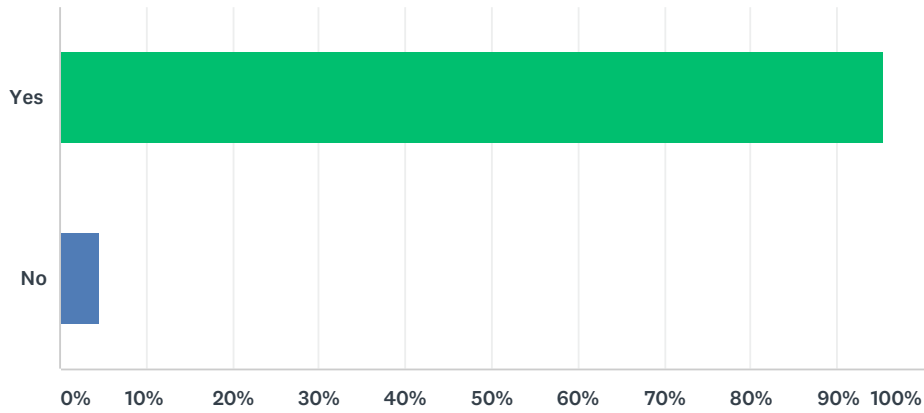


Q1 Were you informed about your relatives need to be transferred to Ascot House for rehabilitation?

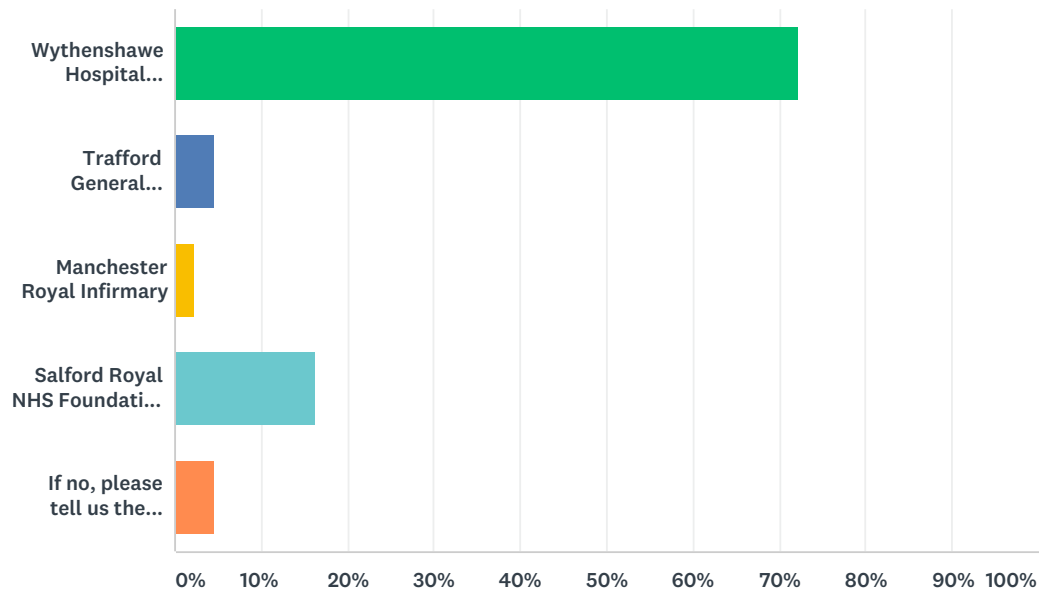
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	95.45%	42
No	4.55%	2
TOTAL		44

Q2 Was your relative referred to intermediate care from hospital? If so, which one?

Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES
Wythenshawe Hospital (University Hospital South Manchester)	72.09% 31
Trafford General Hospital	4.65% 2
Manchester Royal Infirmary	2.33% 1
Salford Royal NHS Foundation Trust	16.28% 7
If no, please tell us the referrer	4.65% 2
TOTAL	43

#	IF NO, PLEASE TELL US THE REFERRER	DATE
1	Private physio	7/17/2018 10:03 AM
2	Home	9/28/2017 11:34 AM

Q3 How long did your relative wait from agreement to a referral, to getting a place?

Answered: 40 Skipped: 4

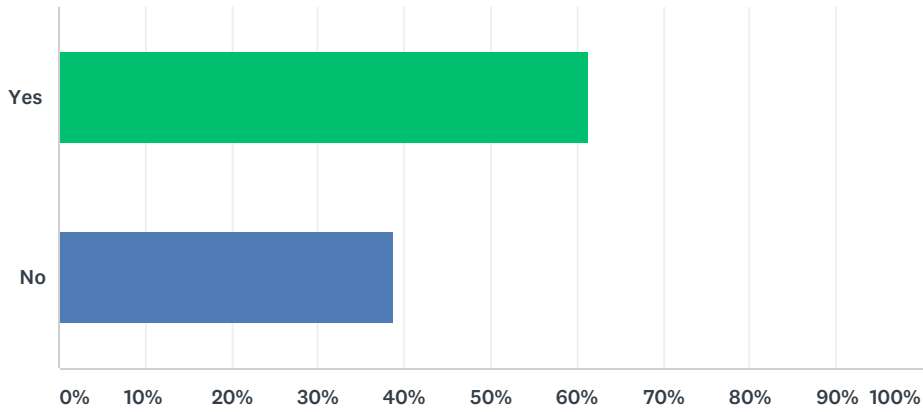
#	RESPONSES	DATE
1	1 week	12/18/2018 11:49 AM
2	1 week	12/18/2018 11:44 AM
3	2 days	12/18/2018 11:37 AM
4	less than 24 hours	12/18/2018 11:34 AM
5	1 week	12/18/2018 11:31 AM
6	1 week	12/18/2018 11:24 AM
7	3 days	12/18/2018 11:22 AM
8	2 days	12/18/2018 11:18 AM
9	2-3 days	12/18/2018 11:16 AM
10	2 weeks	12/18/2018 11:11 AM
11	approx 1 week	12/18/2018 11:01 AM
12	approx 1 week	12/18/2018 10:54 AM
13	Not sure as I was on holiday and other members of the family sorted everything	12/18/2018 10:50 AM
14	Not a clue!	12/18/2018 10:45 AM
15	1 week	12/18/2018 10:35 AM
16	Possibly 2 weeks / not sure	10/4/2018 10:04 AM
17	1 week	10/4/2018 9:33 AM
18	2 days from agreement to discharge. He was discussed for several days prior to dad being medically fit for discharge.	10/4/2018 9:15 AM
19	Just came to her day before and told her she would be going next day.	10/4/2018 8:51 AM
20	One week	9/17/2018 11:05 AM
21	Few days	9/17/2018 10:41 AM
22	Very short span of time.	9/17/2018 10:30 AM
23	Mum was told within 2 weeks of admission that she would be going to Ascot House but unfortunately she suffered a cardiac arrest and then spent some time in CCU after being transferred to a cardiac ward. She had an interim period when we didn't know what was happening. Then we were informed she would eventually go to Ascot House when a bed was available.	9/17/2018 10:16 AM
24	not known	7/17/2018 12:25 PM
25	5 days	7/17/2018 12:08 PM
26	4 days	7/17/2018 12:02 PM
27	1 week	7/17/2018 11:58 AM
28	1 week	7/17/2018 10:30 AM
29	Roughly 1 week	7/17/2018 10:22 AM
30	a week from Salford Royal. Then sent to Wythenshawe Hosp 10 days afterwards and back to Ascot House 8 days after that	7/17/2018 10:18 AM
31	Approx 5 days	7/17/2018 10:10 AM
32	A few days	7/17/2018 10:03 AM
33	1 day	7/17/2018 9:52 AM

