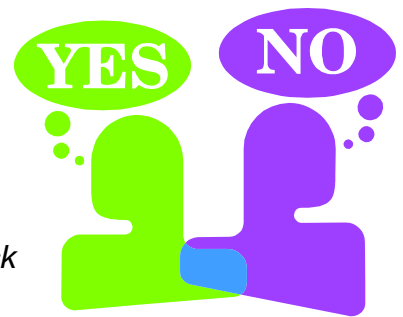


**Quality Audit 2015: 4 Returned**

**White Lodge Centre Questionnaire – Treetops**

*Please complete our Quality Audit Questionnaire; your feedback is important to us. Please return to White Lodge Centre by Monday 10<sup>th</sup> August 2015. Thank you for your help.*



*Please tick relevant boxes and provide further comments where indicated.*

**1) General Support For The Family**

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a) Do you think your child enjoys the time they spend using the service?

**4** Yes      **0** No

Comments:

b) i. Are you satisfied with the service your family receives? **4** Yes      **0** No

Comments:

ii. How would you rate the service(s) provided?

**4** Excellent      **0** Good      **0** Satisfactory      **0** Poor

Comments: *(e.g. how may the service you receive improve)*

c) How would you rate the feedback about your child?

**1** Excellent      **3** Good      **0** Satisfactory      **0** Poor

d) If anything goes wrong, do you feel every effort is made to put things right as quickly as possible?

**3** Yes      **0** No      **1** Not applicable

***Please only complete the following questions if you started to use White Lodge services within the last 12 months.***

e) i. How easy was it to access our services?

**0** Easy      **0** Some Issues      **0** Difficult

ii. If you experienced some issues or difficulties, why was this so?

f) Is there anything we could do to improve initial contact?    **0** Yes    **0** No

Comments:



## 2) Our Team

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a) Do you know who to contact at White Lodge Centre if you needed to talk to someone about your child?

Comments: **Yes. Yes, Sophie Taylor the manager.**

Do you feel the staff -

b) i. Understand your child's needs?    **4** Yes    **0** Partly    **0** No

ii. Are adequately trained to deal with them    **4** Yes    **0** Partly    **0** No

Comments:

c) Do you feel supported by the staff at White Lodge?    **4** Yes    **0** No

How would you rate the support you receive?

**4** Excellent    **0** Good    **0** Satisfactory    **0** Poor

Comments:

If we were unable to answer your query, did we signpost you to someone who was able to assist?    **2** Yes    **0** No

ii. If YES, please name the organisation?

d) Have sensitive issues you have shared been handled in a confidential manner?

**3** Yes    **0** No

Comments:

e) Do you believe that we keep your child safe?

**4** Yes    **0** No

Comments:

### 3) Activities/Programme

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a) Are the activities provided appropriate for your child?      **4** Yes      **0** No

Comments:

b) Which activities do you think your child has enjoyed most?

Comments:

**Swimming, waterplay and trips out.**

**Going out for dinner, bowling, cooking.**

**Swimming, going out on the bus.**

c) Do you have any suggestions for how activities may be improved, or ideas for new activities?      **1** Yes      **2** No

Suggestions:

**Craft activities.**

d) If the Service takes place in an environment other than your home, do you consider it is:

i) suitable      **4** Yes      **0** No

ii) friendly and welcoming      **4** Yes      **0** No

e) If staff come into your home, are you satisfied that they are sensitive to the ways of your family and home environment?

**3** Not applicable      **0** Yes      **0** No



### 4) Communication

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a) i. Do you receive relevant information as and when you need it?

**4** Yes      **0** No

ii. If NO, what could be done differently?

b) i. Is information provided clear and concise?

**4** Yes      **0** No

ii. If NO, what could be done differently?

c) Do you consider that the 'All About Me' document is reviewed and updated regularly?

4 Yes      0 No

Comments:

**Always done before it is due.**

**Debbie always ensures relevant information is added.**

d) Have you seen the Statement of Purpose for the parts of the Children and Young People's Service you use?

3 Yes      0 No

### 5) General

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a) i. Were you aware of our website?      4 Yes      0 No

If no it is [www.whitelodgecentre.co.uk](http://www.whitelodgecentre.co.uk)

ii. Would you use our website to obtain information?      2 Yes      2 No

If yes what else would you like to see on our website?

Comments:

b) Are there any other ways in which we can support your family?      2 Yes      2 No

Suggestions:

**More overnights and more domiciliary support – we have asked for this but it's not been available for the times we've requested it.**

**My daughter will remain at Walton Leigh school until she is nearly 20. It would be lovely if she could continue her respite at Treetops until she leaves school.**

c) Do you have any other comments, suggestions, or feedback not covered in the questionnaire?      1 Yes      3 No

Comments:

**Very pleased with how quickly any issues are dealt with by Debbie as J's keyworker. She is always happy and willing to help. New Treetops manager is also very helpful and very quick to respond.**

d) Do you have any suggestions as to how future quality audits may be carried out?

0 Yes

4 No

Suggestions:

**Signature (Optional)**

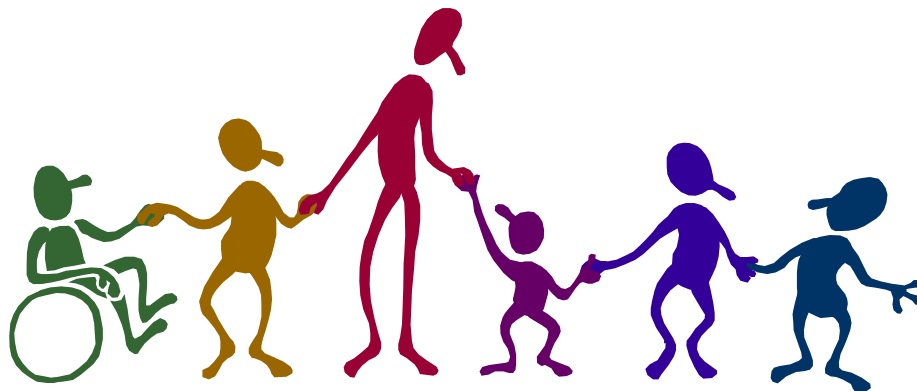
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**Print Name:**

**Signed:**

**Date:**

***Thank you very much for the time you have given to complete this questionnaire.***



**Thank you for completing this questionnaire!**

Should you have any queries regarding this Quality Audit, please do not hesitate to contact the White Lodge Centre on 01932 567 131.

Your personal information will be held and used in accordance with the Data Protection Act 1998. White Lodge will not disclose such information to any unauthorised person or body but where appropriate will use such information in carrying out its various functions and services. White Lodge may also use this data in connection with the prevention or detection of fraud or