

2020

Saracen Care Annual Service Feedback



SARACEN CARE SERVICES
Providing Care and Independence

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Staff Survey Results

Introduction

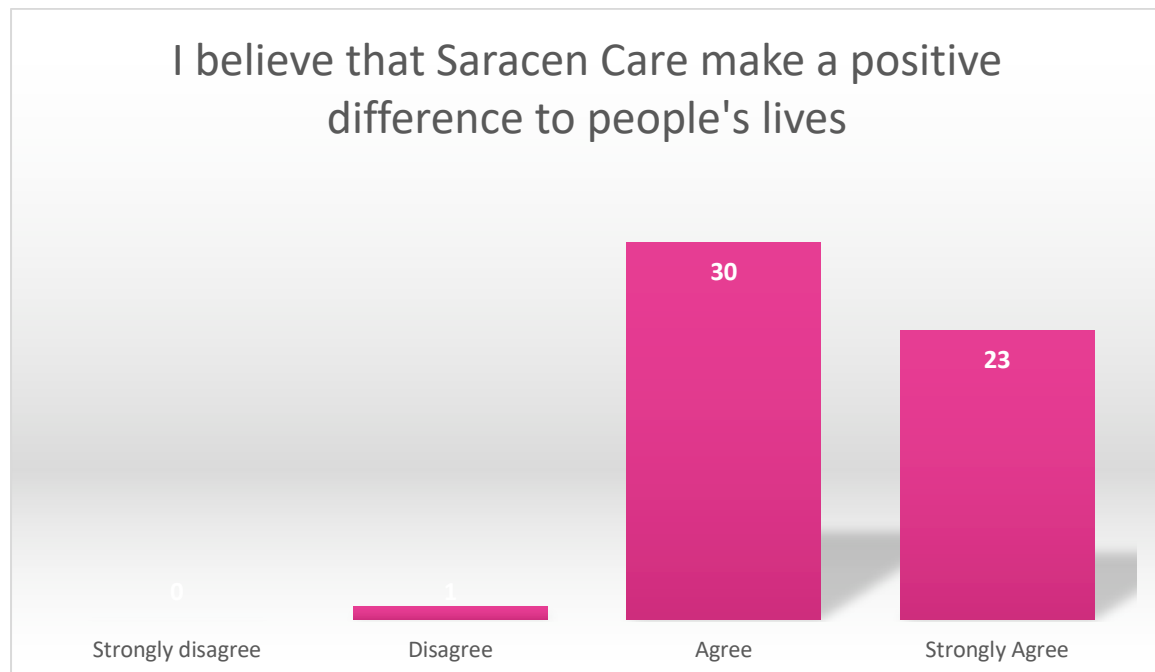
The staff survey was created electronically, and staff had a fortnight to complete it. Links to the survey were shared by email and via Facebook. It was disseminated during September 2020.

Most people submitted their responses anonymously, so the data is not broken down by geographical area, service or staff level. Instead, the analysis below gives a picture of staff feedback and satisfaction across Saracen Care.

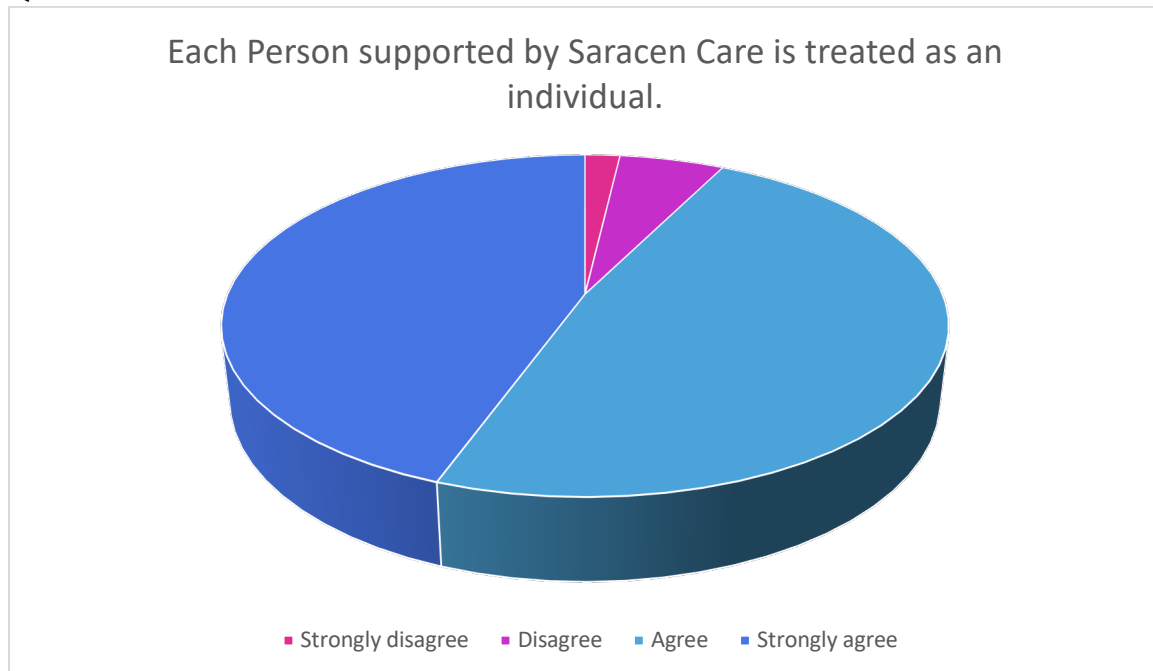
54 staff responded out of 129. This is a response rate of 42%. This is a similar uptake to last year's staff satisfaction survey which was distributed in February/March 2019 when we received 43 staff responses equating to 44% of the staff team at the time of distribution. We will continue to employ strategies to improve the uptake and gain greater coverage and insight from a larger demographic of our staff team. We intend to do this by continuing to review accessibility of the survey and communicate with staff to ensure that they are aware that their views/comments will shape practice and are fundamental to the development of the organisation.

Question 1.

98% of our staff team think that Saracen Care make a positive difference to people's lives.

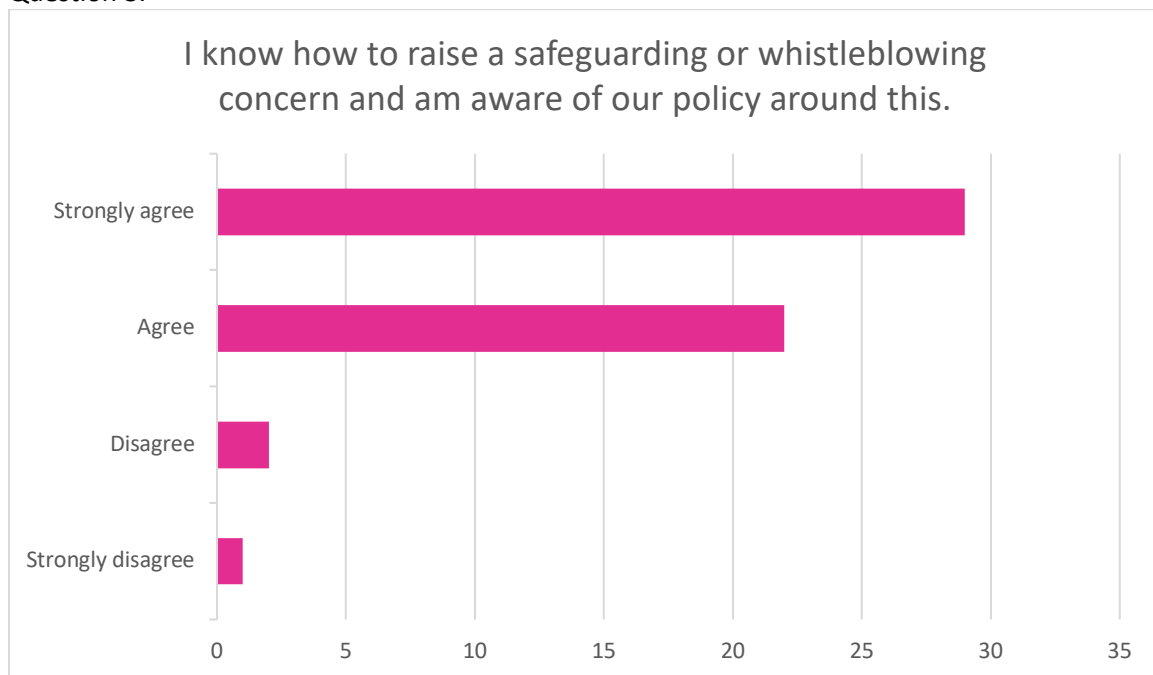


Question 2.



92% of staff believe that each person supported by Saracen Care is treated as an individual. 8% of our staff disagree with this statement.

Question 3.



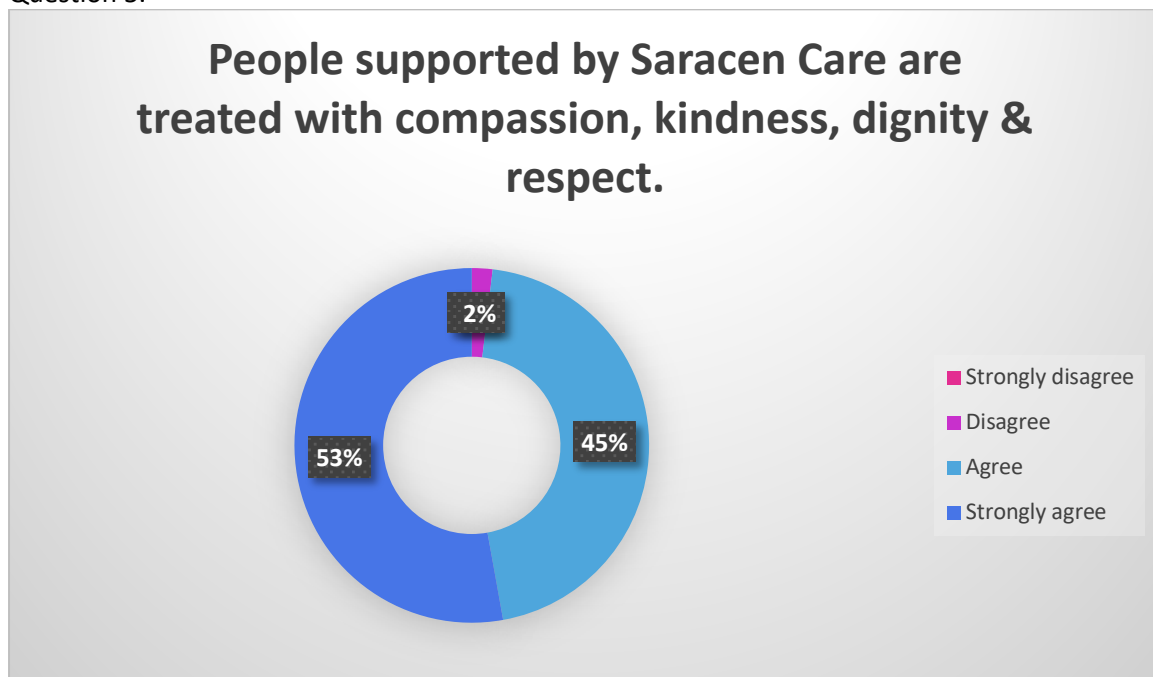
94% of Saracen Care Staff have indicated that they are able to raise a safeguarding or whistleblowing concern. However, 3 of the 54 staff who returned their satisfaction surveys stated that they do not know how to raise a safeguarding or whistleblowing concern. At the time of writing this report 100% of our staff team have completed their Safeguarding Training (December 2020).