Bed Based Intermediate Care - Relative questionnaire

34	not stated	7/17/2018 9:44 AM
35	Approx 2 weeks. Very short notice when transferred.	7/17/2018 9:37 AM
36	3 weeks	5/22/2018 10:24 AM
37	no waiting time	5/22/2018 10:09 AM
38	approx 1 week	5/22/2018 10:04 AM
39	3 days	9/28/2017 11:45 AM
40	4 weeks approximately	9/28/2017 11:34 AM

Q4 Are you aware that a Care Plan exists for your relative? [Q edited]

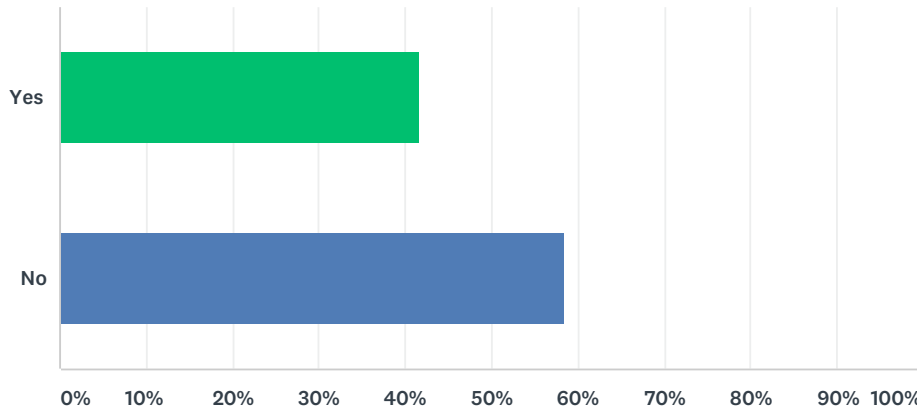
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	61.36%	27
No	38.64%	17
TOTAL		44

Q5 (If Yes to Q4) Have you been involved with the care plan for your relative? [Q edited]

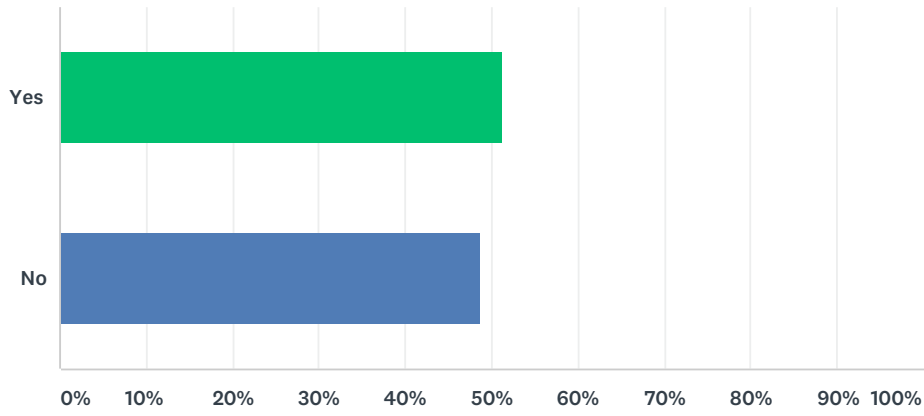
Answered: 36 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	41.67%	15
No	58.33%	21
TOTAL		36

Q6 Do staff talk to you regularly about your relative's progress with their care plan?

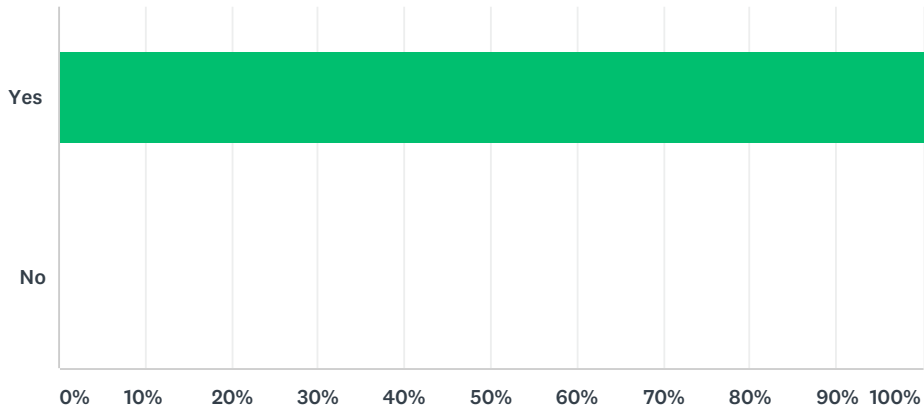
Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	51.16%	22
No	48.84%	21
TOTAL		43

Q7 Do you feel that your relative is receiving appropriate care?

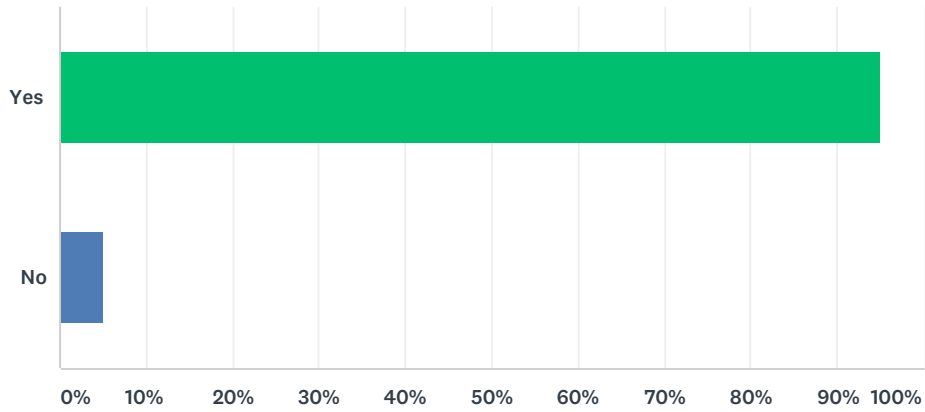
Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100.00%	43
No	0.00%	0
TOTAL		43

Q8 Do you feel that you are listened to and any concern addressed?

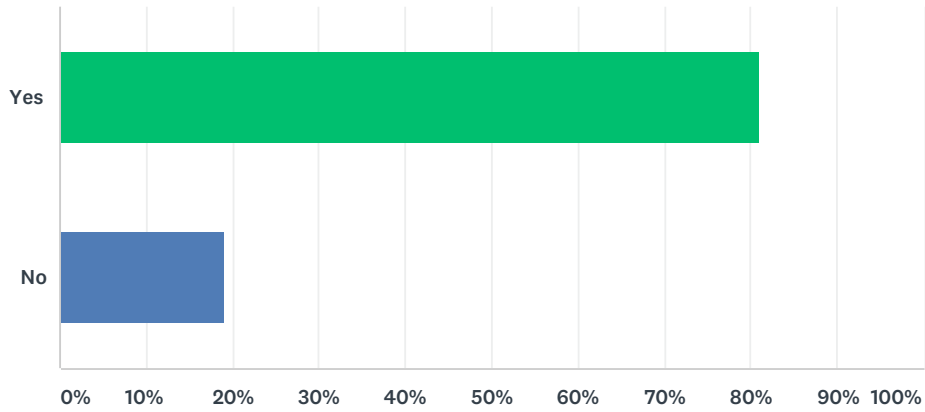
Answered: 40 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	95.00%	38
No	5.00%	2
TOTAL		40

Q9 Are you fully aware of the support your relative is receiving?

