













# What Do You Think Of Us?





## Service Experience Survey





**Alexandra House – June/July/August 2021**





1. I feel that Sir Josiah Mason Trust staff have respected me and treated me with dignity	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	89%	11%				





2. I feel that Sir Josiah Mason Trust staff have listened to me	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	56%	44%				





3. I feel my wishes and beliefs have been respected	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	43%	57%				





4. I have received relevant and sufficient information about the service	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	44%	56%				





5. I have been involved in deciding on the support and care I received	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	44%	56%				





6. Sir Josiah Mason Trust staff have given me the right kind of support and care	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	67%	33%				

<b>7. Sir Josiah Mason Trust staff have supported me to do what I want to do</b>	<b>Strongly agree</b> 	<b>Agree</b> 	<b>Disagree</b> 	<b>Strongly disagree</b> 	Does not apply	I don't know or understand
	67%	33%				

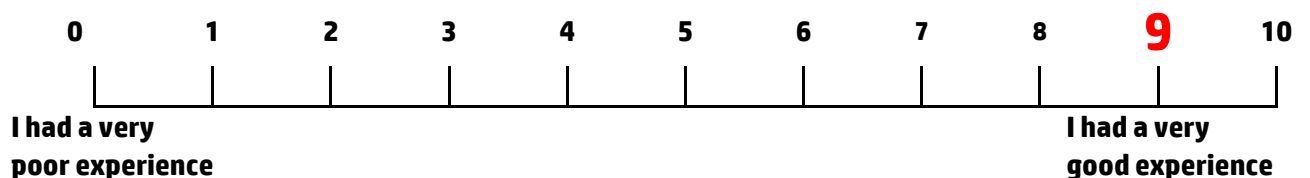
<b>8. I feel comfortable in Alexandra House</b>	<b>Strongly agree</b> 	<b>Agree</b> 	<b>Disagree</b> 	<b>Strongly disagree</b> 	Does not apply	I don't know or understand
	43%	57%				

<b>9. Sir Josiah Mason Trust staff have helped me to feel safe</b>	<b>Strongly agree</b> 	<b>Agree</b> 	<b>Disagree</b> 	<b>Strongly disagree</b> 	Does not apply	I don't know or understand
	75%	25%				

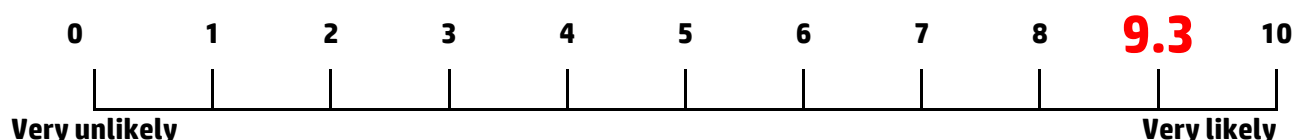
<b>10. I have been involved in the service activities and I enjoy them</b>	<b>Strongly agree</b> 	<b>Agree</b> 	<b>Disagree</b> 	<b>Strongly disagree</b> 	Does not apply	I don't know or understand
	20%	80%				

<b>11. The food at the service has been of a good standard and I have enjoyed it</b>	<b>Strongly agree</b> 	<b>Agree</b> 	<b>Disagree</b> 	<b>Strongly disagree</b> 	Does not apply	I don't know or understand
	50%	50%				

**12. Overall... On average we scored.....**



**13. On a scale of 0 to 10, how likely are you to recommend Sir Josiah Mason Trust? On average we scored...**



**How can we improve?**

**No improvements were suggested this quarter**