



You said...

1. Information regarding staff changes has not been communicated well
2. Issues with the WiFi signal and technology have prevented families from staying in touch and the sharing of experiences
3. The website and the Hollybank Facebook page which shares general information are the least effective ways to communicate as they are ineffective in sharing information



So we will...

1. Key changes to the staff team will continue to be included in the service newsletters and updated via the closed Family Facebook group when this is up and running
2. We are in the process of appointing a new internet provider to ensure connection remains stable
We will roll out 80 iPads for our children, young people and adults to use
3. We will launch a closed Facebook group for families and key people to be updated on services, school and ELMs
We will update the website in 2022 to make it a more effective communication channel



“we feel that we do not receive adequate information regarding staff changes.”

“The communication from the CEO was good with prompt responses; communication from the actual home, less so.”



Strengthening connections with parents & families

We will continue to develop systems for receiving feedback including a link on our website, feedback flyers across the Trust, continue with our annual survey and call families for feedback as part of our audit processes

In February 2022 we will launch our Facebook group for parents and families to view activities our children and adults are engaged in.

DELIVERING EXCELLENT CARE

Thank you for taking the time to provide us with your feedback. We've compiled the responses to our annual parent survey, and over 50 responses via our audit telephone interviews, our AskAnna email account and feedback directly communicated through our services. This feedback represents 54% of our families, key people and advocates.

This year we focussed on communication and how our services and departments connect with you – the things we are doing well and what we need to improve on.

“I'd like to say how amazing the care is at Hollybank, it has lifted a lot of my worries. Communication is efficient, all staff are approachable and we appreciate that staff keep us involved with our (adult's) day to day life.”

“We find the communication from Hollybank very helpful and especially so during this last year.”

“We noticed for the first time in months that staff were relaxed, upbeat and there were people in the carpark going off to cinema etc laughing and smiling full of anticipation - just like the good old days.”

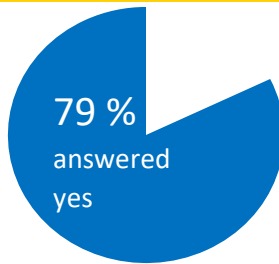


3.71 out of 5

How would you rate the communication from Hollybank Trust in 2021? (5 stars being excellent and 1 very poor).



Did Hollybank Trust provide you with adequate and timely information about the operating and procedural changes across the year due to Covid-19 restrictions?



Do you think Hollybank Trust takes your concerns and feedback seriously?

Concerns and Complaints 2021

4 parental complaints received

1 complaint regarding conduct - resolved

3 complaints regarding care provision – 2 resolved 1 under investigation

21 parental concerns received

11 Regarding quality of care

3 Regarding poor communication

2 Regarding staffing numbers and agency use

1 Regarding damaged equipment

1 Regarding access to ELMs

1 Regarding lack of respite

2 Regarding Covid restrictions



You said...

- We would like more information about the day to day activities taking place
- We would like updates on staff changes
- We would like improved and more personalised communication
- Invitations to events should be extended to family members



So we did...

- We have been working on putting weekly planners in place for our children, young people and adults, the progress with this has been affected by the challenges we have faced in 2021
- We developed and sent out quarterly residential Newsletters with more personalised information for that service, upcoming events and staff updates
- We were unable to increase the number of events in 2021 due to covid restrictions. Where possible we invited our families to join us virtually

Compliments

36

Family compliments referencing staff attitude, actions and care delivered in extremely difficult circumstance

28

Internal compliments received

5

External stakeholder compliments referencing our response to COVID-19, external reporting requests and appointments



“thank you to you and all the staff - they have done an amazing job during this very difficult time. Everyone is weary now but let's hope better days are not too far away!”

“The staff seem so stretched that communications are the last thing on their mind. Communication has never been very good but cov19 has made a bad situation work.”

“Please pass on my thanks to your team in keeping my son both safe and mentally stimulated, I don't underestimate the efforts over this period. Although it's been a difficult worrying time and no doubt will be in the long term for the service users.”

“(staff) has shown loyalty to Rowan Court and Hollybank Trust in working over and above what could reasonably be expected of anyone.”