

Care home questionnaire

The ending of Southern Cross and its impact on residents and relatives

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We would very much appreciate it if you could take a few minutes to fill out this questionnaire by 2 March 2012 and either email it to julie.timbrell@southwark.gov.uk, or post to:

FREEPOST RSER-TXXL-EUEE
Southwark Council
Scrutiny team
160 Tooley Street (2/2)
London SE1 2QH

If you have any questions or have more to say then please contact Julie Timbrell on 020 7525 0514.

Survey of residents and families affected by the ending of Southern Cross and the move to new care home ownership.

Introduction

Southwark Council's Health and Adult Social Care scrutiny committee is looking into the ending of Southern Cross and its impact on affected residents and their families. The scrutiny committee is comprised of locally elected councillors and one of its roles is to undertake reviews and then make recommendations to the Cabinet, which runs Southwark Council. We would particularly like to understand how the care homes, Council and NHS Southwark communicated with residents and families.

Question 1 Are you a resident of family member?

Care home resident	
Relative	

Question 2 Are you aware that Southern Cross used to own this care home and now it is run by XXX?

Yes	
No	

Question 3 If so, how did you first become aware?

Care home staff	
Social worker	
A relative	
Resident	
Media	

Any other? Please give details:

Question 4 Who has kept you informed through out the changes?

Please tick all that apply :

Care home staff	
Social worker	
A relative	
Resident	
Media	

Any other ? Please give details:

Question 5 How well do you feel you were kept informed and supported throughout the changes to the Care Home's ownership?

1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

1	2	3	4	5	6	7	8	9	10

Question 6 What was good about the communication and support you received as Southern Cross ended and the care home's ownership changed?

Question 7 What could have been done better?

Question 8 Have you noticed or felt any changes since XXX has changed its ownership?

Yes	
No	

Question 9 What, if anything has changed?

Question 10 How did you feel about the care you or your family member received when it was owned by Southern Cross?

1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

1	2	3	4	5	6	7	8	9	10

Question 11

How did you feel about the care you or your family member receive now it is owned by XXX?

1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

1	2	3	4	5	6	7	8	9	10

Question 12

Please comment on anything you feel important; this could include relationships with staff, activities, relationships in the home, visiting, meals, your routine care, medical care etc

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Question 13

Do you have any other comments on the ending of Southern Cross and the recent change of ownership?

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Question 14

Is there any other comment you would like to make?

Thank-you for taking time to fill in this form, please use the freepost address on the front cover to return the form by **14 February 2011.**

Your information will be kept confidential.

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Final report request

If you would like to receive a copy of the final report please fill in your name and address below, cut along the dotted line above and post this with your questionnaire. This information will be kept separately.

Name & Address: