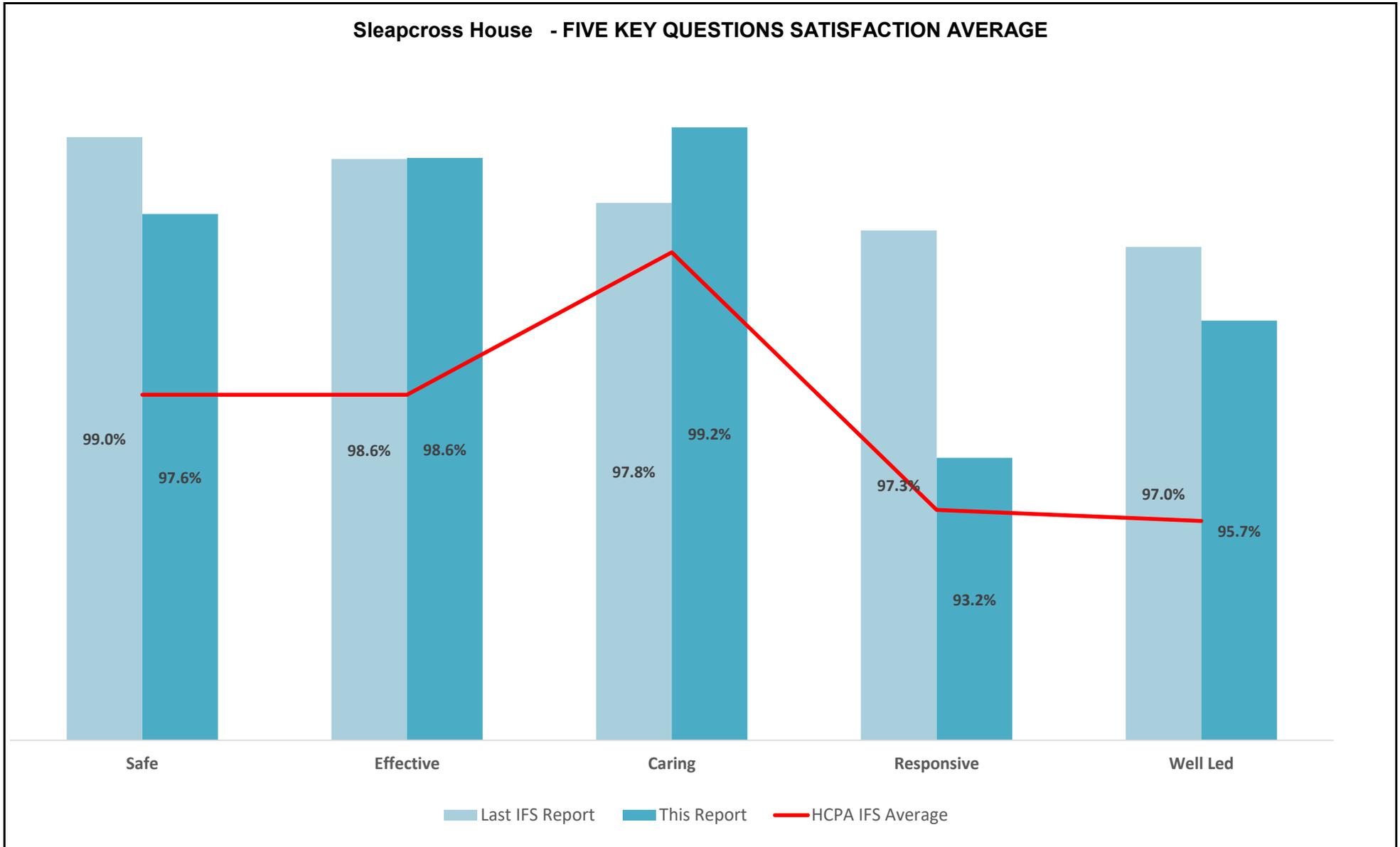




Evaluation Analysis Report

Sleapcross House

JAN 2026



SURVEY RETURNS DETAIL

CLIENT GROUP	PEOPLE WHO USE THE SERVICE AND CARE STAFF NUMBERS AT TIME OF SURVEY	NUMBER OF SURVEYS SENT OUT	NUMBER OF SURVEYS RETURNED	PERCENTAGE OF SURVEYS RETURNED
People Using Service	19	19	19	100%
Family Member		15	9	60%
Professional		15	8	53%
Team Member	15	15	14	93%
TOTAL		64	50	78%

Report Summary

The 78% response to the survey is good and will provide a reliable overview of your provision.

There has been an increase in satisfaction in both Effective and Caring but a decline in Safe, Responsive, and Well-Led, though all, continue to be above the HCPA average.

It is good to see that overall your stakeholders are satisfied with the services offered, the least satisfied group were the family and friends, with the staff being the most satisfied.

There are some good comments which you may wish to utilise in your marketing.

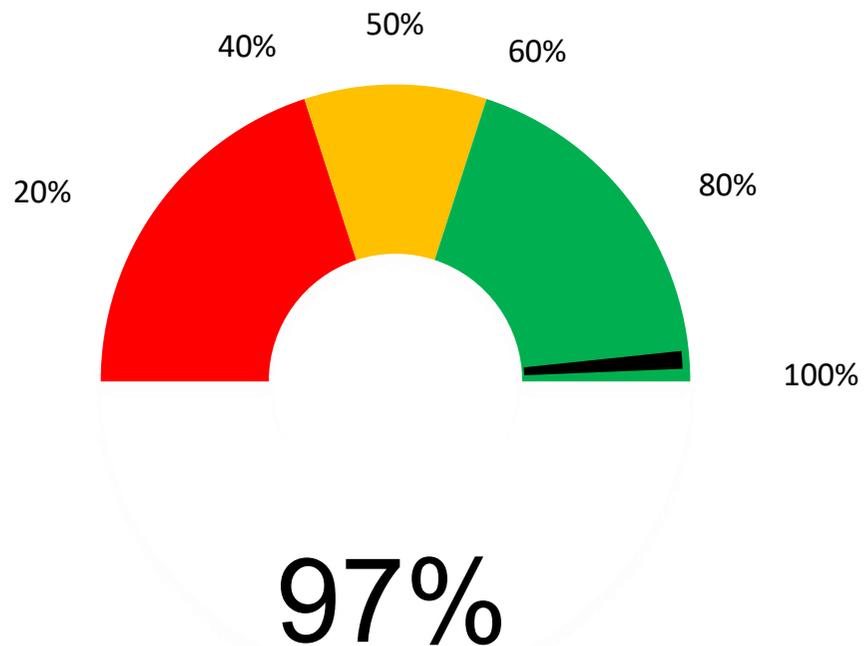
Overview of survey response rates and key factors effecting survey results

Within the Team Member Group 93% surveys were completed by care staff, the remainder were completed by non care staff working within the organisation

Across all respondents 92% said they would recommend the service to others

No significant trends within the make up of the survey groups appear to have effected the overall satisfaction scores of the total survey

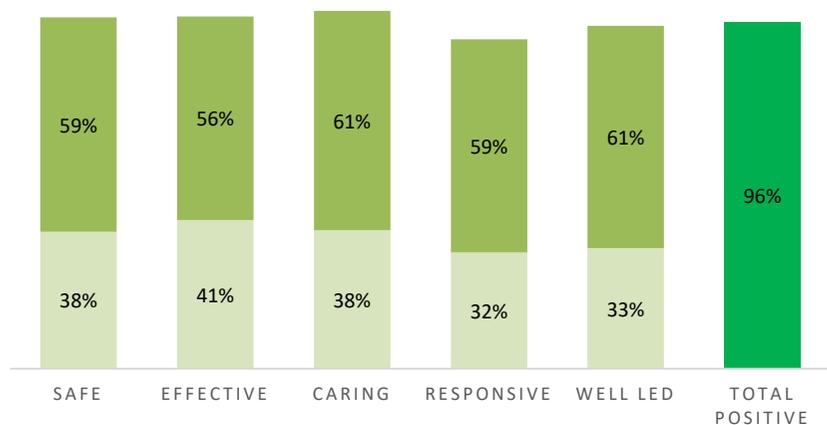
All Responses - Overall Satisfaction



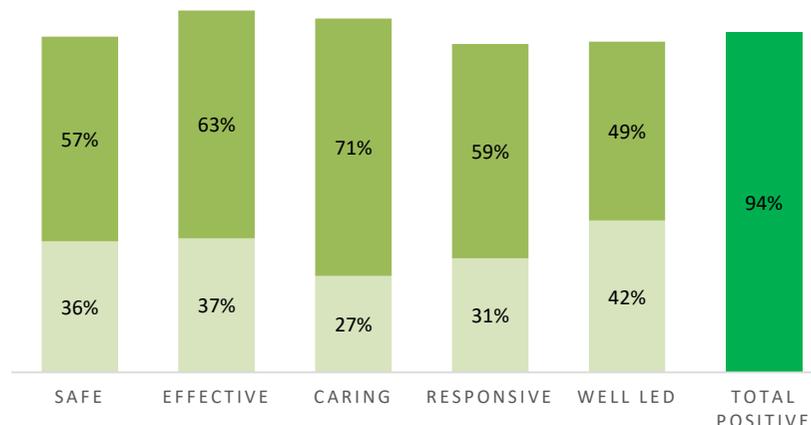
	Strongly	Agree	Neutral	Disagree	Strongly	TOTAL
Safe	62%	36%	0%	2%	0%	100%
Effective	66%	33%	1%	0%	0%	100%
Caring	69%	30%	0%	0%	0%	100%
Responsive	64%	29%	4%	2%	0%	100%
Well Led	66%	30%	4%	1%	0%	100%
TOTAL POSITIVE	97%		3%			100%

The Speedometer illustrates the overall level of satisfaction recorded by the survey and shows all the Strongly Agree and Agree responses as a percentage of all the questions answered.