Question 4.



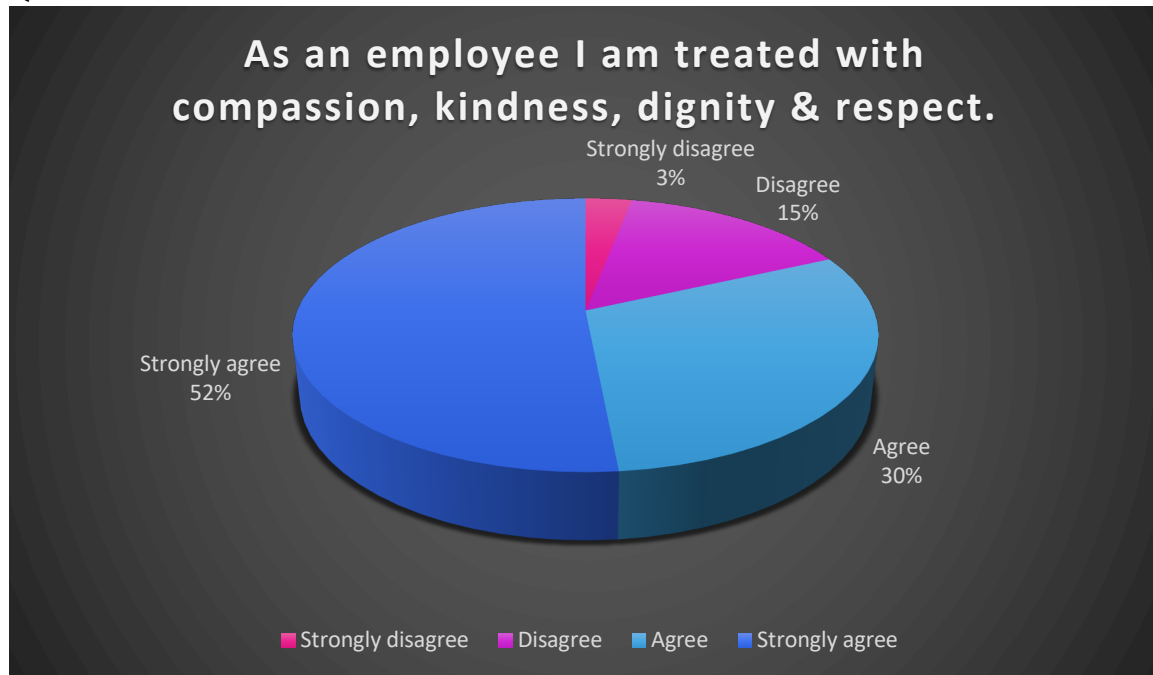
91% of staff feel safe and like their working environment. 9% of our staff disagree.

Question 5.



98% of staff feel that people supported by Saracen Care are treated with compassion, kindness, dignity and respect. This echoes the findings of our 2019 CQC inspection report which states that “People continued to receive an outstandingly caring and well-led service. Following our previous inspection, the service had further developed their exceptional person focused approach and responsiveness to people’s needs. Staff viewed each person as individuals and we found people had been empowered, through creative communication, to make truly informed decisions that enabled them to live the lives they wanted” (CQC, 2019).

Question 6.



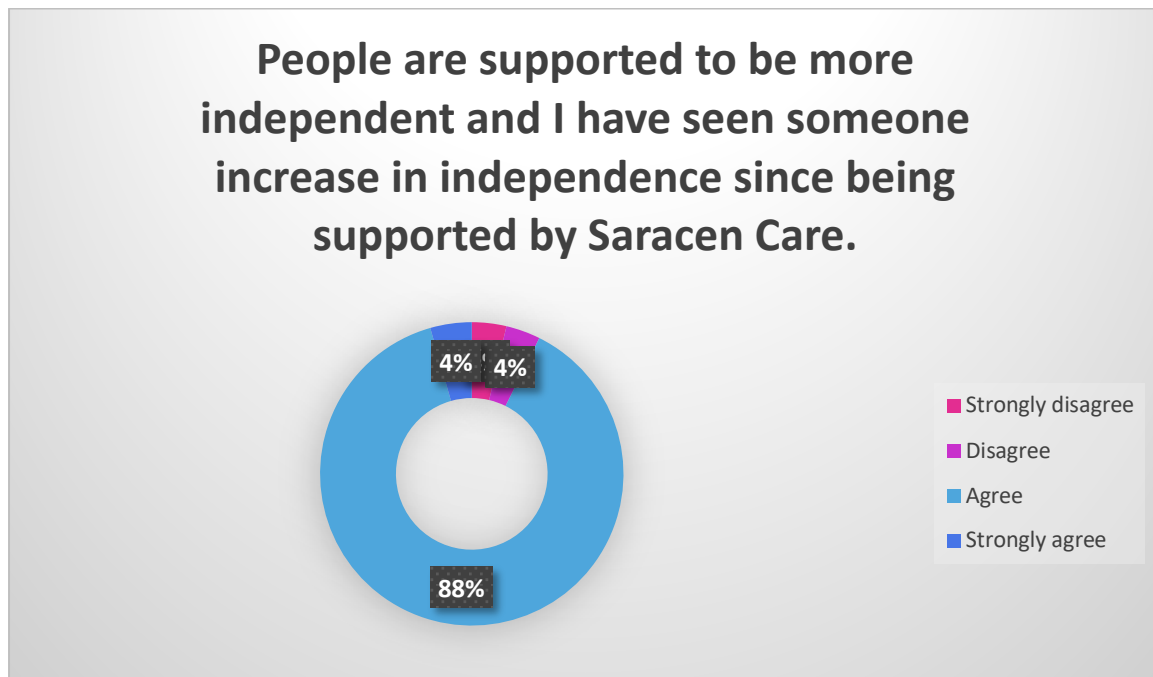
82% of staff feel that they are treated with compassion, kindness, dignity and respect. 18% of staff disagreed will be addressed as part of our 'you said, we did' work.