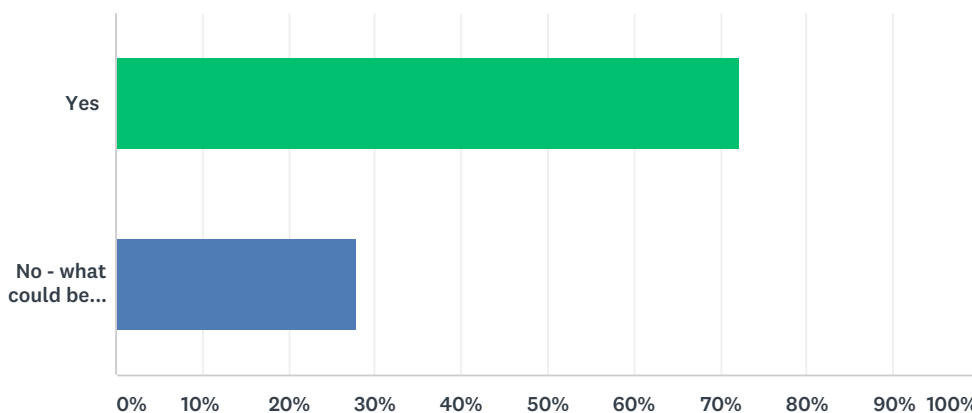
Answered: 42 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	80.95%	34
No	19.05%	8
TOTAL		42

Q10 Do you think your relative has plenty to occupy them whilst at Ascot House? If not, what could be improved?

Answered: 43 Skipped: 1

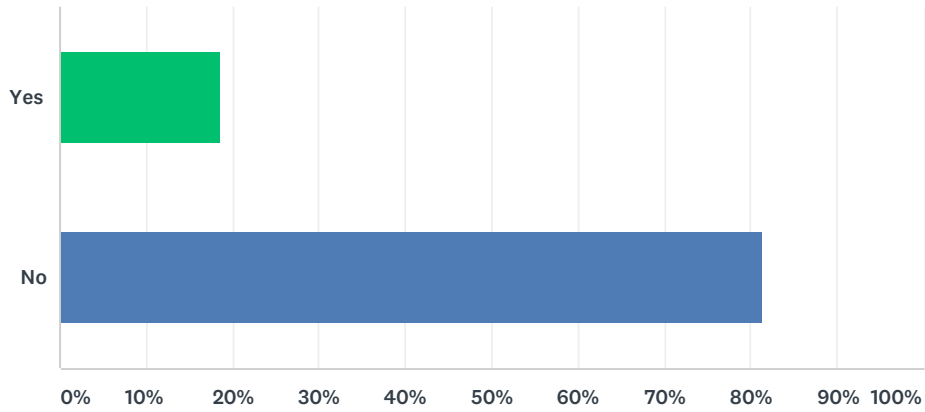


ANSWER CHOICES	RESPONSES	
Yes	72.09%	31
No - what could be improved?	27.91%	12
TOTAL		43

#	NO - WHAT COULD BE IMPROVED?	DATE
1	12/18/2018 11:28 AM
2	My Mum is quite reserved and needs encouragement to join in when appropriate	12/18/2018 11:16 AM
3	More verbal encouragement to become involved with group activities - like crafts and board games etc	12/18/2018 11:11 AM
4	Unfortunately Mum's age restricts her	12/18/2018 10:50 AM
5	Difficult to answer as my mother is aged 94	12/18/2018 10:45 AM
6	poor lighting is not good for someone with poor eyesight, a bright good table light in the room could be very helpful.	10/4/2018 9:05 AM
7	She indicated she does not do enough physiotherapy. TV is also not a viable option re: time.	9/17/2018 10:30 AM
8	7/17/2018 12:25 PM
9	Not the fault of Ascot House. Mum seems quite happy in her room. She watched TV at times	7/17/2018 10:30 AM
10	I'm taking in magazines and newspapers	7/17/2018 10:10 AM
11	...	7/17/2018 9:37 AM
12	The staff are kind and engage with my relative and others, but perhaps more activities could be provided other than TV	9/28/2017 11:34 AM

Q11 Do you think your relative is lonely in Ascot House?

Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	18.60%	8
No	81.40%	35
TOTAL		43

Q12 How long has your relative been in Ascot House? Is this within the expected time or longer? If longer, what are the reasons for this?

Answered: 42 Skipped: 2

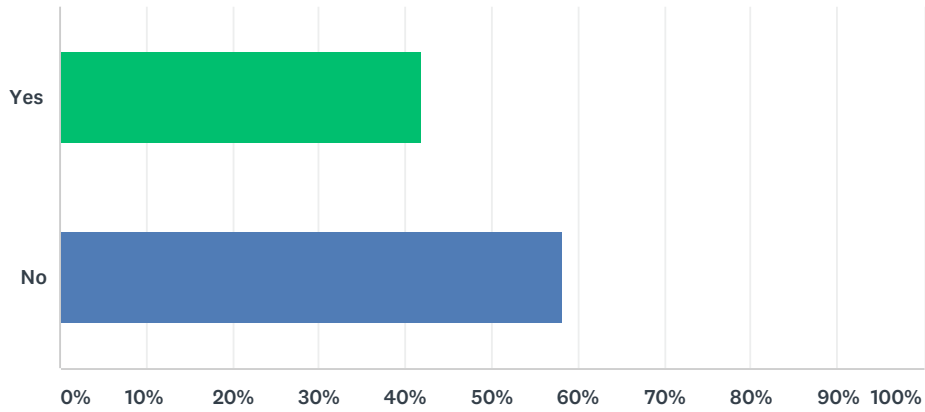
#	RESPONSES	DATE
1	Slightly longer due to medical intervention which was necessary	12/18/2018 11:49 AM
2	3 weeks	12/18/2018 11:44 AM
3	6 days	12/18/2018 11:34 AM
4	4 weeks. We were unsure how long it would take. We have not got to the stage about being involved with discharge at the moment	12/18/2018 11:31 AM
5	3 weeks	12/18/2018 11:28 AM
6	5 days	12/18/2018 11:24 AM
7	3-4 weeks Yes within expected time	12/18/2018 11:22 AM
8	3 weeks. Yes within expected time	12/18/2018 11:18 AM
9	2 days	12/18/2018 11:16 AM
10	2 weeks	12/18/2018 11:11 AM
11	In care for 8 weeks. Needs longer as it is Mum's best interests	12/18/2018 11:01 AM
12	3 weeks	12/18/2018 10:54 AM
13	Just over a week	12/18/2018 10:50 AM
14	2 weeks. There is no target	12/18/2018 10:45 AM
15	Three weeks in Ascot House	12/18/2018 10:35 AM
16	5/6 weeks no progress	10/4/2018 10:04 AM
17	12 days	10/4/2018 9:33 AM
18	So far 1 and half weeks, i expect him to be here for further 1-2 weeks.	10/4/2018 9:15 AM
19	1 week expected up to 3 weeks now.	10/4/2018 9:05 AM
20	one week	10/4/2018 8:51 AM
21	Five weeks	9/17/2018 11:05 AM
22	4 weeks. Expected time.	9/17/2018 10:41 AM
23	About the expected time.	9/17/2018 10:30 AM
24	4 weeks - we had not been given an expected time of admission. The process of discharge is quote slow due to the availability of carers but Mum is very happy to stay at Ascot House.	9/17/2018 10:16 AM
25	3 weeks	7/17/2018 12:25 PM
26	2 weeks	7/17/2018 12:08 PM
27	5 weeks	7/17/2018 12:02 PM
28	(Not stated how long.) Within expected time	7/17/2018 11:58 AM
29	My Nana has been here for about 6 weeks	7/17/2018 11:54 AM
30	2 weeks	7/17/2018 10:30 AM
31	Three and a half weeks. Longer than expected due to osteoporosis	7/17/2018 10:22 AM
32	2 weeks	7/17/2018 10:18 AM
33	Only admitted yesterday.	7/17/2018 10:10 AM
34	Since 21st June	7/17/2018 10:03 AM
35	1 week and in expected time.	7/17/2018 9:52 AM
36	19 days to date. Within the expected time.	7/17/2018 9:44 AM

Bed Based Intermediate Care - Relative questionnaire

37	4 weeks	7/17/2018 9:37 AM
38	2 weeks	5/22/2018 10:24 AM
39	1 week at present due to hip breakage	5/22/2018 10:09 AM
40	approx 5 weeks. Longer than expected but that was due to partner illness which was unexpected.	5/22/2018 10:04 AM
41	5 weeks timing was decided by Ascot House Staff. I was prepared to have him home whenever the decision was made.	9/28/2017 11:45 AM
42	Within expected time. Been there one and a half weeks. Expected time 3-4 weeks.	9/28/2017 11:34 AM

Q13 Have you been involved in the discharge plan for your relative?