People Using Service - Overall Satisfaction



Friends & Family - Overall Satisfaction

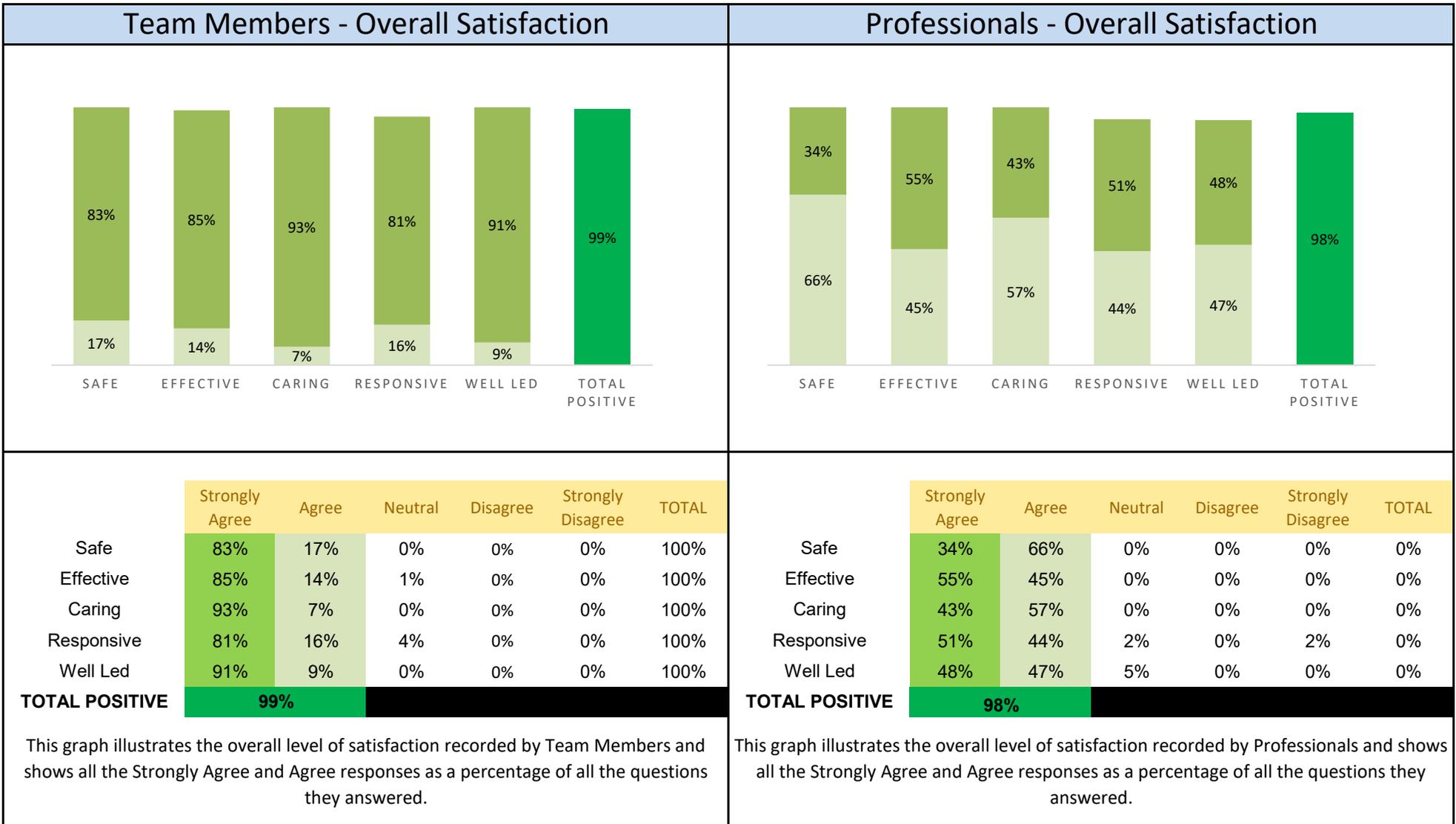


	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	59%	38%	0%	3%	0%	100%
Effective	56%	41%	2%	1%	0%	100%
Caring	61%	38%	0%	1%	0%	100%
Responsive	59%	32%	5%	4%	0%	100%
Well Led	61%	33%	4%	1%	0%	100%
TOTAL POSITIVE	96%					

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	57%	36%	0%	7%	0%	100%
Effective	63%	37%	0%	0%	0%	100%
Caring	71%	27%	2%	0%	0%	100%
Responsive	59%	31%	6%	4%	0%	100%
Well Led	49%	42%	7%	1%	0%	100%
TOTAL POSITIVE	94%					

This graph illustrates the overall level of satisfaction recorded by People Using Service and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

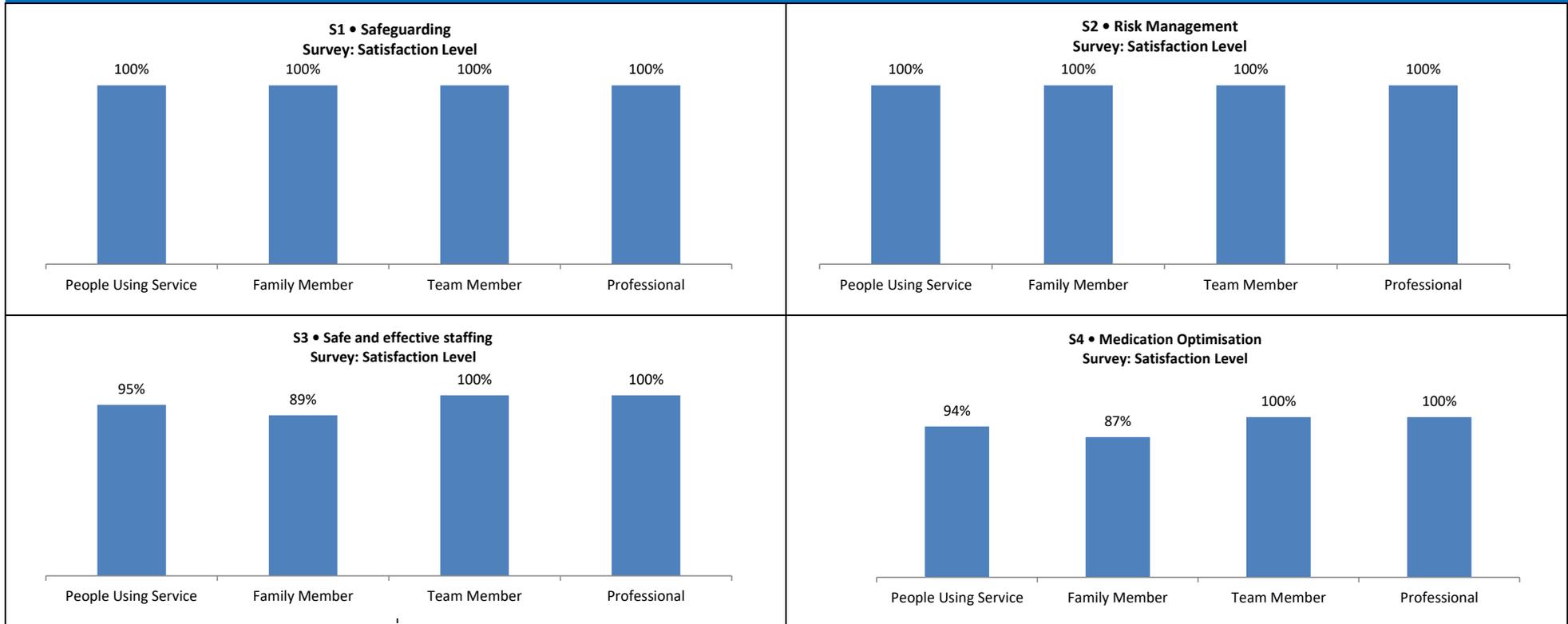
This graph illustrates the overall level of satisfaction recorded by Family Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.