Question 7.



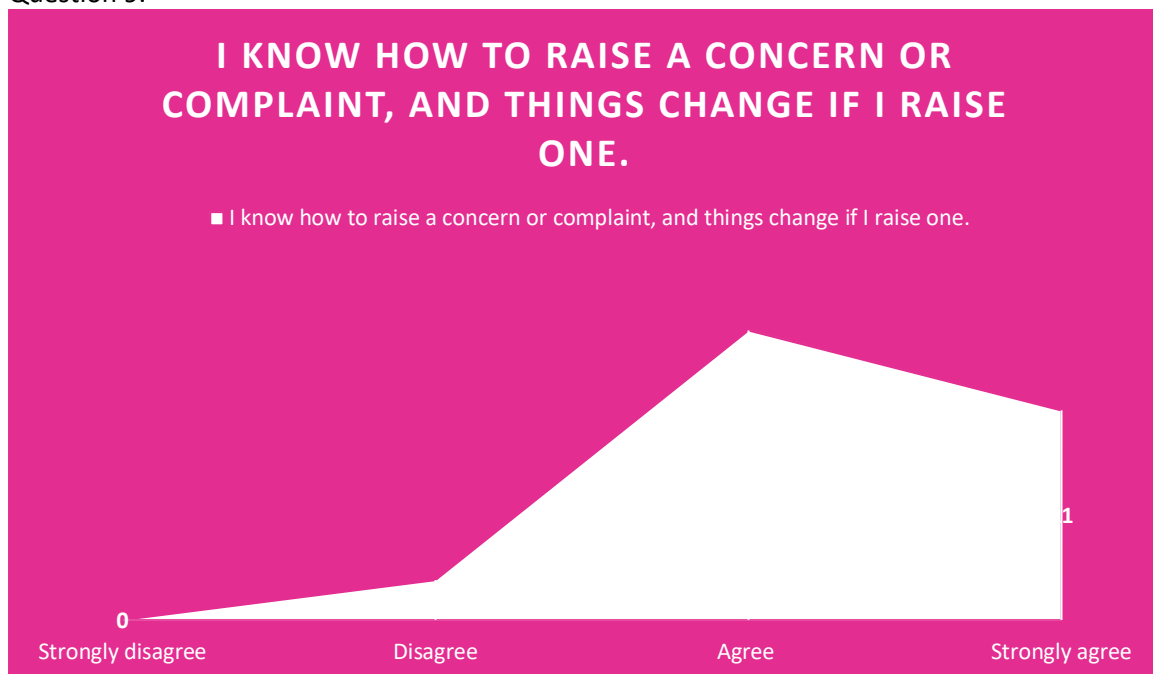
96% of staff feel that that are satisfied with the level of training and development that they receive. Saracen continues to receive exceptional feedback from new starters about the quality of their induction and ongoing training. We have recently completed Leadership and Management Training for our Management Team, along with routine Team Leader and Senior Training which helps focus on key areas of development and learning to enable people to feel competent and confident in their role. We continue to support staff to complete their Level 2 and 3 Awards in Health and Social Care.

Question 8.



92% of staff feel that people are supported to be more independent and have witnessed an increase in independence for an individual being supported by Saracen Care. The remaining 8% of staff who completed the questionnaire disagreed.

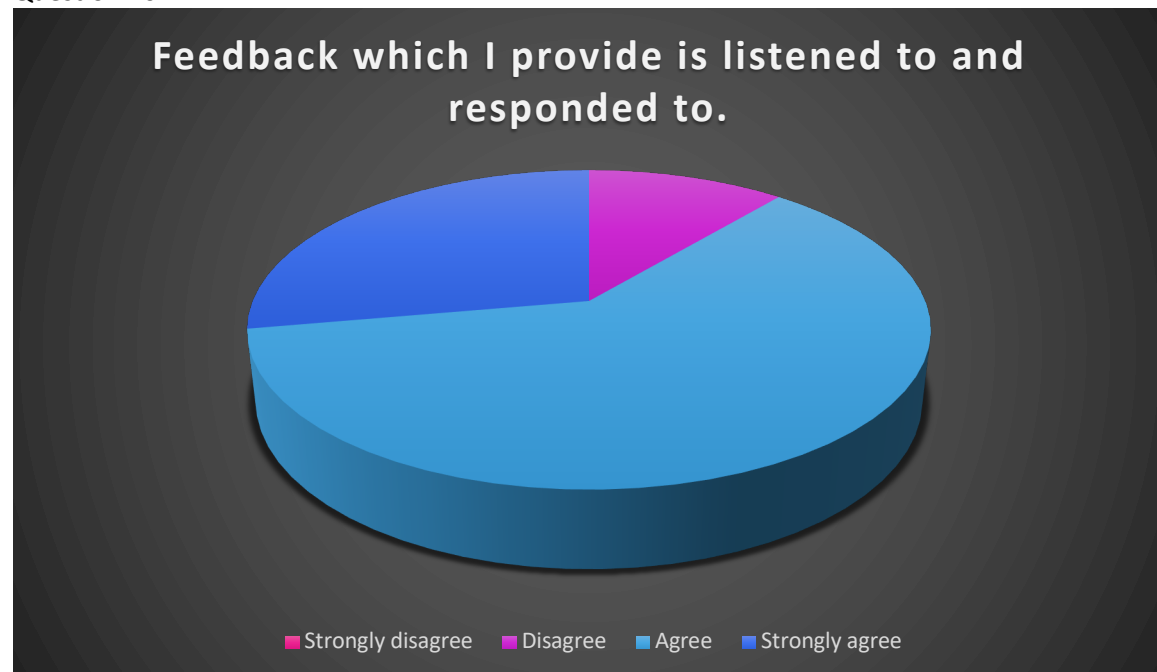
Question 9.



