

**WHITE LODGE CENTRE  
ADULT AND COMMUNITY SUPPORT SERVICE QUALITY AUDIT 2009**

**This questionnaire covers the whole of the Adult and Community Support Service for the past year. 60 questionnaires were sent out and 15 were completed and returned. The totals reflect the fact that not all people who responded answered all questions.**

**The consolidated response was as follows:**

**1 GENERAL INFORMATION**

- |    |                                    |           |         |
|----|------------------------------------|-----------|---------|
| a) | Do you have a physical disability? | Yes [ 14] | No [ 1] |
|    | Are you a Carer?                   | Yes [1 ]  | No [12] |

- b) Which parts of the Adult and Community Support Service do you use?

Leisure and Life Skills	[10 ]	Health & Fitness	[7]
Back Care Advice for Carers	[2 ]	Karten IT Suite /Courses	[9 ]
Employment Support	[1 ]		

- c) Do you consider that you benefit from the service that you access?

Yes [14]	No [0 ]	N/A [ 1]
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COMMENTS:

*"It's a good service"*

- |    |  |          |         |
|----|--|----------|---------|
| d) | i) Are you satisfied with the service? | Yes [15] | No [0 ] |
|----|--|----------|---------|

- ii) How would you rate the service provided?

Outstanding	[ 4]	Good	[10 ]	Satisfactory	[ 1]	Inadequate	[0 ]
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COMMENTS:

*"I would like more physiotherapy and swimming"*

*"I find the Instructor dull and dreary and not very helpful"*

*"Sometimes things get cancelled unexpectedly"*

e) We now have a lot more activities on offer within our quarterly programme, including some of those suggested during our mini quality audit earlier this year eg outings, gardening and telephone skills. We really value your input into the planning of these programmes.

(i) Are you happy with your current programmes? Yes [14 ] No [ 1]

*“More outings please”*

(ii) Do you find there is too much choice within the programme, not enough or is it about right?

Too much [0 ] Not enough [4 ] About right [ 11]

(iii) Are you aware that complementary therapies are available?

Yes [10] No [2 ]

(iv) Have you tried any of them?

Yes [5 ] No [ 9]  
(1 – too expensive)

If so, how do you rate them?

Outstanding [0 ] Good [6] Satisfactory [1 ] Inadequate [ 0]

(v) Is there anything we are not offering, that you would be interested in?

*“Hydrotherapy?”*

*“Sports Activity”*

*“Yoga”*

*“Music technology”*

*“Hairdresser”*

f) Do you feel able to tell us if you are unhappy with any aspects of the service?

Yes [11] No [ 4]

g) Do you feel that every effort is made to put things right if you are unhappy?

Yes [9] No [2 ] N/A [3 ]

COMMENTS:

*“Can take a long time”*

## **White Lodge Centre response:**

- Unfortunately we have no funding for therapy, so it needs to be purchased on a private basis. We try to keep our costs as low as possible. We do offer fitness sessions/hydrotherapy which can be included in individual care packages.
- If you should have any queries about the delivery of service, please do feed that back at the time to your Key Worker, Jackie Boshier or Di Cheeseman.
- Unfortunately, parts of the programme do have to be cancelled at short notice due to staff illness, however, we always offer an alternative activity.
- The following outings were offered throughout the summer period, some of which did not run due to lack of interest: Wisley Gardens, a boat trip, the Lightbox, shopping, pub lunches and Windsor. If you have ideas of trips you would like, please let us know.
- We were very pleased that the majority of respondents considered that the choice within the programme was about right. We would be really interested to hear from those who found it “not enough” to know what you would like. Our planned programme for January – March 2010, based on your feedback from our recent planning fortnight, includes 40 different Leisure and Life skills and Karten Suite activities. Please see attached feedback sheet.
- We have a sliding scale of prices for complimentary therapies that range from 20 minutes, 30 minutes and an hour, with prices ranging from £15 - £35, to try to enable everyone to access them.
- Hydrotherapy is offered as part of our therapy service. We are exploring offering more sporting opportunities and, from January, will be offering Wii sports sessions. At the present time we are unable to offer yoga, but we do have Pilates sessions available on a Tuesday afternoon. We offer music appreciation sessions and would like to know more about the request for music technology sessions. Hairdressing was part of our consultation with members when developing the service, however it was felt that it was better to access this within the local communities or home hairdressing.
- If you are unhappy about any aspect of the service or feel that effort has not been made to put things right, we would like to know. Please speak to your Key Worker or, if you wish to make a comment/complaint, please speak to Jackie or Di who will give you details of the procedure for this.