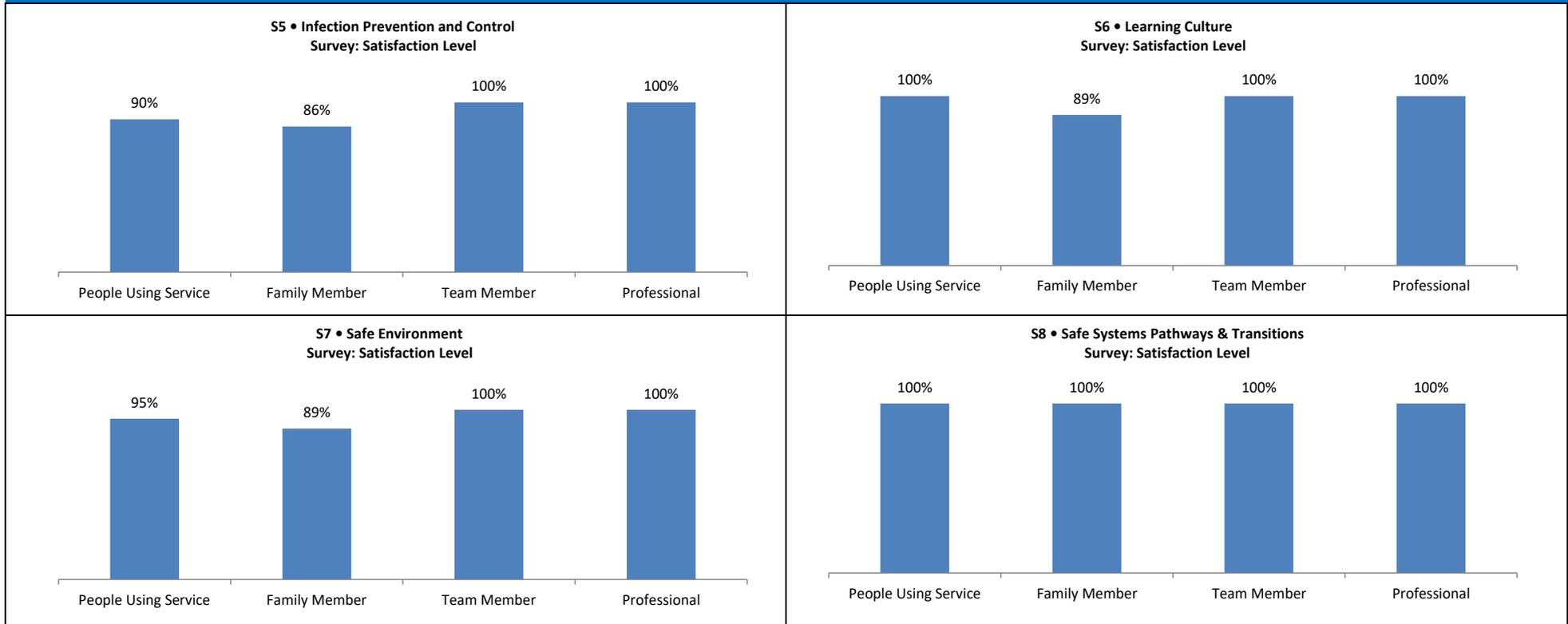
Safe:
Safe satisfaction score this survey **97.6%** This is above the IFS Survey Average of **94.3%**

S1 - Safeguarding	
100%	of people using service agreed to feeling safe and secure
100%	of friends and family agreed to the person using the service being safe and secure
100%	of team members agreed that the people using service were left feeling safe and secure
100%	of professionals agreed to the person using the service being safe and secure
S2 - Risk Management	
100%	of people using service agreed that staff help them understand any issues that may cause them harm, whilst being able to do the things that matter to them
100%	of friends and family agreed staff help the person using the service understand any issues that may cause them harm and help them to do the things that matter to them
100%	of team members agreed Risk assessments for the people using the service to access their chosen activities are carried out and updated regularly
100%	of professionals agreed Risk assessments for the people using the service to access their chosen activities are carried out and updated regularly
S3 - Safe and effective staffing	
95%	of people using service agreed there are always enough staff to ensure my well-being, needs and safety are met at all times
89%	of friends and family agreed there are always enough staff to ensure that all my family member / friend's wellbeing, needs and safety are met at all times
100%	of team members agreed there are sufficient numbers of staff employed to ensure that the wellbeing, needs and safety of the person using the service are met
100%	of professionals agreed the provider seems to have sufficient numbers of staff employed to ensure that the wellbeing, needs and safety of the person using the service are met
S4 - Medication Optimisation	
94%	of people using service agreed If applicable they are happy with the way staff support them in taking any medication and support them to understand any changes in their medication
87%	of friends and family agreed If applicable they are made aware of any issues or changes regarding medication for the person using the service
100%	of team members agreed Medication is managed in line with the company policy
100%	of professionals agreed they were aware that where applicable medication is managed safely in line with regulations
S5 - Infection Prevention and Control	
90%	of people using service agreed the staff always wear gloves, aprons and masks (when needed) as they carry out their personal care
86%	of friends and family agreed staff take appropriate action to control infection, including the use of PPE, in their family members / friends home
100%	of team members agreed Infection control policies are followed by all staff
100%	of professionals agreed they were aware that where appropriate staff use protective equipment to prevent infection in line with regulations
S6 - Learning Culture	
100%	of people using service agreed If mistakes were made they were confident management would ensure things are changed to put them right
89%	of friends and family agreed they believed they would be informed If mistakes are made, and informed what remedial actions were to be taken
100%	of team members agreed If safety incidents occur a process is in place to learn and improve to ensure it cannot reoccur
100%	of professionals agreed If safety incidents occur they were aware a process is in place to learn and improve to ensure it cannot reoccur
S7 - Safe Environment	
95%	of people using service agreed the service supports them if their private space requires any adaptation or special equipment to keep them safe
89%	of friends and family agreed the service will support and guide my family member / friend if their private space needs adaptation or special equipment to keep them safe
100%	of team members agreed the service ensures that each of the people using the service have any individual needs for special equipment and adaptation to keep them safe met
100%	of professionals agreed the service ensures that each of the people using the service have any individual needs for special equipment and adaptation to keep them safe met
S8 - Safe Systems Pathways & Transitions	
100%	of people using service agreed they feel supported to access all care, support and treatments they need, when they need it
100%	of friends and family agreed they believe their family member / friend is supported to access all care, support and treatments they need, when they need it
100%	of team members agreed they support the people using the service to access all care, support and treatments they need, when they need it
100%	of professionals agreed they believe the service supports the people using the service to access all care, support and treatments they need, when they need it

Safe: by safe we mean people are protected from abuse and avoidable harm



Safe Continued:



Comments collected from the survey relating to Safe:	
Question Reference	From People Using Service:
There were no comments from people using the service	
Question Reference	From Friends or Family:
S1	Excellent service .
S1	I'm hoping that the support at the house protects my family member as he is what I would term as vulnerable. It would be interesting to know if there are any proactive checks that take place in that regard.
S1	Communicate effectively on every issue presented and promptly
S2	Excellent staff their attention to detail is second to none . They are very friendly staff who are always there to help if they can. And of course Tracy, who will always help with all questions that you may ask .
S2	Understand the issues and help to address concerns effectively
S3	All staff are very aware of keeping all family members safe and looked after . One in particular is a lovely lady called Temi who is very friendly and caring but all staff do there utmost to keep members safe.
S3	There's no answer between agree and disagree.
S4	If at any time there is a problem with Medication you are notified straight away.
S4	Unsure. There's no answer between agree and disagree.
S4	I am kept informed at all times and communication is clear and excellent
S5	I wouldn't be able to comment on this.
S5	Unsure. There's no answer between agree and disagree. Maybe some individuals (including staff) should follow more strict food hygiene procedures when preparing food.
S5	Unsure
S6	I'm not sure if I would necessarily become aware of all mistakes made unless they are brought to my attention. How would I know if they weren't? I believe in general in the professionalism of the staff there though so I would hope to be informed.
S6	Unsure. There's no answer between agree and disagree. I'm unaware if any real serious mistakes were made.
S7	Mostly, yes. There's no answer between agree and disagree. There's room for improvement. Poor in a couple of ways. Good in some ways.
S8	My family member is supported by his family with physically going to appointments. The house provide excellent support with medication and liaison with medical professionals as necessary.

Question Reference	From Team Members:
S1	None
S1	We have procedures in place for reporting. We follow our reporting policies. We have a poster with a telephone number to call. I have completed my e learning on whistleblowing.
S1	Clearly stated on the staff notice board and regularly discussed at Team meetings.
S1	Easy and comprehensive to raise safeguarding issues
S2	I am unsure.
S2	Risk assessments are updated regularly and the people we support are involved in the process. They are encouraged to take positives risks to improve their independence and well being.
S3	We have a great team right now.
S4	Clear medication systems in place which are working well.
S5	Regular spot checks by team leader
S6	We have near misses and reflective practises in place. We also discuss possible incidents from the BCP regularly too.
S6	Lessons learned doc
S7	The service provides a very person centred approach.
Question Reference	From Professionals:
S1	Staff are very helpful and action any concerns immediately, although these are rare.
S1	I have not had cause to access or require any of these processes, but I feel confident that they would have such procedures in place.
S2	The staff know the residents well and are reactive to any issues in a helpful way.
S2	I can't comment here, because not currently involved with any service users living there.
S2	I do not know enough to comment but the placement is well organised therefore I believe this is done regularly
S3	There is always a staff member available to speak with
S3	To the best of my knowledge, but haven't had close contact with the service since early this year.
S4	The staff are very aware of medication compliance being key to many people staying well and take great care monitoring and storing medication
S4	Again to the best of my knowledge, but no accurate awareness of this currently.
S5	Unknown, the situation has never arisen.
S5	I have not visited the service. i refer clients on to it
S6	The staff appear to know how to manage the residents well and to keep them safe.