93% of staff know how to raise a concern or complaint and feel that change happens as a result. Saracen Care ensure that there are numerous avenues for communication between staff and management including face-to-face, email, teams, on-call, social media, Staff Plan, eLFY and PASS (electronic Training and Document and Recording platforms). There is a clear organisational structure chart which is routinely updated and circulated to staff to ensure that they are aware of who to go

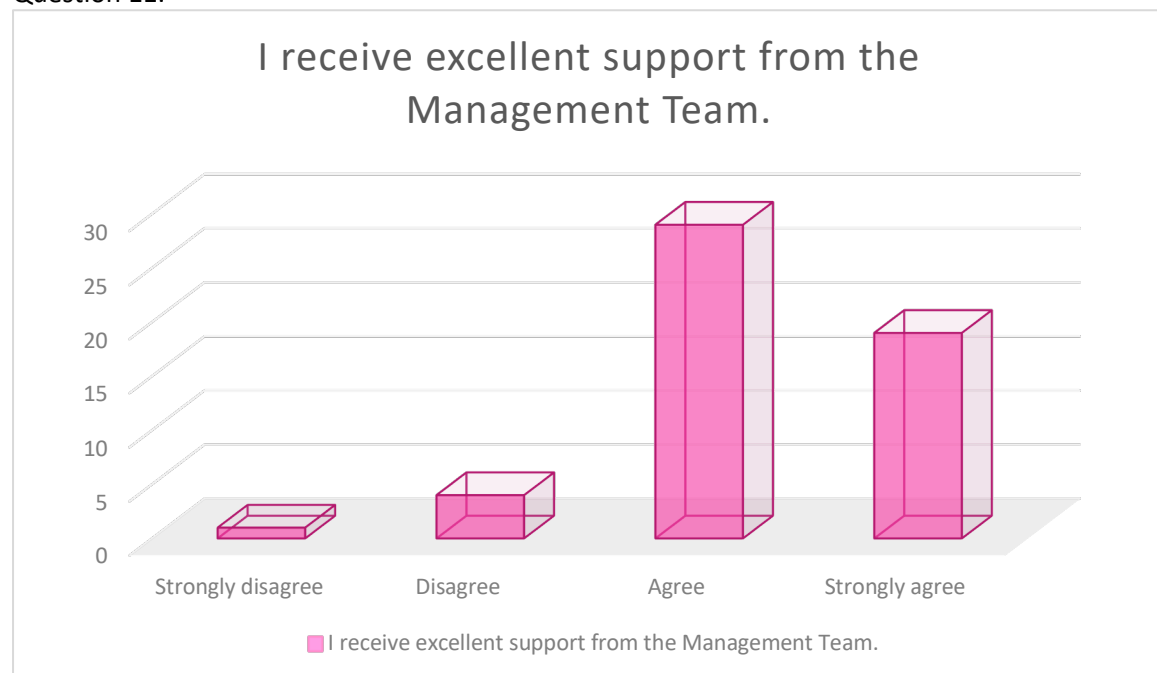
with any concern that they may have. Care Managers, Team Leaders and Seniors are present in the services and able to respond to any concerns/complaints as they arise.

Question 10.



89% of staff believe that the feedback which they provide is listened and responded to. The remaining 11% disagree and so this will be explored in the combined action plan. Saracen Care completes Weekly Management Meetings where the team discuss feedback and how to respond. Saracen recognises the importance of continuous professional development and routinely explores, evaluates, and adjusts practice to ensure the best possible outcomes for the people we support.

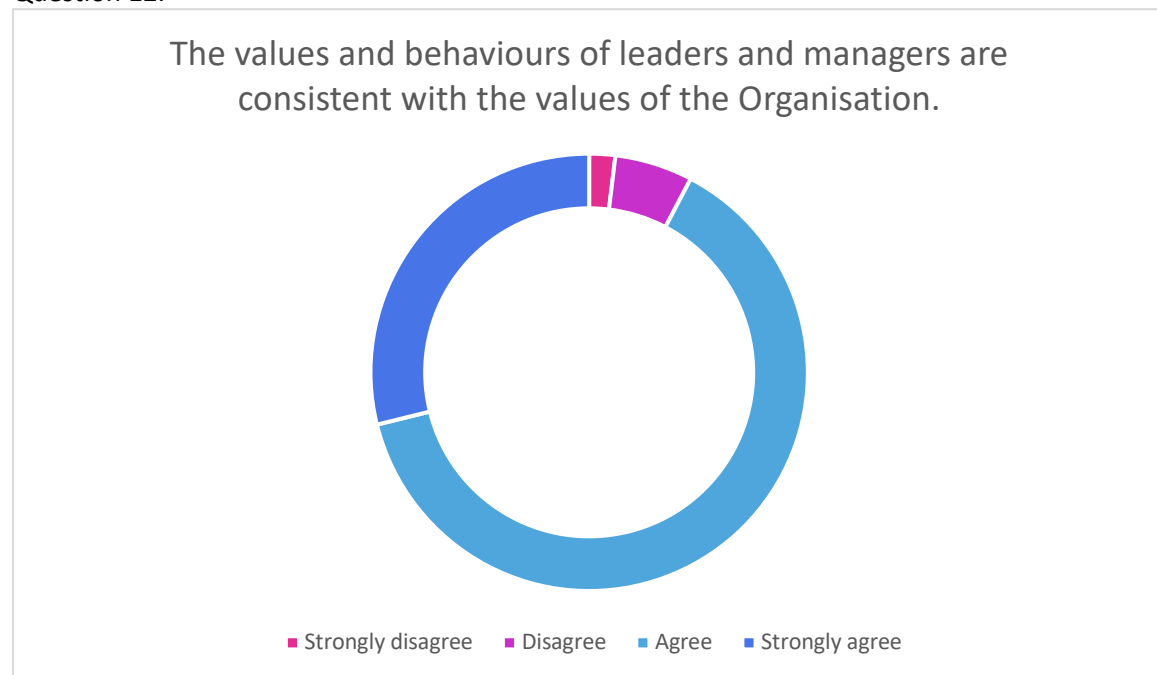
Question 11.