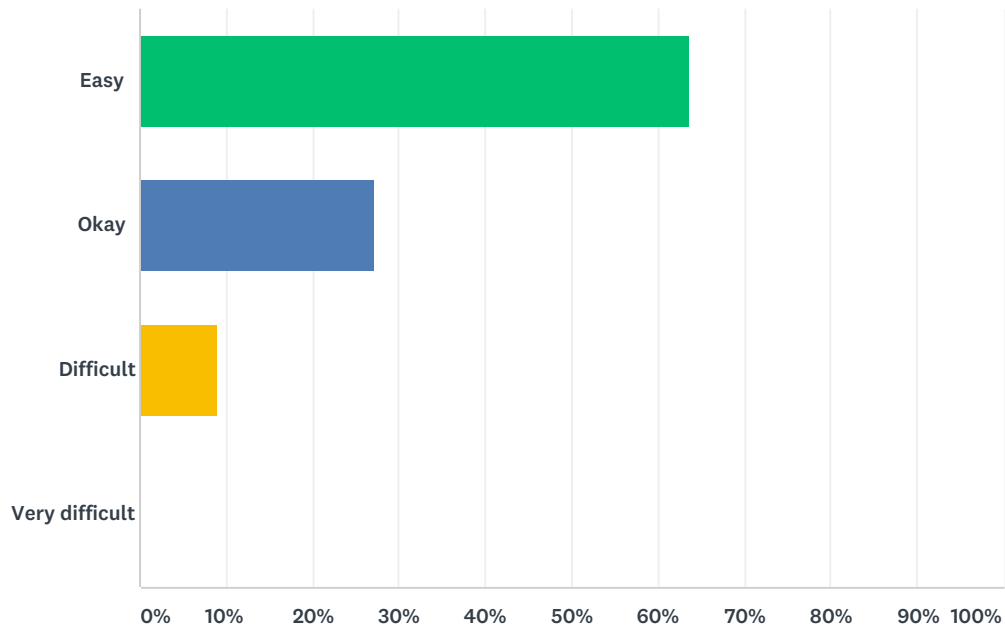
Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	41.86%	18
No	58.14%	25
TOTAL		43

Q14 How easy is it for you to get to Ascot House?

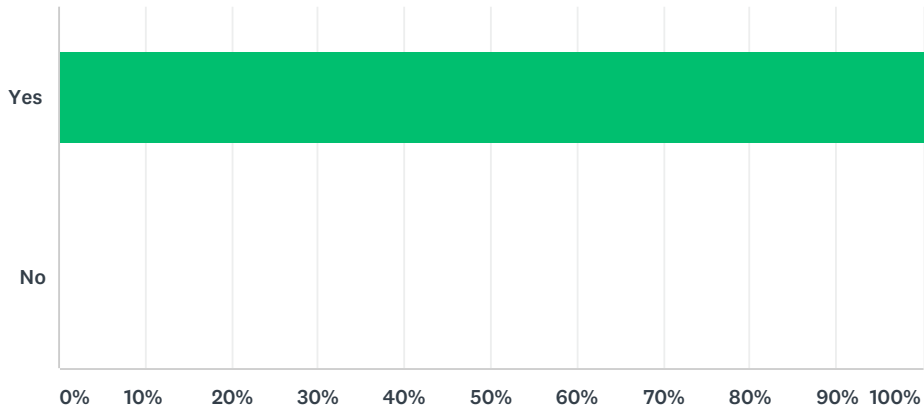
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Easy	63.64%	28
Okay	27.27%	12
Difficult	9.09%	4
Very difficult	0.00%	0
TOTAL		44

Q15 Is your relative treated with kindness and compassion?

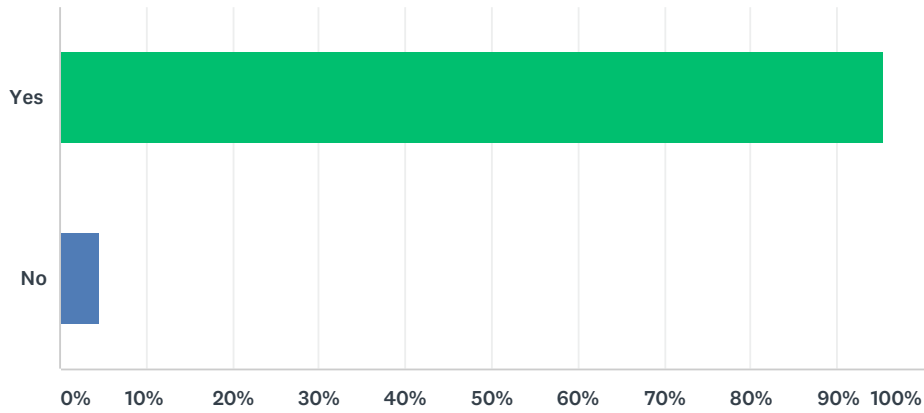
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	44
No	0.00%	0
TOTAL		44

Q16 Do you feel the treatment/care provided to your relative in Ascot House has been of benefit to them?

Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	95.35%	41
No	4.65%	2
TOTAL		43

Q17 Is there anything that your relative is particularly happy or unhappy about?