Question Reference	From Professionals (Cont):
S6	I believe so however i have no evidence to know for sure
S6	Unknown, the situation has not arisen.
S6	I have not visited the service
S7	The staff work in a very person centered way to ensure the best outcomes are possible for service users
S7	From those service users who I placed there a number of months ago, I believe these elements were taken into account.
S8	The staff know the residents well and support them to achieve good outcomes
S8	Again no accurate current knowledge on this, but from past experience, this is my belief.

Effective:

Effective satisfaction score this survey was **98.6%** This is above the IFS Survey Average of 94.3%

E1 - Assessing needs

- 95% of people using service agreed the service assesses and reviews their care needs, healthcare, well-being and support that they require on a regular basis
- 100% of friends and family agreed the care provider reviews my family member / friends care needs, healthcare, well-being and support that they require on a regular basis
- 93% of team members agreed our practice ensures the person using the service have their care needs, healthcare, well-being and support regularly reviewed
- 100% of professionals agreed the care provider reviews the care needs, healthcare, well-being and support of the person using the service on a regular basis

E2 - Supporting people to live healthier lives

- 95% of people using service agreed the staff always ensure that any support they require is given as needed, whilst supporting their independence to help live a healthier life, minimising future care and support
- 100% of friends and family agreed the staff always ensure that the person using the service gets any support required, helping their independence to help live a healthier life and minimising future care and
- 100% of team members agreed to be aware of individual needs of the person using the service, supporting them to be independent as possible, to live a healthier life and minimising their future need for care and
- 100% of professionals agreed staff appear aware of the individual needs of the person using the service supporting their independence to help live a healthier life and minimising their future need for care and

E3 - Delivering evidence-based care and treatment

- 100% of people using service agreed they receive a consistent good standard of care from all staff
- 100% of friends and family agreed their family member / friend receives a consistent good standard of care from all staff
- 100% of team members agreed the service has a process in place to ensure the person using the service receives good consistent care from all staff
- 100% of professionals agreed they are aware the service has a process in place to ensure the person using the service receives good consistent care from all staff

E4 - How staff teams and services work together

- 100% of people using service agreed staff will help them access other healthcare services should they require them, and make sure their full history is passed on as needed
- 100% of friends and family agreed the service assists my family member / friend to access other healthcare services as required and ensures a smooth transfer of essential information
- 100% of team members agreed they are aware of the procedure to refer the person using the service to other healthcare services, whilst ensuring the appropriate transfer of information
- 100% of professionals agreed the service has a procedure to refer the person using the service to me or other health professionals and ensure the appropriate transfer of information

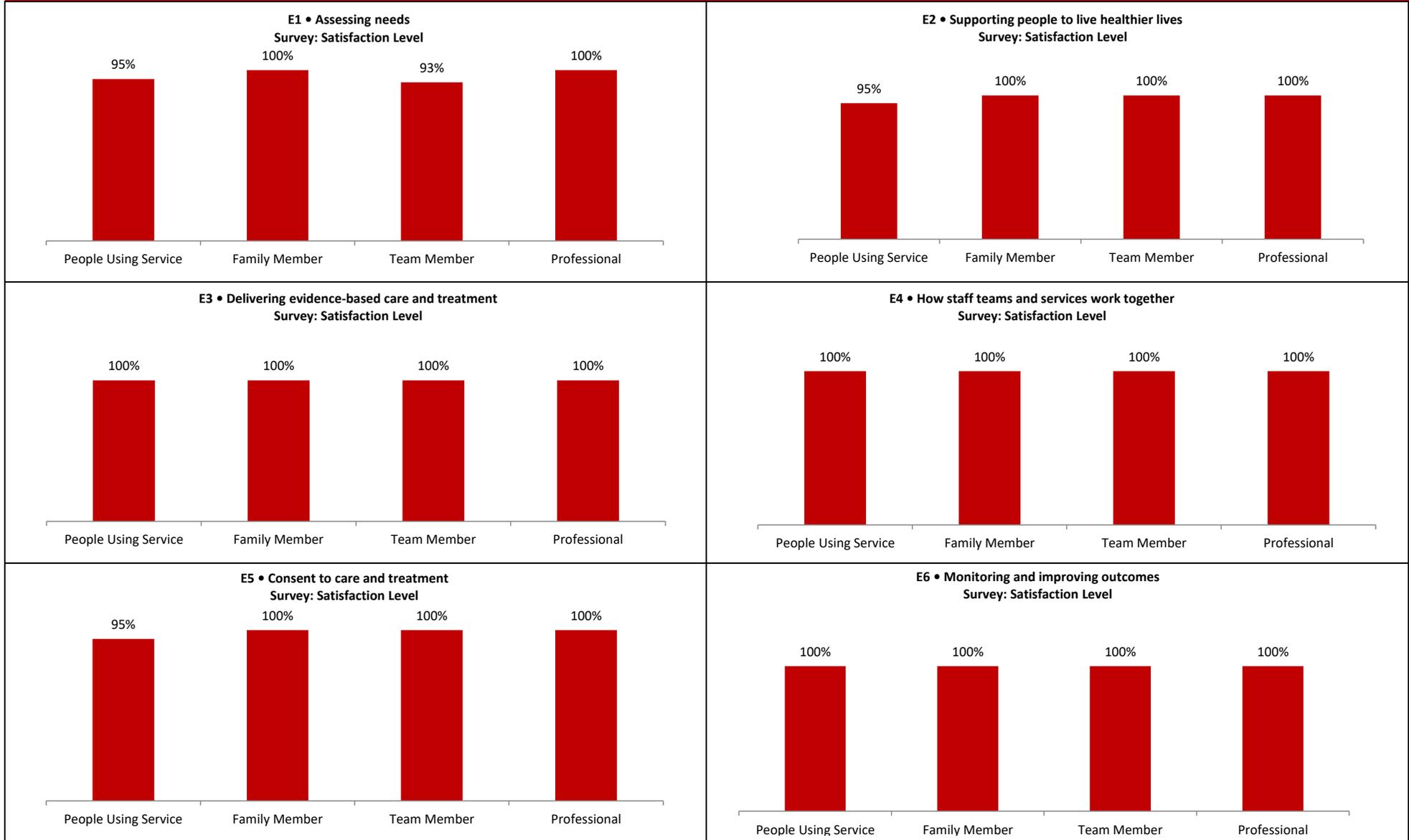
E5 - Consent to care and treatment

- 95% of people using service agreed staff always ask for their consent before carrying out their care or support
- 100% of friends and family agreed they are aware that staff always ask their family member / friend for consent before carrying out care or support activities
- 100% of team members agreed they always request consent before carrying out care or support activities
- 100% of professionals agreed they are aware that staff visiting the person using the service ask for consent appropriately

E6 - Monitoring and improving outcomes

- 100% of people using service agreed staff will try to improve care given to increase their quality of life
- 100% of friends and family agreed they are aware that staff monitor outcomes so that they can improve quality of life for their family member/friend
- 100% of team members agreed they monitor outcomes and adapt the care given to improve the quality of life of the person using the service
- 100% of professionals agreed they are aware that staff visiting the person using the service monitor outcomes and adapt the care given to them to improve their quality of life