89% of staff believe that they receive excellent support from the management team. We have recently reviewed and distributed the organisational structure to ensure that all staff have a clear line of

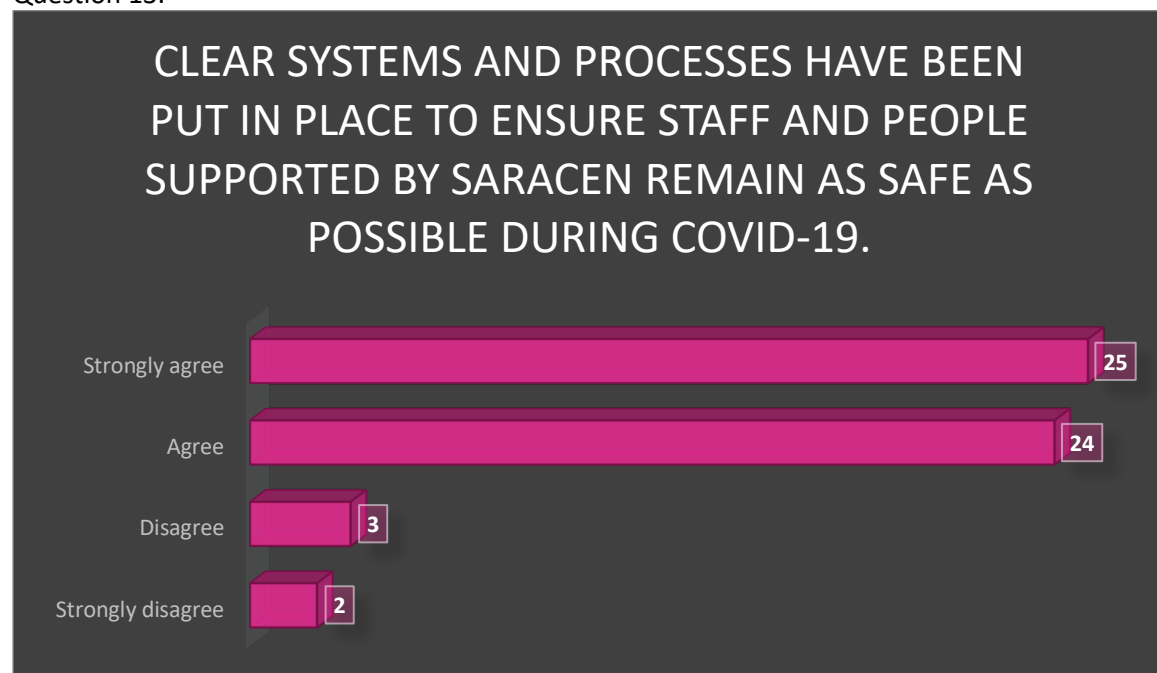
communication to ensure they feel supported and receive excellent support from the management team. 11% of staff disagree and do not feel well supported.

Question 12.



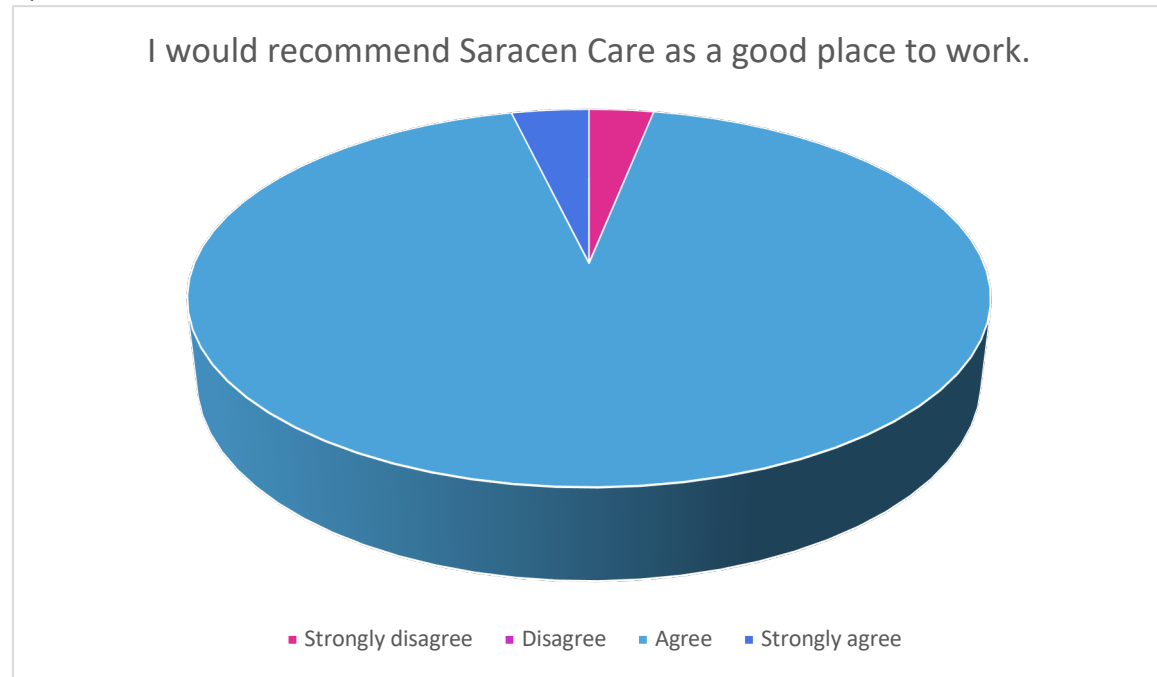
92% of staff who completed the questionnaire believe that the values and behaviours of leaders and managers are consistent with the values of the organisation. Saracen Care values are intrinsic and fundamental to the service and fully embedded in practice.