## 2 STAFF

- a) Who would you contact at White Lodge if you needed to talk to someone about the service?

COMMENTS:

*“Jackie Boshier” x 4*

*“Switchboard as I cannot recall any specific names except Pat Mitchell – Back Support. Pat Mitchell has given us very good support – over and above what is required of her – excellent!!*

*“Di or Jackie”*

*“Di Cheeseman/Jackie Boshier”*

*“Main Switchboard”*

*“Jackie, Lisa, Di”*

*“Not sure, perhaps the therapy team?”*

- b) Do you believe the staff understand and are adequately trained to support you? Yes [15] No [0 ]

COMMENTS:

- c) i) Do you feel you receive enough support from the staff? Yes [14] No [1 ]

ii) How would you rate the support you receive?

Outstanding [4 ] Good [9] Satisfactory [2 ] Inadequate [0 ]

COMMENTS:

*“I.T. Teacher is very patient!”*

- d) Have sensitive issues you have shared been handled in a confidential manner? Yes [7 ] No [0 ] Not applicable [8]

- e) If staff come to your own home, are you satisfied that they are sensitive to the ways of your family and home environment? Not applicable [13 ] Yes [2 ] No [0 ]

## White Lodge Centre response:

- People who access the service on a regular basis are allocated a Key Worker to offer support with planning their programme and any queries or concerns you may have.

### 3 PLANNING AND PAPERWORK

- a) Do you receive all necessary information as and when you need it?  
Yes [14 ] No [1 ]

COMMENTS

*"I am receiving information much better now"  
"Can sometimes be vague"*

- b) Is any paperwork you receive easy to follow and deal with?  
Yes [15] No [ 0]

COMMENTS

*"Sort of, by its nature it can be complicated"*

- c) Are you aware that White Lodge Centre has held the following awards for some years and has been re-accredited with them during the past 18 months?

**The Chartermark Award** – An award, open to all public sector organisations, which sets standards to help everyone in our organisation focus on and improve our service to people who use our services and promotes continuous improvement  
Yes [ 8 ] No [ 6 ]

**The Investors In People Award** – An award which sets a standard giving a framework for us to ensure staff have the right knowledge, skills and motivation to work efficiently  
Yes [8 ] No [ 6]

- d) Are you aware that White Lodge Centre has Core Standards?  
Yes [11 ] No [4 ]

COMMENTS:

- e) Do you believe our performance matches our standards?  
Yes [10 ] No [0 ] N/A[2]

COMMENTS:

*"Not sure"  
"Don't know!"*

## White Lodge Centre response:

- We are always interested in finding the best way to get information out to people in the best format. We do quarterly mail outs which include workshops and courses available. Information is provided by your Key Worker when planning your programme.
- White Lodge has held and been re-accredited with the Investors in People and Charter Mark Awards for around the past 10 years. Their logos are on all of our information and certificates are on display in reception areas.
- The Core Standards are also on display in reception. We will shortly be producing a Statement of Purpose which will be given to all members, which will include our philosophy and core standards.

## 4 GENERAL

- a) i) Are you aware of our website? It is [www.whitelodgecentre.co.uk](http://www.whitelodgecentre.co.uk)  
Yes [ 14 ] No [ 1 ]

ii) How would you rate it?

Outstanding [ 1 ] Good [ 6 ] Satisfactory [ 0 ] Inadequate [ 0 ]  
COMMENTS

*"I do not like computers (modern evil)"*

*"Not tried it"*

*"Don't use it"*

*"Don't look at it"*

*"Have not used it. Cannot use computer because of poor hand manipulation"*

*I don't use the website as I don't have a home computer*

- b) Are there any other ways in which we can support you? Yes [ 1 ] No [ 10 ]  
If yes, please specify:

*"I can stand and walk! And would appreciate encouragement not chastisement!"*

*"Not sure"*

- c) Café Bradbury is a social space for meeting up with friends, having a coffee or lunch and accessing information.

(i) Have you attended it outside of your set sessions? Yes [ 8] No [6 ]

(ii) How do you find the menu?

Outstanding [ 2] Good [6 ] Satisfactory [3 ] Inadequate [ ]

*“looks good – I take a packed lunch”*

(iii) Do you have any other suggestions for the Café?