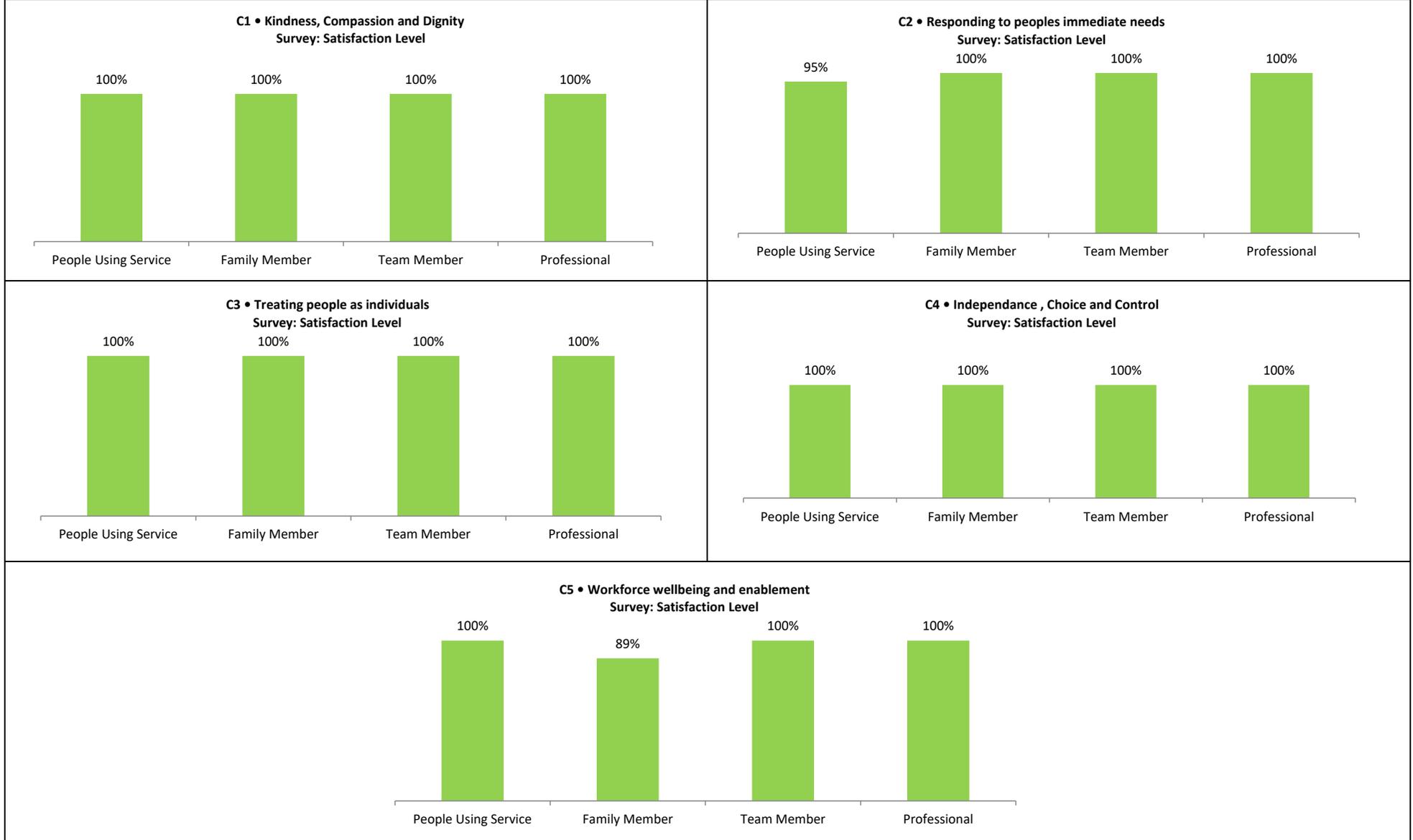
Effective: By effective, we mean that people's care, treatment and support achieves good outcomes, promotes a good quality of life, and is based on



Comments collected from the survey relating to Effective:	
Question Reference	From People Using Service:
E2	I can now make my own breakfast and lunch without prompting
E3	Always
Question Reference	From Friends or Family:
E2	Sometimes I feel my brother doesn't take enough care of his personal care needs - such as the condition of his nails and skin.
E3	This is not a question I can adequately answer as I don't have visibility or information of what happens at the house under different staff members.
E3	Generally, agree but there's room for improvement.
E5	As far as I am aware.
Question Reference	From Team Members:
E1	Our online care management system manages these processes well.
E2	Keyworking sessions are very effective.
E3	The service is well led.
E4	We have effective working relationships with EROS, Trinity and other professional services.
E6	Goals are reviewed often and keyworking sessions are effective at understanding the person and working on aspects to improve their quality of life.
Question Reference	From Professionals:
E1	I would imagine so, but I only work with people for the first 6 weeks during which they are at their placement, so it's difficult for me to comment beyond this.
E2	The staff encourage residents to exercise, eat healthily and engage in their support plans
E2	awareness and desire to support residents to do this, comes across strongly in the awareness and planning of staff working there.
E2	i had feedback from the community team that the service users referred to This provider are doing well.
E3	Unknown - Not aware/informed of inhouse processes
E4	The staff are very helpful
E5	I have witnessed staff ask service users for consent
E5	Unknown - not involved with day to day care tasks.
E5	I have not visited the service
E5	I am sure they do but as a visitor this falls outside my knowledge.
E6	I feel the staff at Sleapcross are very willing to help in whatever way they can to help their residents and to be flexible and change plans when they could do things a different way to help people

Caring:	
Caring satisfaction score this survey was 99.2% This is above the IFS Survey Average of 96.9%	
C1 - Kindness , Compassion and Dignity	
100%	of people using the service agreed their needs are regularly reviewed and updated in their Care / Support Plan with them
100%	of friends and family agreed their Family / friends Care Plan is reviewed and updated with them as required
100%	of team members agreed they are responsive to helping the person using the service with their personalised care and support needs contained in their Care Plan and help them to update it as and when
100%	of professionals agreed staff are responsive to the person using the service regarding personalised care and support needs contained in their Care Plan and support them to update it as and when needed
C2 - Responding to peoples immediate needs	
95%	of people using the service agreed the care and support they receive covers all their personal needs and preferences to enable them to access the local community
100%	of friends and family agreed the care and support their family member / friend receives covers all their personal needs and preferences to enable them to access the local community
100%	of team members agreed they support the person using the service to access activities within their local community
100%	of professionals agreed the service supports the person using the service to access activities within their local community
C3 - Treating people as individuals	
100%	of people using the service agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
100%	of friends and family agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
100%	of team members agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
100%	of professionals agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
C4 - Independence, Choice and Control	
100%	of people using the service agreed they feel communication is provided to them in a way that they understand
100%	of friends and family agreed they believe their family member / friend is communicated with in a way that they can understand
100%	of team members agreed they adapt their communication to enable the people using the service to understand them
100%	of professionals agreed they believe the staff communicate in a way that each person using the service can understand
C5 - Workforce wellbeing and enablement	
100%	of people using the service agreed that the organisation supports the wellbeing of their staff
89%	of friends and family agreed that the organisation supports the wellbeing of their staff
100%	of team members agreed the organisation supports the wellbeing of their staff
100%	of professionals agreed that the organisation supports the wellbeing of their staff

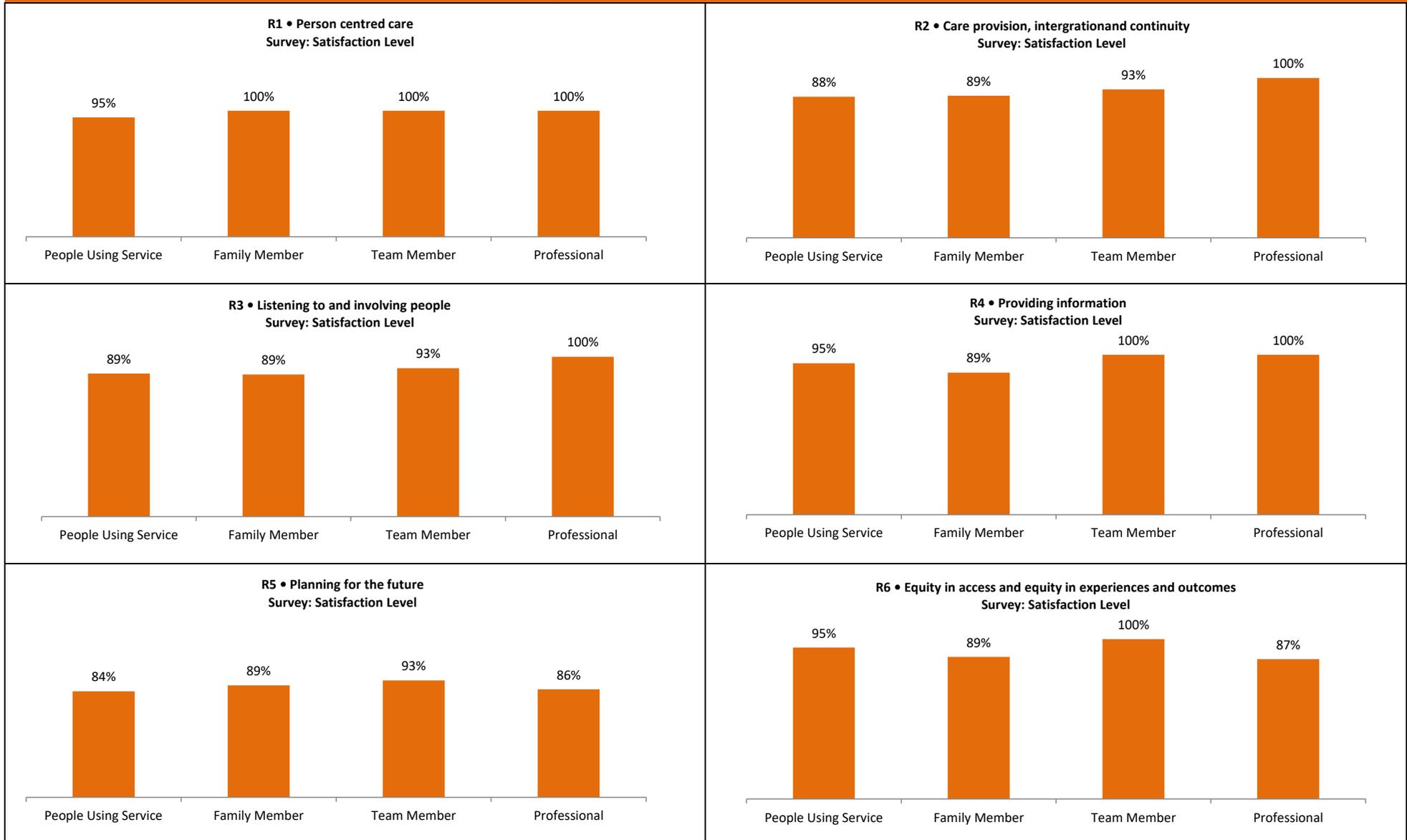
Caring: by caring we mean that the service involves and treats people with compassion, kindness, dignity and respect