Answered: 33 Skipped: 11

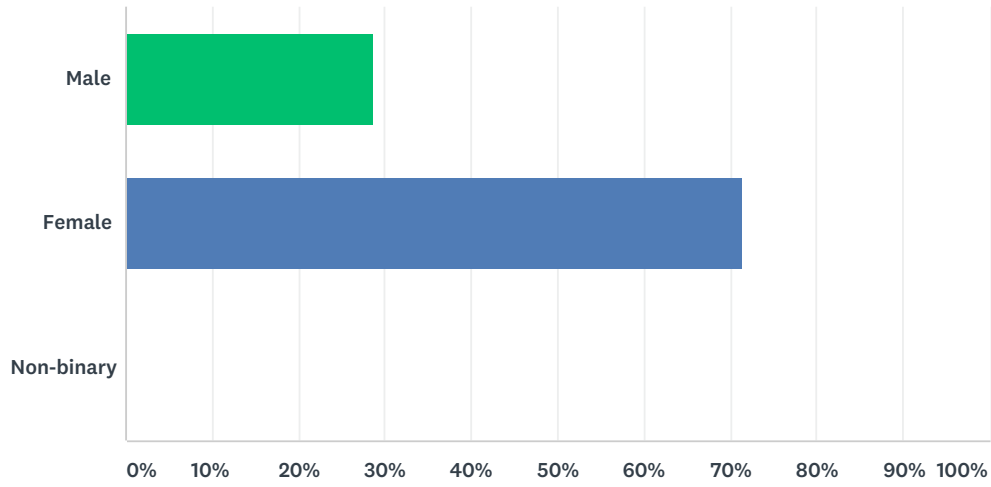
#	RESPONSES	DATE
1	Have a feeling the loneliness she experiences may be self induced	12/18/2018 11:49 AM
2	Careworker sometimes takes control of TV and puts on channel they want to watch	12/18/2018 11:44 AM
3	Would benefit from a more secure and safer additional car park especially during winter months as returning to the car can be daunting when alone.	12/18/2018 11:37 AM
4	Very happy with the care provided. Food has been very enjoyable. Friendly and approachable staff	12/18/2018 11:34 AM
5	Mum has been content and has gained more independence and regained some appetite	12/18/2018 11:31 AM
6	We only know how things are going if we ask. The staff do not volunteer information	12/18/2018 11:22 AM
7	Happy with staff and food	12/18/2018 11:18 AM
8	1. My mother required persdoanl washing and care after a bout of sickness. The nurse who attended her was male. I do not think that my mother was offered a choice of male or female to attend to her needs and as a result, she felt embarrassed to be cleaned intimately by a man. It clearly upset her and she continued to tell me about it on my nightly visit. I do not think it is appropriate for a younger male carer to be attending a 90 year old woman. 2. I do not feel that the staff are particularly well read up on the dietary needs of their patients, as sometimes inappropriate food is offered on occasions. 3. The staff on the whole are very vocal and encourage conversation and chatter. They all have a good sense of humour	12/18/2018 11:11 AM
9	We are very happy with the way Ascot House is run. All the staff are very good towards Mum.	12/18/2018 11:01 AM
10	Happy about everything - food, care, etc	12/18/2018 10:54 AM
11	She seems brighter, but a little up and down	12/18/2018 10:50 AM
12	My mother appears content	12/18/2018 10:45 AM
13	Unsure - not enough discussion on future plans. My mother claims she is neglected in Ascot House. I believe she enjoys good care. My only concern is that we don't really know what is going on and what is planned for my mother's future. Regular meeting with the management aand social workers would be helpful to understand what is wrong with my mother and what future plans we need to make.	12/18/2018 10:35 AM
14	She is 93 with Dementia. 1. is geared towards people who have utter no idea what day of the week is. Personally as her son- Ascot house is just as very top of the care facility .This questioner hardly projects the bigger picture. There are so many traps trying to source and finance its care home for incapable patient. Liasing between Trafford and possible care homes - until you knew there questionaires like this are meaningless. !0 Elmore Case, Houses care CW4 7HW Just getting trafford to be sensible would be remarkable. Power of Attorney given over to Trafford personally trafford lost it. second one is online copy via social worker mail send to brother on south coast to me at house chapel. Postage delay from Trafford 10 days. Interim period for £2500 for failure to discuss information which they were given in advance of their deadline. Members very adlessy ie contribution for care facilities. No contact name on correspondence. mail sent to vacant premise not to those with P>O>A Today discuss to trafford L.A not acot. Different members for care offside trafford. etc.	10/4/2018 10:04 AM
15	My dad was referred following a collapse at home. His progress while in Ascot House has been fantastic.All involved in his care are extremely polite, friendly and professional.	10/4/2018 9:15 AM
16	Is not very impressed with the meals. as visitors are not allowed to be there at meal times i am not in a position to agree or disagree.Washing -good that is done for you, but as her clothes seem to be gradually disappearing for washing and not coming back it would be easier to do it myself. I am not suggesting they are being stolen. Physio good	10/4/2018 9:05 AM
17	The staff provided excellent care, the physios and occupational therapist have increased my mobility and increased my confidence and hopefully it will increase my mobility on home and keep me safe. The food has enabled me to regain my appetite.	9/17/2018 11:05 AM
18	Very happy with kindness of staff.	9/17/2018 10:41 AM

Bed Based Intermediate Care - Relative questionnaire

19	[Comment on Q11: Answered Yes and No to 'Do you think your relative is lonely in Ascot House' and commented 'Elderly make friends but staff could approach them more while in the room'] [Comment on Q15: Answered Yes and No, commented 'As mentioned, physiotherapy is not sufficient'] There is no difference to her mobility, in fact it is getting worse. But she's happy with care as she is easy to please that way.	9/17/2018 10:30 AM
20	[Comment from Q10: Due to her age she was happy to be involved in any activities but also happy to rest as on occasion she felt very tired] My Mum has really enjoyed her time at Ascot House. She says that all the staff without exception are kind and helpful and noting is too much trouble for them. She has made use of the podiatrist and the hairdresser. She enjoys the privacy of her own bedroom but also the company at meal times - she has made some good friends. Mum has enjoyed her baths but the bathroom closest to her room has been out of service throughout her stay. However her stay has been a very pleasant experience for her.	9/17/2018 10:16 AM
21	I don't think so. The HCAs don't really know what to tell us about Mum's treatment & care. A GP has called me to discuss Mum's condition and she has been sent back to hospital 3 times, the last 2 times I am not sure why. I don't see much evidence of a care plan I'm afraid.	7/17/2018 12:25 PM
22	I feel my relative is receiving very good care. I can see the improvements in her on every visit. All the staff are very friendly and they are looking after my Mum really well. Thank you very much to all the staff involved with my Mum's rehabilitation	7/17/2018 12:08 PM
23	Staff are good - very attentive	7/17/2018 12:02 PM
24	Addit info from Q 11 - Its is possible she is lonely but she seems alright. Addit info from Q16 - Help is always available At the moment she seems happy with the help available. She's quite a shy person. Hopefully she'll integrate more given time.	7/17/2018 10:30 AM
25	Addit info for Q3 - Salford Royal Hosp - 16/5/18 Ascot House - 23/5/18 Wythenshawe Hosp - 5/6/18 Ascot House - 13/6/18	7/17/2018 10:18 AM
26	Addit info from Q6 - Difficult to answer as our relative only arrived yesterday. The food seems excellent and the staff are very attentive. This is an excellent facility and much needed for interim care to enable my relative to get their strength back to enable them to return home in due course.	7/17/2018 10:10 AM
27	Parking is difficult. Food is good. Physio is good. Company is good. Staff very good.	7/17/2018 10:03 AM
28	Not to my knowledge. She is not a person to put up with something she is unhappy about. She will let people know and the same applies when she's happy.	7/17/2018 9:44 AM
29	Additional info from Q9 - From what Mum tells us, or if we approach staff to ask, but the staff are not good at liaising with family. Additional info from Q13 - Communication from O.T. only. This was because she needed to ask to do home visit. Additional info from Q15 - Mum reports staff do not sit and talk to them. They sit at the table and put us in front of TV. Staff generally pleasant Visiting times restrictive for the family. Staff do not sit and talk to you outside of doing their tasks. Only TV. No other activity to stimulate the mind. Structured mealtimes good. Portion sizes too big. Positive placement as achieved. Mobility good to be able to return home. Bed not comfortable. Mum had grazed leg on the bed.	7/17/2018 9:37 AM
30	no	5/22/2018 10:09 AM
31	Really happy with all the staff and the way they have treated her. She has been really well looked after. All staff have been outstanding in everything.	5/22/2018 10:04 AM
32	Carers who have a strong foreign accent is uncomfortable for someone with a hearing problem	9/28/2017 11:45 AM
33	He is happy with his treatment by staff. He would prefer male carers to deliver personal care - my relative is male.	9/28/2017 11:34 AM

Q18 Which gender are you / do you prefer to be recognised as?

