

BACKGROUND DOCUMENT 3

Phase 1 Service User and Carer Comments – Residential

Residents and their carers made the following comments during follow-up meetings after the implementation of phase 1 closures.

K said that she is happy to continue living at Tealbeck. The staff are very nice and she is happy for Tealbeck to be her permanent home.

J commented that 'It's good here'. His daughter reported that it's easier for the family to visit following the move to Garforth House as it's nearer to where they live. The family are satisfied with the care their dad receives and feel comfortable approaching staff to discuss any concerns or issues in relation to his health and well-being.

J when asked about living at Mount St Joseph's and the level of care he receives gave a thumbs up and a smile. His daughter commented that the family are very satisfied with the quality of care their father receives. The staff are very approachable and caring.

E commented 'I'm quite content here, nothing to complain about, if I ask for anything they will do their best for me. 'I will approach staff if I am feeling upset or have something on my mind'. 'I'm happy here and would like to continue living here'. Her daughter is happy with the level of care her mother receives and would like her mother to continue living at Garforth House.

E - Her daughter said that she was unable to fault the care provided at Headingley Hall and had seen an improvement in her mum since her transfer. She has gained weight and is more settled. E will be 102 next month and her daughter is planning a party in the lounge at the home.

S visited Headingley Hall in November 2011 and although he liked the home, he didn't initially feel that the room would allow him to maintain his independence that he had worked so hard to achieve as a wheelchair user. However, Headingley Hall agreed to build a new ensuite to meet his needs. Although the build took longer than expected S stated 'the wait was worth it'. He can now access all his belongings and his bathroom independently. He is now able to use his wheelchair throughout the home.

P Initially moved to Rievaulx House following the closure of Westholme but found it difficult to settle and asked if he could explore the option of Extra Care housing. Consequently he was assessed and received financial and practical support from A.S.C to move to Woodview Extra Care supported housing complex in November 2012. He now receives daily support to maintain his personal hygiene, prepare and cook a meal and clean his flat. P really enjoys visiting local places of interest and has a personal assistant to support him to access social and leisure opportunities. P is also using the resident's communal lounge and is beginning to form new friendships. P is very content and settled in his new home.

E transferred from Harry Booth House to her new home at the age of 103. Soon after moving to Sunny View E was able to hear for the first time in 2 years due to the manager of the home insisting

that her GP remove the wax from her ears. E's daughter was very opposed to the move initially but is now very happy with the placement. E's quality of life has improved greatly at her new home.