













# What Do You Think Of Us?





## Service Experience Survey





Alexandra House – March/April/May 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
	78%	22%				

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
	67%	33%				


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
	67%	33%				





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
	56%	44%				





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
	78%	22%				





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
	89%	11%				





7. Sir Josiah Mason Trust	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
---------------------------	---	---	---	--	----------------	----------------------------

staff have supported me to do what I want to do						understand
	45%	55%				

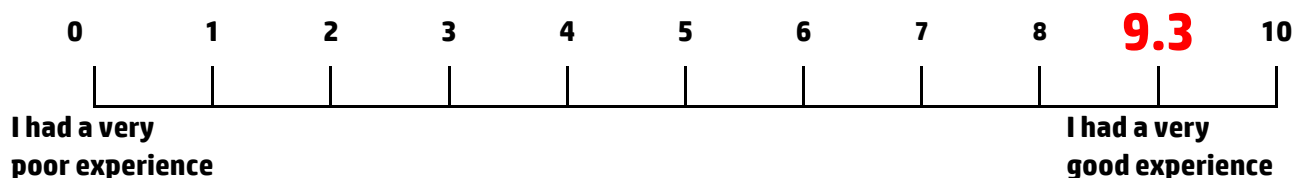
8. I feel comfortable in Alexandra House	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	89%	11%				

9. Sir Josiah Mason Trust staff have helped me to feel safe	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	89%	11%				

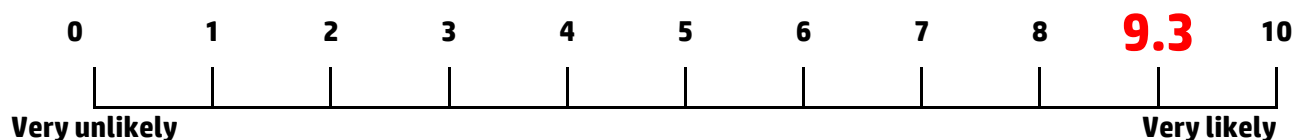
10. I have been involved in the service activities and I enjoy them	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	45%	55%				

11. The food at the service has been of a good standard and I have enjoyed it	Strongly agree 	Agree 	Disagree 	Strongly disagree 	Does not apply	I don't know or understand
	45%	55%				

**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**