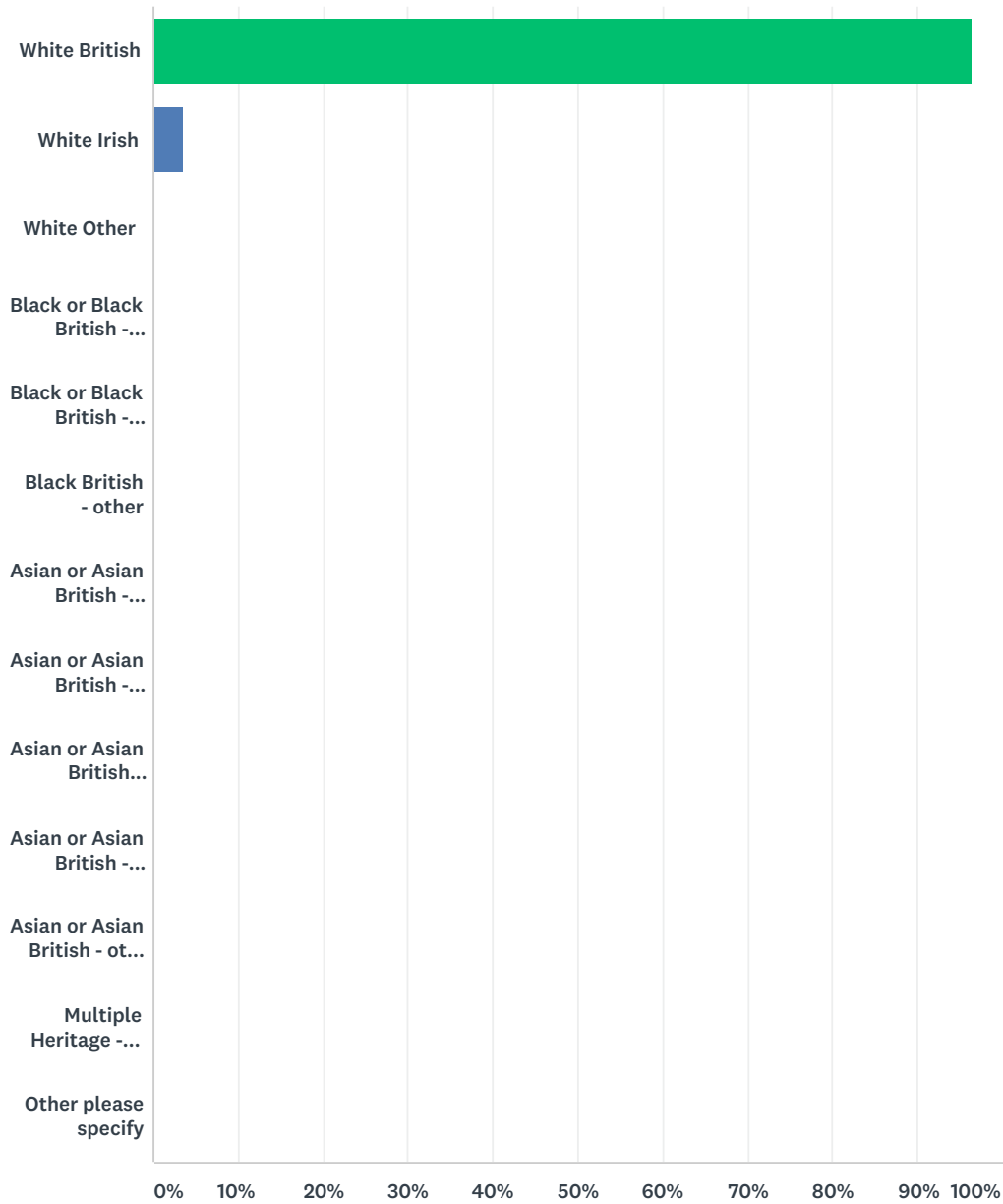
Answered: 28 Skipped: 16



ANSWER CHOICES	RESPONSES	
Male	28.57%	8
Female	71.43%	20
Non-binary	0.00%	0
TOTAL		28

Q19 Which ethnicity do you feel most closely describes you?

Answered: 28 Skipped: 16



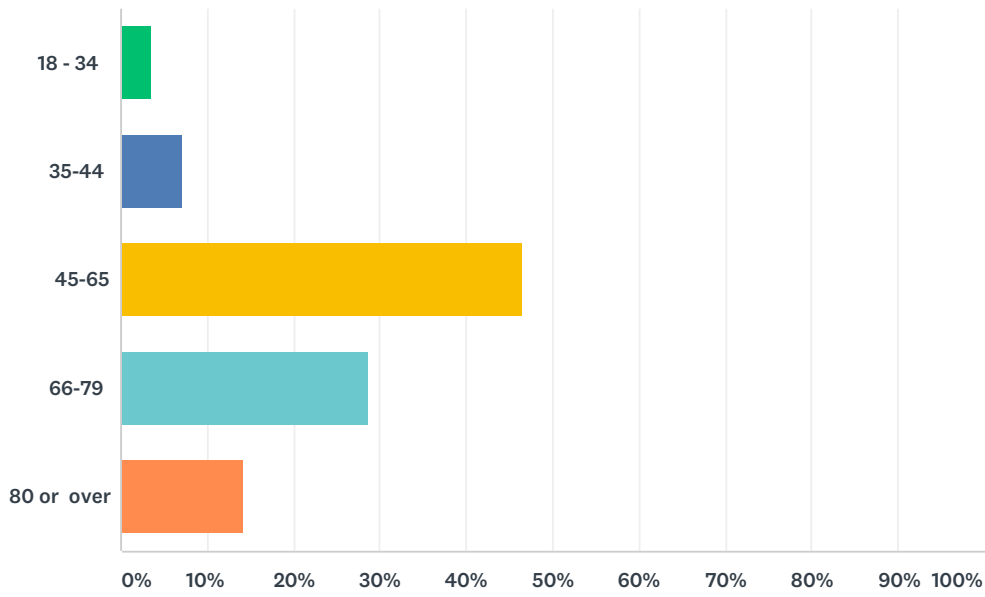
ANSWER CHOICES	RESPONSES	
White British	96.43%	27
White Irish	3.57%	1
White Other	0.00%	0
Black or Black British - African	0.00%	0
Black or Black British - Caribbean	0.00%	0
Black British - other	0.00%	0
Asian or Asian British - Indian	0.00%	0
Asian or Asian British - Pakistani	0.00%	0
Asian or Asian British Bangladeshi	0.00%	0

Bed Based Intermediate Care - Relative questionnaire

Asian or Asian British - Chinese	0.00%	0
Asian or Asian British - other	0.00%	0
Multiple Heritage - mixed race	0.00%	0
Other please specify	0.00%	0
TOTAL		28

Q20 Age group :

