not have to look out for him, medically. Thank you from all of us.x.”

CTH Comment: We value all of your comments and are pleased that most things we do are so well appreciated. However we take all comments and have developed an action plan to make this wonderful service even better if we can.



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