Comments collected from the survey relating to Caring:	
Question Reference	From People Using Service:
There were no comments from people using the service	
Question Reference	From Friends or Family:
C2	My family member has received exceptional support in this regard of late.
C2	There's no answer between agree and disagree. Staff do their best. They seem to ensure his safety. And there's been a massive improvement in his health habits. Thy support his social well-being. But emotional well-being needs taken care of - my brother's lack of communication is concerning.
C2	There is a great rapport to make me understand what my family member is experiencing
C3	Feedback is always provided and enables my family member understand what is the expected.
C5	I don't feel that I have information to be able to answer this question.
C5	Unsure. As I am not staff, I don't know whether the organisation looks after it's staff. As a care-worker myself, I have the health and emotional well-being of every service user at the heart of my practice. I work in an individualistic, person centered way. Strong recruitment procedures and training of staff is important for this. Committed hard-working staff should be retaining by having their well-being needs met and their efforts and strengths recognised.
C5	They are able to contact me at anytime if faced with challenges
Question Reference	From Team Members:
C3	I always encourage people we support to express their needs, wishes and preferences.
C4	We promote and support positive risk taking.
C5	We have a very supportive Team Leader and the whole team support each other.
Question Reference	From Professionals:
C1	Certainly these seem to be very central pillars of the care provided and the intentions of the staff team, from my limited involvement.
C3	The staff will acknowledge the service user to express how they would like to do things and adjust the plan as possible to achieve best interests
C4	I very much agree with this statement
C5	can't comment

Responsive:	
Responsive satisfaction score this survey was 93.15% This is above the IFS Survey Average of 92.2%	
R1 - Person Centred Care	
95%	of people using the service agreed their needs are regularly reviewed and updated in their Care / Support Plan with them
100%	of friends and family agreed their Family / friends Care Plan is reviewed and updated with them as required
100%	of team members agreed they are responsive to helping the person using the service with their personalised care and support needs contained in their Care Plan and help them to update it as and when
100%	of professionals agreed staff are responsive to the person using the service regarding personalised care and support needs contained in their Care Plan and support them to update it as and when needed
R2 - Care provision, intergration and Continuity	
88%	of people using the service agreed the care and support they receive covers all their personal needs and preferences to enable them to access the local community
89%	of friends and family agreed the care and support their family member / friend receives covers all their personal needs and preferences to enable them to access the local community
93%	of team members agreed they support the person using the service to access activities within their local community
100%	of professionals agreed the service supports the person using the service to access activities within their local community
R3 - Listening to and involving people	
89%	of people using the service agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
89%	of friends and family agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
93%	of team members agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
100%	of professionals agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
R4 - Providing information	
95%	of people using the service agreed they feel communication is provided to them in a way that they understand
89%	of friends and family agreed they believe their family member / friend is communicated with in a way that they can understand
100%	of team members agreed they adapt their communication to enable the people using the service to understand them
100%	of professionals agreed they believe the staff communicate in a way that each person using the service can understand
R5 - Planning for the future	
84%	of people using the service agreed they have been supported to make informed decisions about any future important life changing events that may occur
89%	of friends and family agreed they believe their family member / friend has been supported to make informed decisions about any future important life changing events that may occur
93%	of team members agreed they support the person using the service to make informed decisions about any future important life changing events that may occur
86%	of professionals agreed they believe the service supports the person using the service to make informed decisions about any future important life changing events that may occur
R6 - Equity in access and equity in experiences and outcomes	
95%	of people using the service agreed they believe the organisation treats everyone equally (people using the service, family members, professionals and staff) and promotes fairness
89%	of friends and family agreed they believe the organisation treats everyone equally (people using the service, family members, professionals and staff) and promotes fairness
100%	of team members agreed they believe the organisation treats everyone equally (people using the service, family members, professionals and staff) and promotes fairness
87%	of professionals agreed they believe the organisation treats everyone equally (people using the service, family members, professionals and staff) and promotes fairness

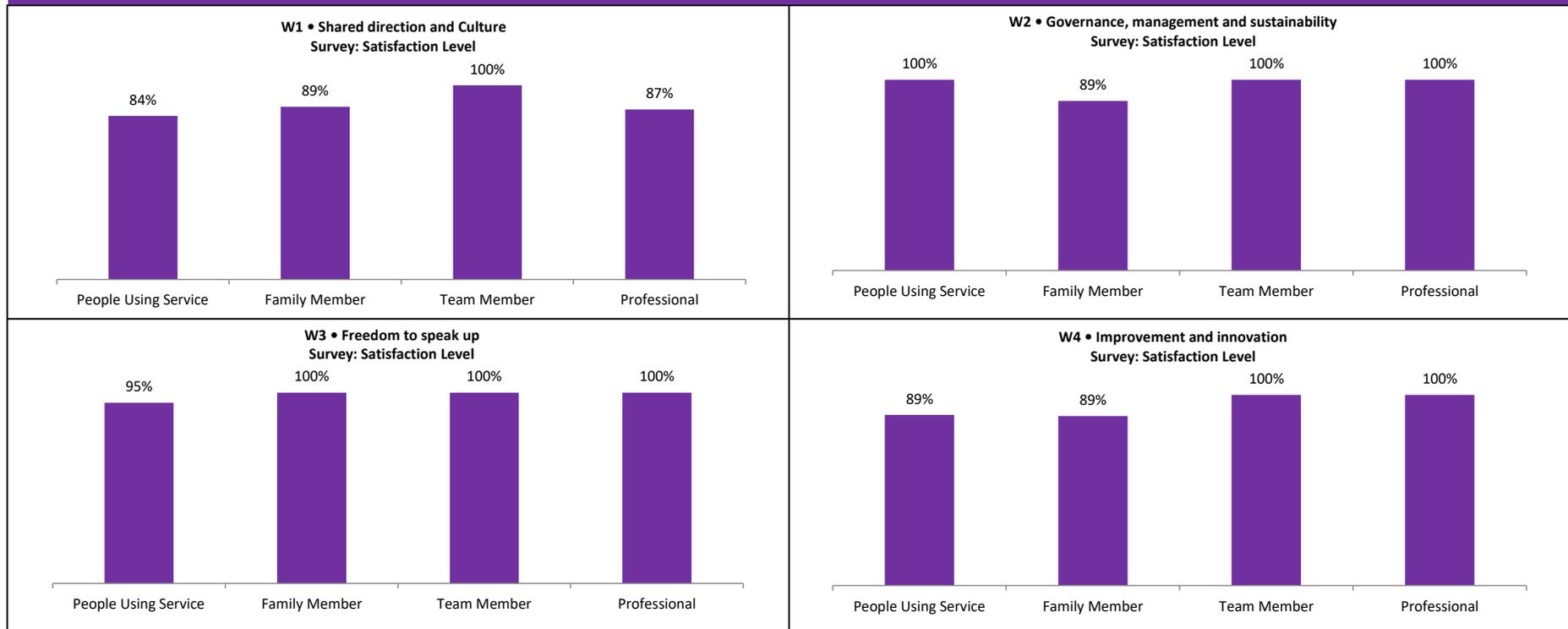
Responsive: by responsive we mean that services meet people's needs