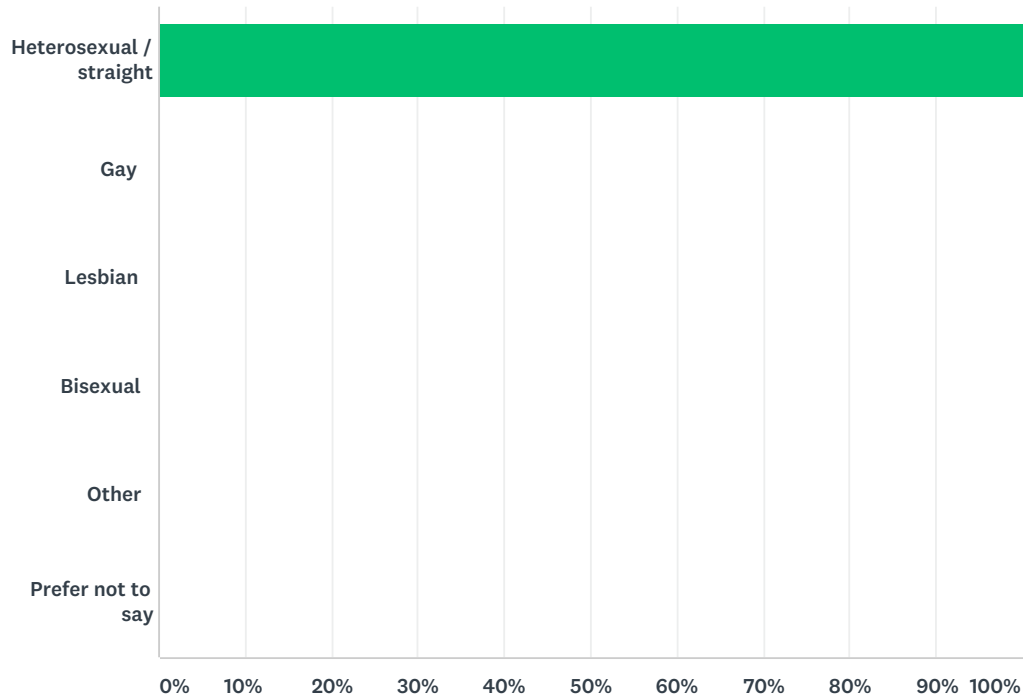
Answered: 28 Skipped: 16



ANSWER CHOICES	RESPONSES	
18 - 34	3.57%	1
35-44	7.14%	2
45-65	46.43%	13
66-79	28.57%	8
80 or over	14.29%	4
TOTAL		28

Q21 Sexual Orientation:

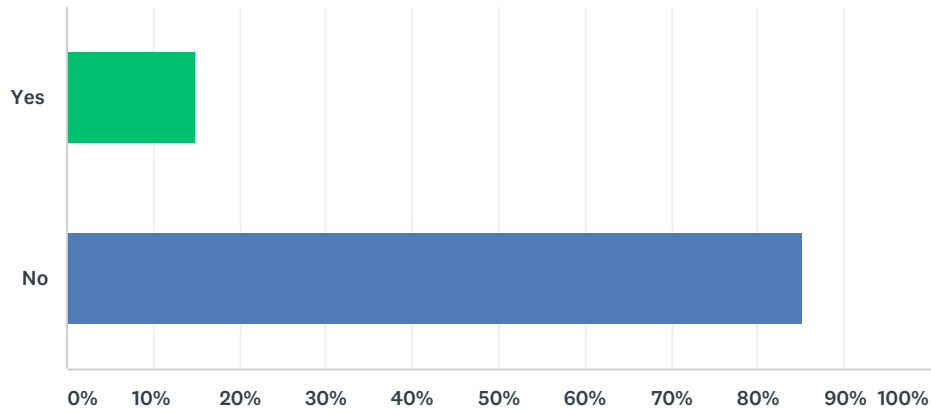
Answered: 26 Skipped: 18



ANSWER CHOICES	RESPONSES	
Heterosexual / straight	100.00%	26
Gay	0.00%	0
Lesbian	0.00%	0
Bisexual	0.00%	0
Other	0.00%	0
Prefer not to say	0.00%	0
TOTAL		26

Q22 Do you identify as a disabled person? Do you consider yourself to have disability?

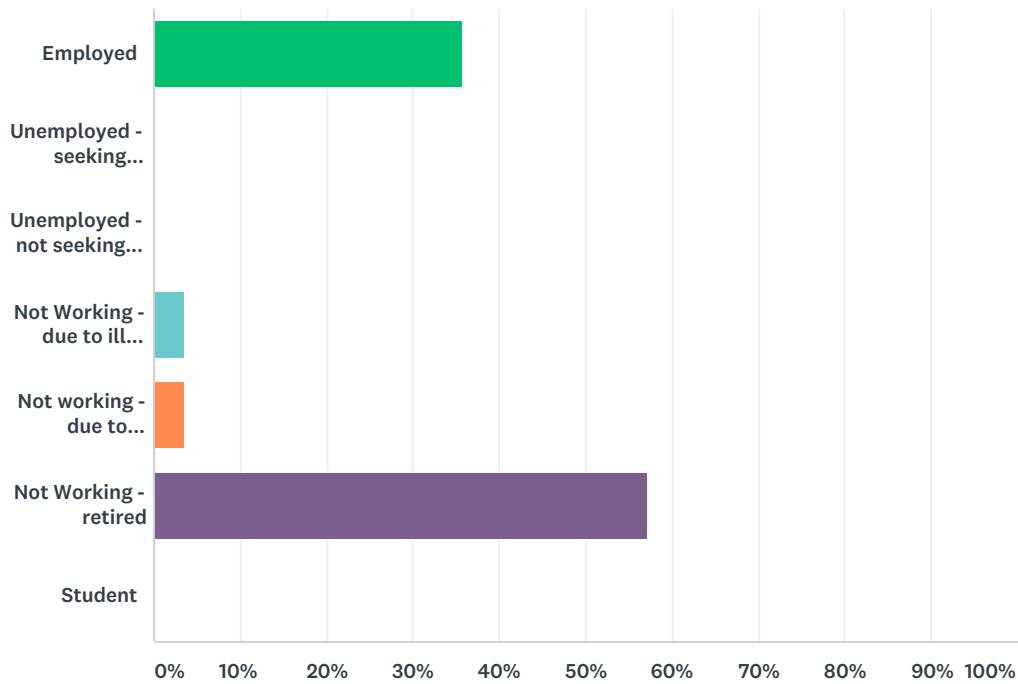
Answered: 27 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	14.81%	4
No	85.19%	23
TOTAL		27

Q23 What is your current employment status?

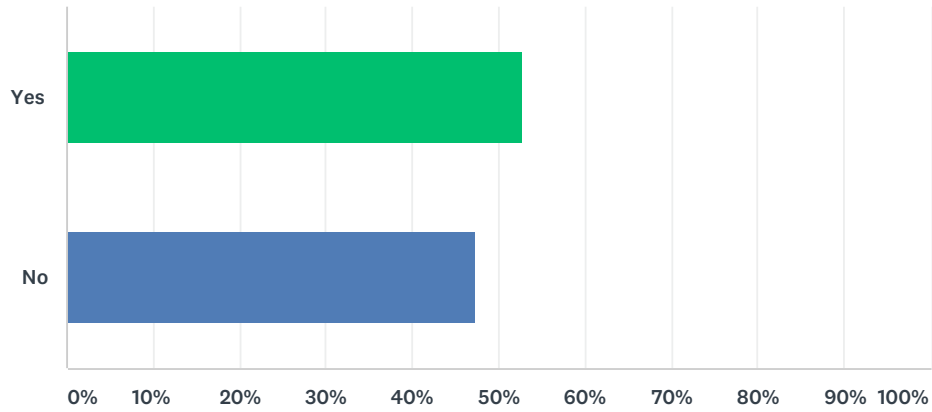
Answered: 28 Skipped: 16



ANSWER CHOICES	RESPONSES	
Employed	35.71%	10
Unemployed - seeking employment	0.00%	0
Unemployed - not seeking employment	0.00%	0
Not Working - due to ill health	3.57%	1
Not working - due to disability	3.57%	1
Not Working - retired	57.14%	16
Student	0.00%	0
TOTAL		28

Q24 Are you carer?

