

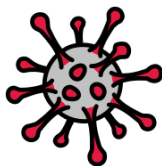


Hello!

This is a questionnaire sent to you from Silva Care.



We would like to know about your experience with Silva Care during the Coronavirus outbreak.



This booklet has questions about your service throughout the Coronavirus outbreak.

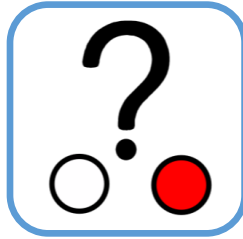


You can ask a family member or friend to help you fill this booklet out with your answers.



Please then give this booklet back to Silva Care.

Thank you for your help.



Which service do you go to?

You can tick more than one answer for this question.

Outreach: North Park, South Park or Ruthven Road

Short Breaks: Penn Drive, The Oaks, The Cherries, Churchways or Station Road

Supported Living: Stoke Lane, Crosswalk, The Oaks, The Cherries, Oakleigh, Bramley's, Hazel's, Brake Close or in Single Person's Services

Please answer questions 1-4 if you have been at home shielding or self-isolating during the Coronavirus outbreak and have not accessed your normal services.

Question 1:



During the Coronavirus outbreak did you or your family member continue to receive a service from Silva Care?



Yes



No



Comments:

Question 2:



Whilst at home shielding or social distancing have you received regular communication from Silva care?

Please comment on what type and how frequent.



Yes

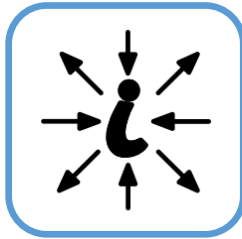


No



Comments:

Question 3:



Was the communication helpful, and was the amount of communication sufficient?



Yes



No



Comments:

Question 4:



Were you offered alternative support such as shopping, picking up medication, home support?



Yes



No



Comments:

Questions 5-9 for all service users or family members answering on their behalf.

Question 5:



At the beginning of the Lockdown we wrote to everyone to say that we would be adding a page to our website with regular updates, and information on how we would be keeping people safe. Have you accessed the page and if so, was it helpful?



Yes



No



Comments:

Question 6:



Our Facebook page has had regular updates, activities to do at home, and links to on-line activities such as a Silva care yoga session.

Are you aware of the Facebook page?

If so did you find it helpful?

If not would you like to be sent the details?



Yes



No



Comments:



Question 7:



If accessing services do you/your family member feel Silva Care had taken measures to ensure a safe service?

Please comment.



Yes



No



Comments:

Question 8:



Did you feel supported and listened to during the pandemic?



Yes



No



Comments:

Question 9:



Do you feel there are any further measures or support we could have implemented or offered?



Yes



No



Comments:

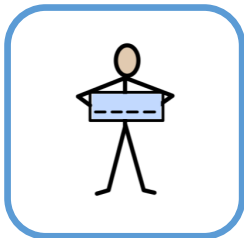


Thank you for answering the questions.

Please return this booklet to Silva Care.

If you would like to tell us your name, we can contact you with further information if needed.

You do not have to tell us your name if you do not want to.



Name:

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Contact details:

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