**Phone Questionnaire to review the Effectiveness of our Carers Strategy 2015 Report**

They were each asked the following 10 questions:-

Feedback

‘I am very pleased with the level of communication’

‘The communication I have had is very good’

‘I am unsure of who their named nurse is but staff on a whole keep me updated’

‘I would like a copy of the CPA careplan and more information on the medication they are on’

‘I have more input from a social worker than the named nurse’

‘The occasional phone call would be appreciated in-between reviews, say once a month’

‘My relative has been there a year but I have only recently heard from the keyworker’

‘The keyworkers change too often’

‘I don’t expect to be informed, I talk to my relative and they tell me what’s going on’

‘The only communication I have is through my relative’

‘I have put a complaint in about lack of communication but I had a response today to tell me I will receive a call after every ward round’

‘I would like more information, I hardly hear anything from staff about my relatives care nor do I receive reports’

‘I receive very little feedback about my relatives care, there is a lack of communication between us and the team’

‘The social worker has been really helpful but the frequency of staff information could be improved’

‘It would be nice to have a quarterly review to summarise my relatives care (if they consent), for example a short paragraph every 6-8 weeks from the named nurse’

‘I don’t feel we are involved very much’

‘Named nurse has been off for a long time. She said she would ring us every month which she did but no-one has since she has been off sick’

‘I don’t get enough updates from staff regarding the progress made with my relatives discharge planning’

‘I have never spoken to the keyworker, we only get information if we ring and ask and its like pulling teeth’

‘I would like to be updated on what happens in ward rounds’

‘It was agreed that I would be contacted once a fortnight but this never happens’

‘My relative has had a few named nurses. I would like fortnightly or monthly updates as I feel I have to chase staff for information’

‘My relatives’ physical health declined and they needed to go to hospital and I wasn’t informed’

‘I don’t know who the named nurse is but the staff contact me. I ring most days’

‘The only time I get to hear about my relative care is at the CPA. I would like to know a bit more in between, like about changes to their care’

Feedback

**2** replied ‘I would ring the named nurse’

**6** replied ‘I would contact the ward/doctor’

‘I keep trying to ring the Drs secretary but I never hear back’

‘I would ring the ward manager Sian and Dr Taylor- They are very helpful’

‘I only care that my relative is here, I feel unsafe when he is not’

‘Staff don’t call back when they say, when I raise this with my relative he says you are short staffed’

‘I have tried to speak to my relative’s community worker but they won’t reply’

‘I would ring reception’

‘I would contact the ward manager or Gregg. I have done so before and it was dealt with acceptably’

Feedback

**7** replied ‘I already attend’

**3** replied ‘I am unable to attend due to poor health’

**3** replied ‘I don’t have the time’

**5** replied ‘ It is too far for me to attend/ I am unable to travel’

‘I really enjoy them’

‘I don’t fine them overly useful as they are not well attended. Some others carers do not engage when they are there or they come for the wrong reasons (to complain)’

‘They are very informative’

‘I find them very useful’

‘The times aren’t convenient for me’

‘It was useful to speak to an advocate and be told how to access them’

‘My relative has been there so long I don’t think they will benefit me’

Feedback

**4** replied ‘It is too far for me to attend/ I am unable to travel’

‘I attended the BBQ, it was ok’

‘I am not able to attend due to poor health’

‘I don’t have the time’

‘Karaoke night was fantastic, It was lovely to hear my son sing again’

‘I really enjoyed the BBQ, the staff were excellent’

‘They are lovely, we enjoy attending’

‘I enjoy the parties, especially the Christmas events’

‘I loved the BBQ’

‘I have never been on the ward, I would like to have a look around. My relative told me families can’t do that’

‘I really enjoyed the BBQ and when they brought the animals in’

‘I enjoy them, it is nice to see the ward as opposed to only seeing the dining room’

‘In the past I have been to Xmas parties but the last 3 years there seems to be more rigid and secure restrictions’

Feedback

**4** said they would like to come and cook with their relative

**2** replied ‘A one off would be ok but not regularly’

**7** replied ‘I am unable to travel/ it’s too far/ I have no time’

‘Any activities we can do together would be welcome’