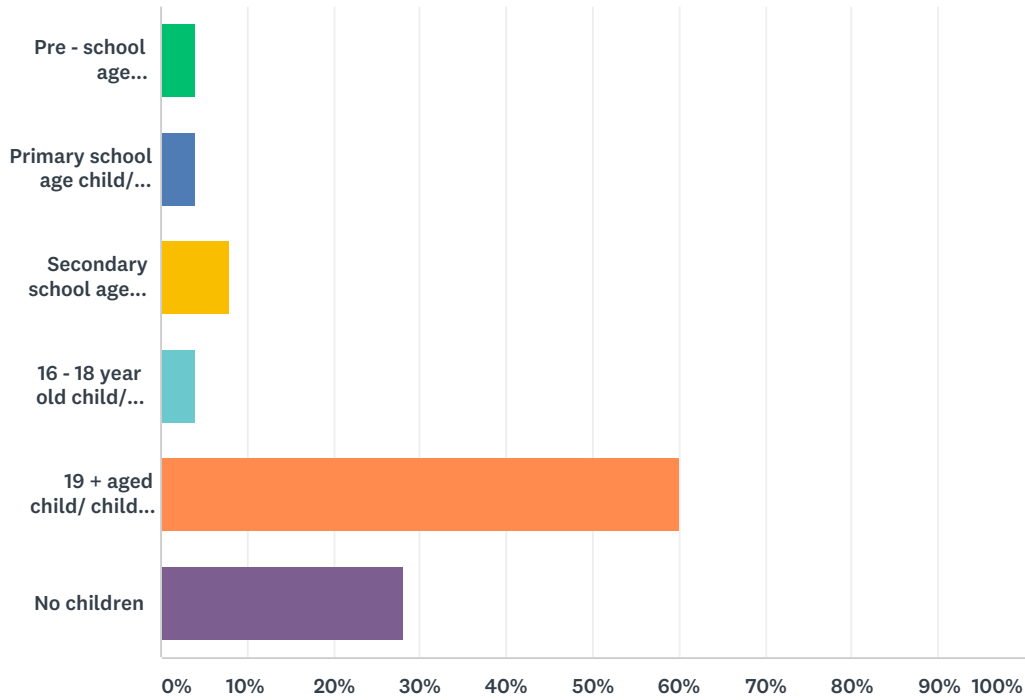
Answered: 19 Skipped: 25



ANSWER CHOICES	RESPONSES
Yes	52.63% 10
No	47.37% 9
TOTAL	19

Q25 Do you have children? [tick all the apply]

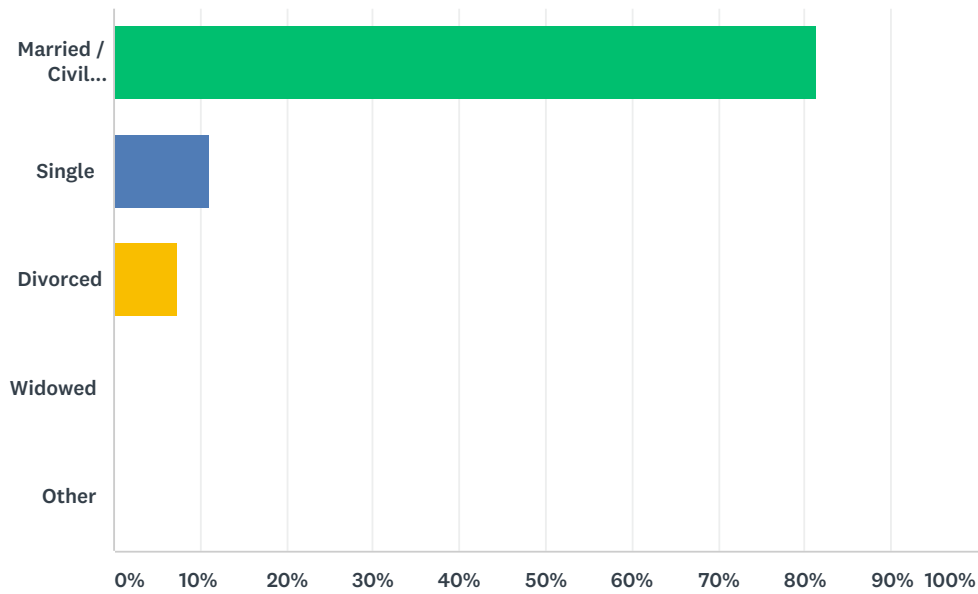
Answered: 25 Skipped: 19



ANSWER CHOICES	RESPONSES
Pre - school age child/children	4.00% 1
Primary school age child/ children	4.00% 1
Secondary school age child/ children	8.00% 2
16 - 18 year old child/ children	4.00% 1
19 + aged child/ children	60.00% 15
No children	28.00% 7
Total Respondents: 25	

Q26 What is your marital status?

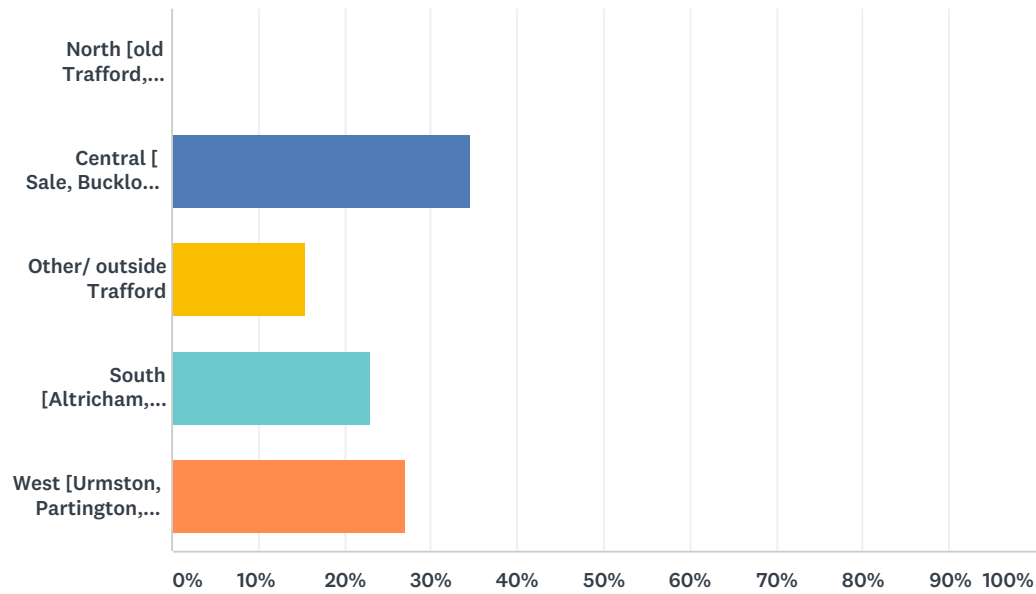
Answered: 27 Skipped: 17



ANSWER CHOICES	RESPONSES	
Married / Civil partnership	81.48%	22
Single	11.11%	3
Divorced	7.41%	2
Widowed	0.00%	0
Other	0.00%	0
TOTAL		27

Q27 In which area/ locality do you live ?

Answered: 26 Skipped: 18



ANSWER CHOICES	RESPONSES	
North [old Trafford, Stretford, Gorse Hill, Longford and clifford]	0.00%	0
Central [Sale, Bucklow st Martin's, Aston upon Mersey, Brooklands, Priory, Sale Moor and st Mary's]	34.62%	9
Other/ outside Trafford	15.38%	4
South [Altricham, Bowden, Broadheath, Hale Barns, Hale Central, Timperly and Village]	23.08%	6
West [Urmston, Partington, Bucklow st Martin's, Davyhulme East, Davyhulme west and Flixton]	26.92%	7
TOTAL		26