Question 13.



91% of staff agree that Saracen Care have clear processes in place to support people during COVID-19. Saracen has a **COVID-19 Lead** within the organisation who is responsible for ensuring the safety of staff and people that we support during the pandemic.

Question 14.



1 staff member strongly disagreed with this statement, the remaining 98% of staff respondents would recommend us as a good place to work.

"Treating individuals with dignity"

"Listening to the individual"

"Looking after the individual"

"Empower people to be the best they can be"

"Provide Person Centred Care to all people we support"

"Listen to the PWS in how they would like their support"

"Developing life skills"

"Treat all as individuals"

"Good relationships"

"Promoting independence"

"Making the needs of the PWS a priority"

"Match staff to the PWS"

What do we do well? Theme 1: Personalised Care

"Excellent support workers who know what they are doing"

"Encourage the PWS to be independent ensuring that risk assessments are in place so these outcomes can be achieved safely"

"Effective communication"

"Take into consideration and respond to support need and changes for the PWS"

"Provide excellent support and wellbeing for PWS"

"Staff are passionate about the PWS and supporting them"

"Encourage and support staff ideas to better support PWS"

"Providing valued care to PWS and they feel safe especially during covid-19"

"Support to the highest level"

"Listen to both PWS and staff when any issues may arise"

"Treat individuals as equals"

"Match staff skills/ experiences/ knowledge to the PWS specific needs"

"High level of support from my manager, always gets back to me and listens"

"Look after their employees"

"Provide a high standard of service delivery"

"Value staff, taking care of their wellbeing, ensuring they have a good support network to debrief"

"The management team is very supportive"

"Open and transparent and approachable"

"Always made to feel like I matter, that I am a part of the company and not just a payroll number"

What do we do well?

Theme 2: Good company to work for

"Always wanting to do what's best for staff and PWS"

"Innovation around supplying staff induction during current pandemic"

"Good environment to work in"

"Saracen Care strives to use innovative systems & process to remain an excellent organisation to work for"

"Appreciating the staff team"

"Responsive to concerns or issues"

"Look after employees' welfare"

“Opportunity to continue staff to develop skills, recognition for staff who ... achieve good outcomes”

“Keep on top of training so staff have up to date knowledge so they can work to their best”

“Implementing the Pass system, this is an excellent communication tool for both staff & managers”

What do we do well?

Theme 3: Training and Development

“Good systems for management receiving a real-time overview of the services via PASS and regular & enduring communication”

“Adoption of new technology to improve working systems”

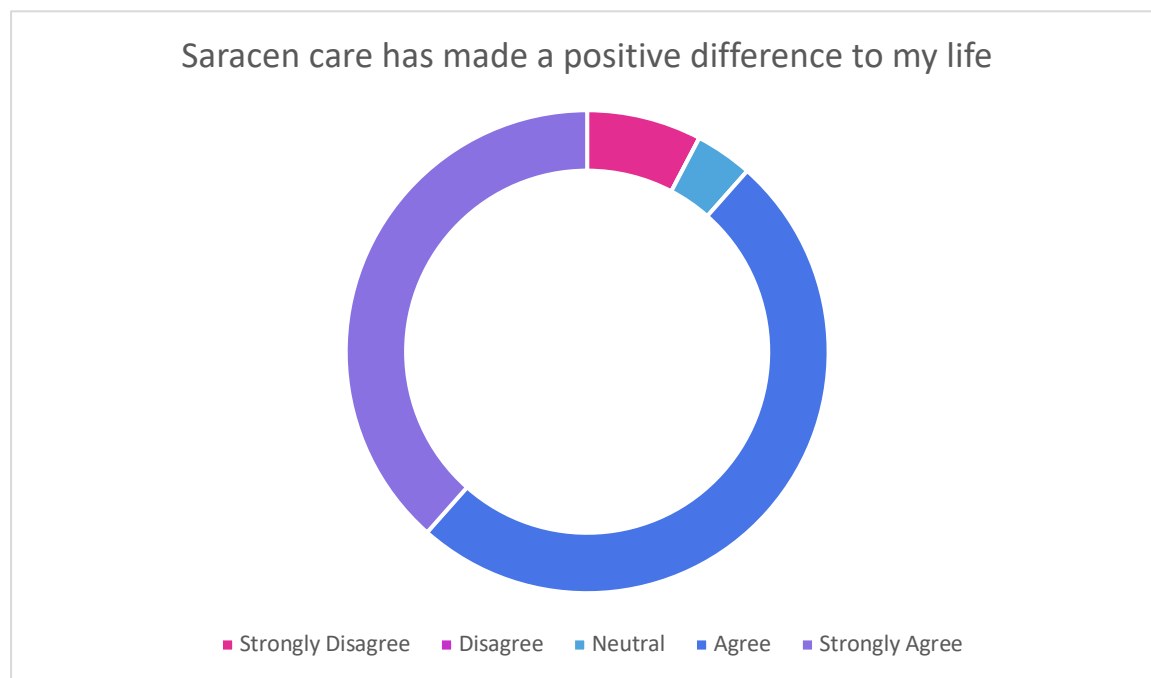
“Excellent training, staff team work well together to give a quality care”