COMMENTS:

*“I would like to see more social activities in the Café, maybe some games or as a general meeting place.*

d) With which of the following partners are you aware that we work? Please tick.

Surrey Supported Employment [ 8] Headway [8 ] Scope [9 ]

Citizens Advice Bureau [ 8] Red Cross [ 5 ] Deaf Plus [4 ]

Surrey NHS Primary Care Trust [2 ] Strodes College [ 6]

North West Surrey Association of Disabled People [8 ] SAVI [5 ]

Social Information on Disability (SID) [8 ]

e) As a further development of working in partnership with other organisations, we now have available the ‘Bringing It Together’ programme.

(i) Are you aware of the organisations which come in? Yes [9 ] No [ 4 ]

(ii) Have you sought advice from any of these? Yes [2 ] No [5 ]

If yes, please state which ones.

*“Scope and SID”*

*“Headway*

(iii) Did you find it helpful? Yes [2 ] No [ 0 ]

COMMENTS:

*“‘Bringing It Together’ programme – needs greater advertising”*

*“Would like information from NWS Ass for Disabled people, Social information on disability”*

*“But I was not able to continue” (Headway)*

- f) Are there any other comments you would like to make about any aspect of White Lodge Centre? Yes [ 4 ] No [9 ]

#### COMMENTS

*“The rapport between carers/helpers and service users”*

*“Courses are available for Carers/Past Carers. Many courses are cancelled for lack of support from carers. Could the courses be extended to include “guests” when they are not fully subscribed?”*

*“Possibly open Saturday and Sunday as well”*

*“1. We have been using a shower weekly for nearly a year. There are still no hooks for clothes, although promised, and there is no proper shower seat – which is needed. 2. There are no comfortable extending chairs as there were in the old building.”*

*“The Centre seems to have ‘lost’ some of its atmosphere and can feel a bit too structured at times, a bit like a school. The social side is as important as learning skills”*

- g) Do you have any suggestions as to ways in which future audits can be carried out? Yes [ 2 ] No [12 ]

#### SUGGESTIONS

*“Put off by too many questions – only completed because I was encouraged to do so by Runnymede Carers Support”*

*“Option of completing and returning this survey electronically, sending by email”*

#### **White Lodge Centre response:**

- The Karten IT Suite provides a variety of adaptive equipment, suitable for people with a variety of disabilities. Our drop in sessions are available for people who do not have access to a computer at home, with basic computer skills workshops available for beginners.
- We have introduced comments cards for Café Bradbury and would be very pleased to receive your feedback. The Café is available for people to use as a general meeting place; games are available but not staffed. We recently held a Beaujolais Nouveau evening and have also held a variety of themed lunches

throughout the year; however these have not been well supported. We would welcome your further ideas.

- The Bringing it Together programme was widely launched in February, with a successful open day in September, with 100 people attending. Leaflets are available throughout White Lodge Centre and the programme is available in Reception and on our website. North West Surrey Association for Disabled People (NWSADP) and Social Information on Disability (SID) are both part of our Bringing It Together programme and attend the Centre monthly.
- The IT courses available for Carers/Past Carers are provided by Strodes College, who are unable to extend this to include guests due to their funding streams.
- Our long term plan is to open evenings and weekends, however this does depend on funding.
- We apologise that the promised hooks have not yet been fixed in the shower areas at an accessible height, however, there are hooks at a higher level on the door. We had hoped to find hooks to match the existing décor, without success and are looking for a suitable alternative. We are shortly due to purchase a purpose built shower chair that is suitable for everyone. We do have a variety of chairs within the building, but at present none which recline.
- There is more structure at Rendezvous due to the fact that we have such a wide programme available and now have to justify to our funders, outcomes for people attending. However, a high importance is placed on the social aspects, such as the coming together at lunchtime in the café and the availability now of free sessions held in the café area for informal activities.
- The letter which accompanied the questionnaire, did offer the option of receiving it electronically and some people did take up that option. The number of questions reflects our desire to receive as much feedback and input on our service as possible.

## **5 FOR PEOPLE WHO HAVE STARTED TO USE WHITE LODGE CENTRE WITHIN THE LAST YEAR ONLY:**

a) How did you first find out about our services?

*“Leaflet “on offer at Rendezvous”*

*“Used before”*

*“Through Yvonne Campbell-Smith, Carers for Elmbridge”*