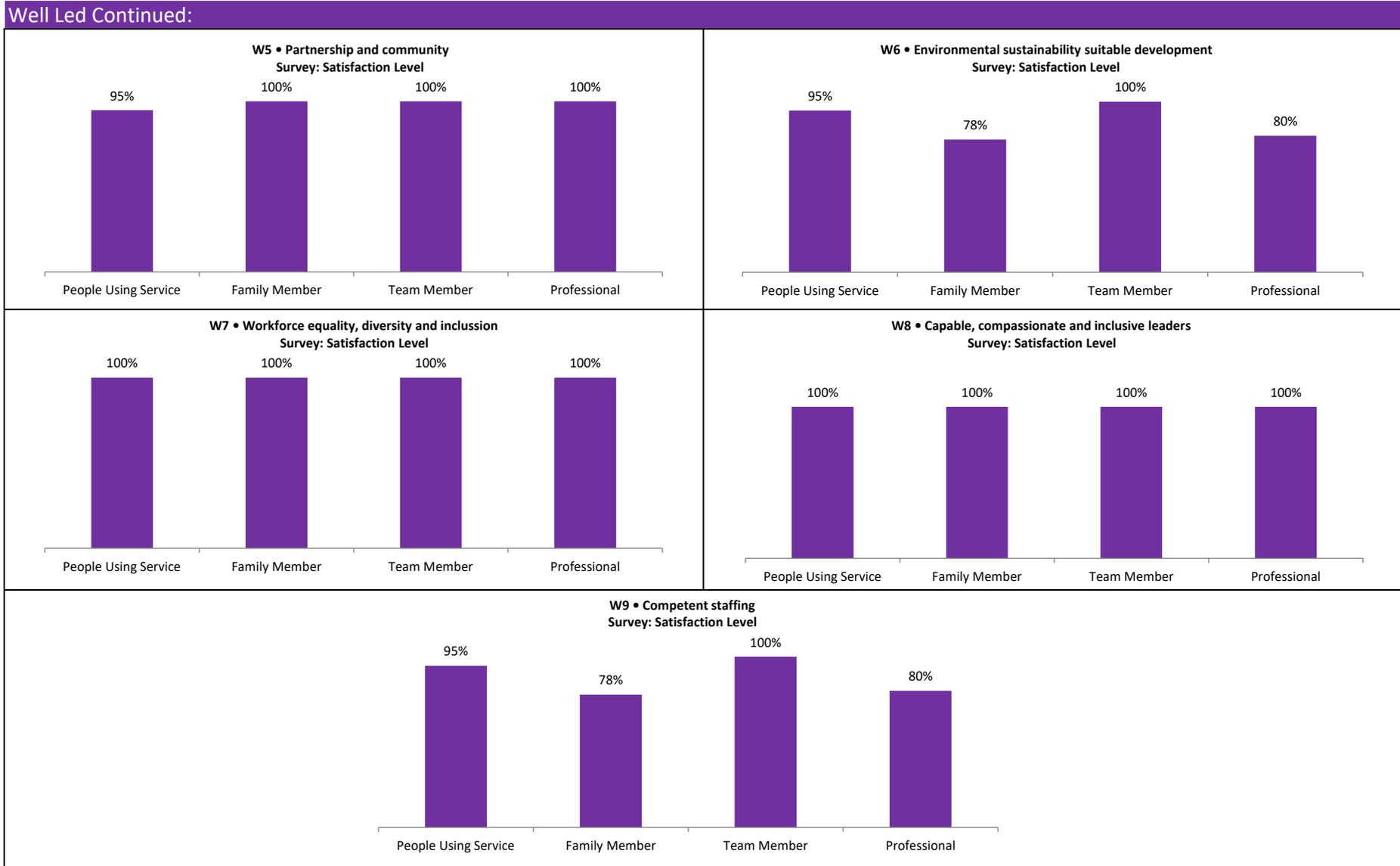


Comments collected from the survey relating to Responsive:	
Question Reference	From People Using Service:
There were no comments from people using the service	
Question Reference	From Friends or Family:
R1	Unsure
R1	Recommend appropriate action
R2	It's very good in some ways.
R2	Yes they do
R3	Yes very much so
R4	As he has mental illness, there are barriers when attempting to communicate with him.
R4	Yes they do
R5	All good
R6	There's no way of me knowing.
R6	Yes they do
Question Reference	From Team Members:
R1	I can raise changes and updates in care plans whenever the needs arises. We also have monthly keyworking sessions.
R2	We regularly carry out group activities which most of the people we support partake. We also encourage individual community access in the form of attending groups, managing their own shopping and appointments, paid work and other leisure activities.
R3	There is opportunity to raise feedback and concerns at every team meeting. The team leader is very approachable.
R6	The service is always very welcoming to all.
Question Reference	From Professionals:
R2	Certainly this was an important element that was being taken into account and worked on hard, when I last had contact earlier this year
R3	I am in patient service and refer clients to this placement provider.
R4	Unknown, only involved with a couple of people using the service and not involved in day to day interactions.
R6	I hope so , I have not witnessed any discrimination

Well Led:	
Well Led satisfaction score this survey was 95.7% This is above the IFS Survey Average of 92.2%	
W1 - Shared direction and culture	
84%	of people using the service agreed they believe the management of this service provides a high standard of care as set out in their vision statement
89%	of friends and family agreed they believe the management of this service provides a high standard of care as set out in their vision statement
100%	of team members agreed they believe the management of this service provides a high standard of care as set out in their vision statement
87%	of professionals agreed they believe the management of this service provides a high standard of care as set out in their vision statement
W2 - Governance, management and sustainability	
100%	of people using the service agreed they believe that the Manager ensures that all the standards they expect are met by their staff
89%	of friends and family agreed they believe that the Manager ensures that all the standards they expect are met by their staff
100%	of team members agreed they have regular supervisions, appraisals and observations with their manager to ensure they comply to the standards required
100%	of professionals agreed they believe that the Manager ensures that all the standards they expect are met by their staff
W3 - Freedom to speak up	
95%	of people using the service agreed they have the opportunity to expressive their feelings and views on the service
100%	of friends and family agreed they have the opportunity to expressive their feelings and views on the service
100%	of team members agreed they are encouraged to express their feelings and views on the service during meetings
100%	of professionals agreed the provider is open to advice and observations they may provide
W4 -Improvement and innovation	
89%	of people using the service agreed they believe that the management actively strives to continually improve the quality of the service
89%	of friends and family agreed they believe that the management actively strives to continually improve the quality of the service
100%	of team members agreed they believe that the management actively strives to continually improve the quality of the service
100%	of professionals agreed they believe that the management actively strives to continually improve the quality of the service
W5 - Partnerships and community	
95%	of people using the service agreed they believe the service works well with other professionals to develop the best outcomes they could receive
100%	of friends and family agreed they believe the service works well with other professionals to develop the best outcomes for my family member / friend
100%	of team members agreed they believe the service works well with other professionals to develop the best outcomes for the person using the service
100%	of professionals agreed they believe the service works well with other professionals to develop the best outcomes for the person using the service
W6 - Environmental sustainability, suitable development	
95%	of people using the service agreed they feel the service encourages us all to reduce, reuse and recycle to help support our environment
78%	of friends and family agreed they feel the service encourages my family member / friend to reduce, reuse and recycle to help support their environment
100%	of team members agreed I support the person using the service to reduce, reuse and recycle to help support their environment
80%	of professionals agreed they believe the services encourages the person using the service to reduce, reuse and recycle to help support their environment
W7 - Workforce equality. Diversity and inclusion	
100%	of people using the service agreed they feel the service has a diverse workforce and the staff are happy
100%	of friends and family agreed they feel the service has a diverse workforce and the staff are happy
100%	of team members agreed they feel the service has a diverse workforce and the staff are happy
100%	of professionals agreed they feel the service has a diverse workforce and the staff are happy
W8 -Capable, compassionate and inclusive leaders	
100%	of people using the service agreed they know the manager(s) and they are open and honest
100%	of friends and family agreed they feel the leadership team is visible, open and honest
100%	of team members agreed their manager(s) are always available, open and honest
100%	of professionals agreed they feel the leadership team is visible, open and honest
W9 - Competent staffing	
95%	of people using the service agreed all staff seem to have received appropriate training for the tasks they carry out
78%	of friends and family agreed all staff seem to have received appropriate training for the tasks they carry out
100%	of team members agreed they have sufficient training that allows them to have the skills, knowledge & confidence to deliver effective care
80%	of professionals agreed all staff seem to have received appropriate training for the tasks they carry out

Well Led: By well led, we mean that the leadership, management and governance of the organisation assures the delivery of high quality care, supports learning and innovation, and promotes and open and fair culture.





Comments collected from the survey relating to Well Led:	
Question Reference	From People Using Service:
There were no comments from people using the service	
Question Reference	From Friends or Family:
W1	It seems good. My brother and other service users seem very happy. But I am taking things on face value.
W1	Yes they do
W2	Unsure. Neither agree or disagree.
W2	Yes indeed
W3	Communication is great
W4	Yes they do
W5	Yee they do
W6	Yes they do
W6	Unsure
W7	All good
W8	Unsure. It appears so but there's no way of knowing.
W8	They are helpful
W9	Yes they do
Question Reference	From Team Members:
W1	The management team are very passionate about providing an excellence service.
W2	The Team Leader is very supportive.
W4	The management are passionate about providing high quality standards.
W5	I am unsure.
W6	Recycling bins are used.

Question Reference	From Professionals:
W2	Unknown
W3	The staff are keen to work with others including professionals and are always open to ideas
W4	They are always arranging activities to engage the service users and liaise with professionals to maintain a high standard of care
W5	I've always found the Managers at the service to consistently have the best interests of the service users at heart and to work in a joined up, communicative way with other professionals in order to achieve this wherever possible
W6	Unknown
W7	Unknown
W9	Unknown - not involved with this