‘That would be fantastic’

‘It would be dependent on my relative but I would love to if they agreed’

‘I would love it’

‘I would like to do sporting activities with my relative like tennis’

‘Something ‘crafty’ would be nice to do together’

‘I would like to visit to listen to hear my relative play the keyboard’

Feedback

**5** replied ‘I am not concerned about the service, just my relatives care’

‘I am not bothered about the service’

‘I would like more updates on staff/team changes. I would have liked to know that the Drs secretary had changed

‘I am happy with the level of updates and invitations I receive’

‘A newsletter would be beneficial, even if it’s just quarterly to let us know what’s going on/available’

‘It would be useful to hear about what is happening in the service but he don’t hear anything’

‘I receive letters but I feel a lot more excluded during my relatives current admission compared to how I felt when he has been admitted to the WRC in the past’

‘I would like to hear more updates about staff changes, for example I didn’t know Rachel Limb was now Junior Modern Matron’

‘I don’t need to know really’

‘I would like to receive something like a newsletter’

Feedback

**3** stated ‘All staff are lovely’

‘Staff are nice & approachable’

‘I don’t have enough knowledge or experience of this’

‘Staff are approachable and have done so much for my relative’

‘Difficult to answer, staff on a whole are really good. It’s hard for me to understand the skills that are required’

‘I don’t know who is a qualified nurse and who isn’t’

‘I have met very few but they seem ok’

‘I don’t know the staff on the ward’

‘I can’t understand the social worker when they call. I have never met them nor the staff on the ward’

‘I would like more information on how I can help my relative when they are discharged to decrease the likelihood of them relapsing’

‘If I received more contact from them I could pass comment, Past and current named nurses have been good though’

‘When I ring to see how my relative is no-one asks how I am’

‘I haven’t had any social worker input and would like it’

‘They are always really good but I don’t know who is who’

‘Dr Taylor always includes me in meetings. I can find out what I need to know easily’

Feedback

‘I wasn’t aware that the WRC had changed the reception area and made it more secure since my relatives last admission’

‘I got one a couple of weeks after admission’

‘I didn’t even know my relative had been transferred to the WRC from prison

‘I found the leaflet useful’

‘The only information I received about the WRC was from prison before their transfer’

‘It was really helpful’

Feedback

‘You have done a fantastic job with my relative’

‘On visits staff don’t interact with carers anymore. It was nice when they were held on the ward as you would get to know the staff’

‘My relative doesn’t get enough exercise, they are obese’

‘I have made complaints about the services the mental health system provide (not just Trent ward) but I have seen little improvement’

‘I am very grateful to the service. It is the best place my relative has been. It has done wonders for him’

‘My relative is really coming on since being at the WRC, I am really pleased with the staff and the care they provide’

‘The service is brilliant, my relative has come on leaps and bounds’

‘The staff and Dr on Lister are lovely and friendly’

‘My relative doesn’t do enough activities; staff don’t prompt him if he is in his room. They don’t motivate him enough’

‘They can’t access the gym on the ward as there is never enough staff’

‘I am very happy with the service’

‘There is no continuity of care with Drs. I interact little with staff and I am worried about my safety if my relative is discharged’

‘It would be nice to be able to have a look around the ward when my relative is admitted to see where they will be staying’

‘The Dr on Lister is lovely’

‘Meetings (CPAs) at Prospect House are really good, it’s nice that they are more informal’

‘I was told my relative would only be at WRC for 2 months, he was there for 2 years. I was told after that he should never have been there’

‘My relative has made really good progress, better than I thought possible’

‘We had to force a meeting with the Dr, I would give 7/10 for the service I have received (communication)’

‘I don’t feel things are explained very well. I have only met the Dr once’

‘The building is nice and modern, the rooms are spacious’

‘The main issue is the consistency of telephone contact between myself and the staff’

‘Lister staff are very friendly and welcoming when I ring, they give my relative all the care and support they need’

‘I was told that my relative could come and visit me at my address in the last CPA but it has never happened’

‘I get as much info as I feel I need about my relative. I find receiving the CPA packs really useful’