Q. Does this service provide care that is above and beyond the care that is required? (Please tell us how)
At times yes.
The staff seem to provide care and support for all the residents including my son
The service is very caring and understanding to all members. They are looked after extremely well with attention to every detail. And as a parent of a service user i am extremely grateful to all staff for their care And am most satisfied with all what the staff do to enable the member to carry on with their life as comfortable as possible. My sincere thanks to all.
Yes, from my experience, the people we support here are happy, encouraged to make the right decisions, supported in achieving their goals and have a good quality of life.
Yes, very people centred.
Yes
My family member has received exceptional pastoral and practical support recently.
Yes.
Yes
I don't know
They go above and beyond.
They always go an extra mile to provide quality and person centred care.
Yes, I feel the staff help in lots of ways.
Yes, We believe that "support" extends beyond physical needs—it includes social connection, mental well-being, and comfort . This ensures our clients feel valued, respected, and truly cared for.
They show it each day
Yes definitely it is person centered to each individual. Small steps are encouraged for independence. Regular meeting are held to support the people we support to the best of our abilities. Key working session are held regularly to support with goals for everyone. Activity are organised and help with the people we support choosing them. Our latest one was to Hampton Court with a mini bus we hire. Over all our 3 homes are happy & thriving clean and well run.
The service adopts a culture that provides genuine care and consideration for the people we support. The team work together collectively on common goals and support one another accordingly to ensure the best outcomes for ur people we support. Everyone has a passion for their role and are always finding new ways to improve the quality of care provided.
Yes it does really good management and good care from staff
Yes I feel it does and I feel the staff care about the service users. I have seen how people can change rtheir lives around with being at Sleapcross. Excellent
I happy living at Sleapcross House. Since I come I have learnt daily life skills like cooking and cleaning. I can also travel on the bus to St Alban's on my own. I'm much more independent now
The service will always be there for support, advice and information to the people we support and families aswell as staff
The staff and management are kind to me. They are helpful they car about me and my happiness. They inspire to to do new things. I am happy living here
During Christmas last year, they took out the service users to London for activities and shopping.
Yes, support and encouragement for independence, also encouraging healthy lifestyle and hobbies.
At Sleapcross House we meet the criteria that is needed to have a supported living home. As the support workers, we go out of our way to go that extra mile to help and support our individuals whether that's with emotional support, or showing them how to get the bus to their appointments

**Q. Does this service provide care that is above and beyond the care that is required?
(Cont.)**

Yes , it's required to improve the quality of service

I can only comment on the referral process, transition and first 6 weeks of someone being in the placement, but I've always found the team there go above and beyond to try and provide the best care, the best support and interactions with residents and associated others to ensure good joined up care and endeavoring to get the best outcomes for the residents. Communication is very good, understanding and desire to understand more about their residents and to give them a great service, comes across strongly in all interactions. Placements in this and their other services are highly sought after. They are always willing to embrace new challenges and consider new risks to accommodate in a positive way.

No. There's room for improvement as we want only the best for our loved one. The staff seem to work very hard and take so much interest.

Would say yes. Staff are quite attentive, as well as being kind my family member can always approach staff for his needs this includes Tracy and Temi and sarah for anything that he requires.

Yes they do

Yes they have done this through personal matters that could've possibly been difficult to manage without them.

Sleapcross House Ltd always strives to go over and beyond in supporting individuals as well as ensuring happy and competent staff. This in turn creates a good positive working environment with highly motivated staff looking to offer the best service they can to the people they support.

I believe so.

Whoever designed the survey need to seriously think about the length of the survey. It really puts people off to be so overinclusive. Next time I will not complete the survey

Yes sleapcross house has a very positive environment and encourages all staff and Service users to reach their full potential

Development suggestions: Sleapcross House - JAN 2026

We understand that you know your business more than we possibly can. The following draft action plan has been developed in relation to the results from the survey and contains ideas for addressing feedback as a starting point for you. We are happy to support you to develop this action plan further including elements from other action plans into a full working development plan.

Action	Links	Complete by	Date started	Date complete
Utilise NICE assessment tools to help your organisation with the actions that have been identified from the survey:-	https://www.nice.org.uk/guidance/published?type=SC			
Safe 3. The service may be understaffed, in which case it is recommended that you utilise the HCPA Recruitment Service - it is currently free to members and the team will support you in all aspects of recruitment. If you are currently using the service and have any feedback on the service, please do get in touch.	https://www.hcpa.info/herts-good-care/			
Safe 4. It is recommended that you utilise NICE Managing Medicines in Care Homes resources - this supports policies, processes and training etc and ensure all staff are competency checked regularly.	https://www.nice.org.uk/guidance/sc1			
Safe 5. It is recommended that you follow the NICE guidance for Infection Control and ensure all staff are trained.	https://www.nice.org.uk/about/nice-communities/social-care/quick-guides/helping-to-prevent-			
Safe 6: Where Lessons are learnt from mistakes these need to be communicated effectively to all. Special attention should be paid to ensure those who use the service and their families are kept informed through forums or newsletters. Making this information visible shows that you are transparent and open.				
Safe 7. It is recommended that you supply your staff with the knowledge and information on how and what individuals can access to adapt their own environment or to obtain any special equipment, to help them meet their needs.				

Action	Links	Complete by	Date started	Date complete
Effective 1: You may want to consider having a system in place to handover information to family and professionals, where appropriate to demonstrate that staff know what they are doing in terms of carrying out a care plan. This will help to reassure family members who may not see the documented evidence of the plans created with the individual.				
Effective 2: You may wish to use this resource for extra guidance on how to support people to live healthier lives	https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-focus.aspx?kloe=effective-1&topic=supporting-people-to-live-healthier-lives			
Effective 5. It is recommended that staff always get consent to carry out care and treatment, following the code of conduct	https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/Managing-people/Code-of-conduct/Code-of-Conduct.pdf			
Care 2. Utilise the HCPA Health and Wellbeing page to tap into a wide variety of resources and guidance to help you to best care for the individuals you support. These resource cover both mental and physical health as well as general wellbeing.	https://www.hcpa.info/members-zone/health-wellbeing/			
Care 5: To help gauge the culture of your organisation and how loyal and happy your staff are, we recommend that you undertake the Culture Survey. Follow the link for more information and contact details.	https://www.hcpa.info/services/6-cs-culture-check/			
Responsive 2. Ensure the organisation is following the Connected Lives approach using our tool kit.	https://www.hcpa.info/connectedlives/			
Responsive 3. It is recommended that your complaints policy is visible and that you have clear turnaround times that are then upheld when a complaint is made. All interested parties should be made aware of process and out comes at every stage.	https://www.lgo.org.uk/information-centre/news/2019/mar/ombudsman-issues-good-practice-guide-for-care-providers			
Responsive 3. You may wish to display a section in a newsletter or a notice board to show 'you said - we did'				

Action	Links	Complete by	Date started	Date complete
Responsive 4. You may need to ensure staff have the skills to effectively engage, respond and communicate in ways that meets the needs of people who use the service.	https://worldofwork.io/2019/07/the-7-cs-of-communication/#:~:text=C's%20of%20Communication-The%20seven%20C's%20of%20communication			
Responsive 5. It is recommended that the End of life care for adults: service delivery NICE guideline are referenced and used.	https://www.nice.org.uk/guidance/ng142			
Responsive 6. To ensure equality throughout the organisation, ensure your core values and strategic action plans reflect this. That your Equality and Diversity policy is current and understood by all. Your recruitment policy and procedure follows the national guidelines and you encourage all staff and those who use the service to explore and celebrate different cultures and lifestyles.				
Well Led 1. You may wish to involve staff and others in the shaping of the vision and setting targets for the company. This guide to improvement can help	https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/good-and-outstanding-care/Improve-your-COC-rating/Guide-to-improvement.pdf			
Well Led 2. It is recommended that staff receive feedback from managers in a constructive and motivating way, to enable them to know what action they need to take to improve and maintain their performance. This can be done through regular supervision.	http://www.skillsforcare.org.uk/Learning-development/Effective-supervision/Effective-supervision.aspx			
Well-Led 3: you may wish to look at various ways of ensuring that everyone can comment on the service being offered, this could include an easy to access "Compliments and Complaints" box which can then form the basis of a forum or newsletter.	https://www.ombudsman.org.uk/organisations-we-investigate/complaint-standards-landing-page-test/nhs-complaint-standards-test/test-nhs-complaints-standards-guides/making-sure-people-know-how-complain-and-where-get			
Well Led 4. It is recommended that you utilise the results of this survey on your website and marketing materials, and share these with your staff, those who use your service, their families, and professionals, to ensure they feel that the service engages with, listens to, and acts on feedback.				
Well Led 5. It is recommended that staff are aware of who to signpost to for additional health/social needs. Such as Physio, and wheelchair services,				

Action	Links	Complete by	Date started	Date complete
Well-Led 6, It is recommended that you look at what you are doing to ensure the people you support and those working for your service make a positive contribution to reducing the impact on the environment. This resource may help.	https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-resources.aspx?kloe=well-led-2&topic=environmental-sustainability-			
Well-Led 9: Make use of your recent STAN+ report to work with individual staff, supporting them to identify the best style of training and their perceived needs and to target specialised training to improve the skills set of the staff as a whole.				
Well-Led 9: It is recommended that you maintain all staff CPD, by using this link, it will take you to a live availability page for the training available for the next 3 months at HCPA.	https://www.hcpa.info/upcoming-training/			
General: You may wish to engage in our Inspection and Monitoring Support Services offering a number of services to improve your overall quality. Follow the link to our web page and complete an expression of interest form to meet with the	https://www.hcpa.info/inspection-and-monitoring-support-service/			

Useful Links

<http://www.hcpa.info>

Utilise the members only section for useful toolkits and information

<https://www.scie.org.uk>

A wealth of resources for care organisations

<https://www.skillsforcare.org.uk>

A wealth of resources for care organisations

<https://www.communitycare.co.uk>

Useful articles and information

<https://www.scils.co.uk>

A wealth of training resources available to HCPA members only

<https://www.progressforproviders.org>

A useful person centred care resource