“Excellent training”

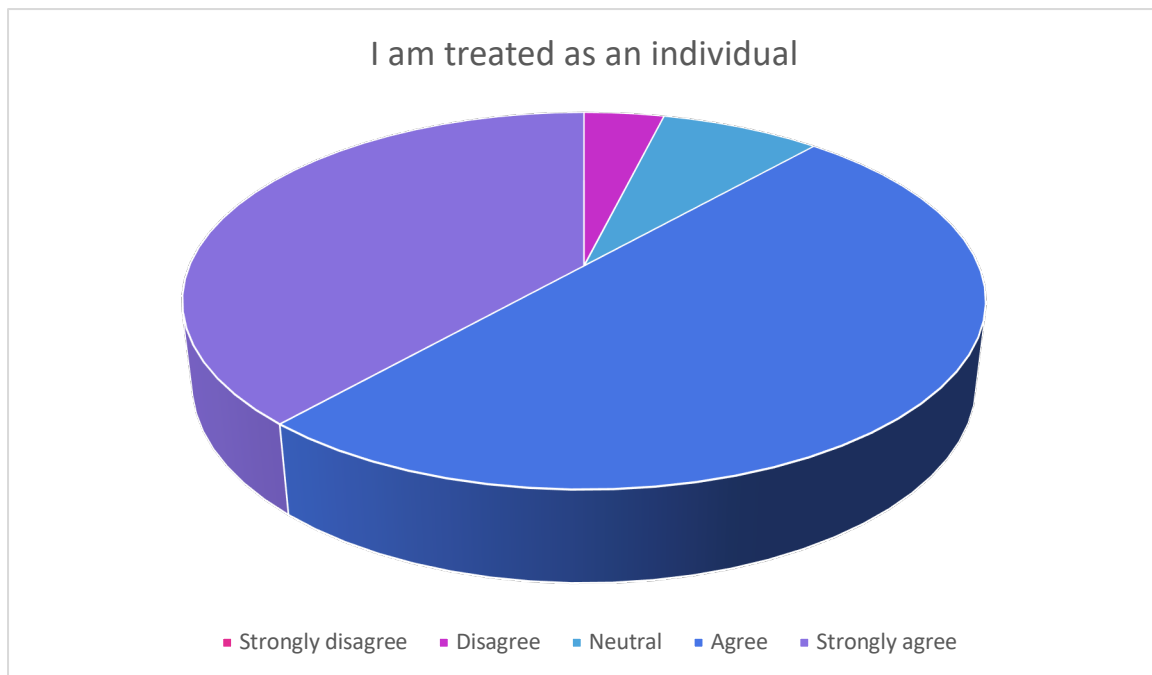
“Provide up-to-date training”

People we Support Survey Results

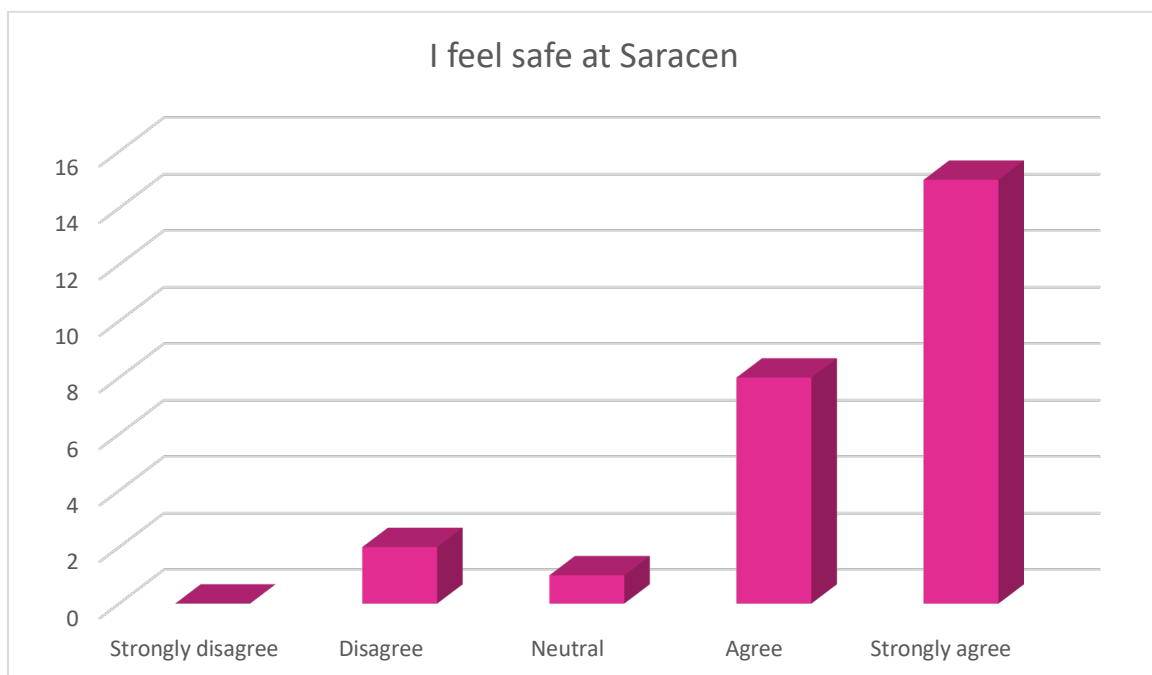
The survey was completed by a total of 26 PWS (15 in Swindon and 12 in Gloucestershire). The survey was made available in a range of different formats in accordance with individual needs and preferences.



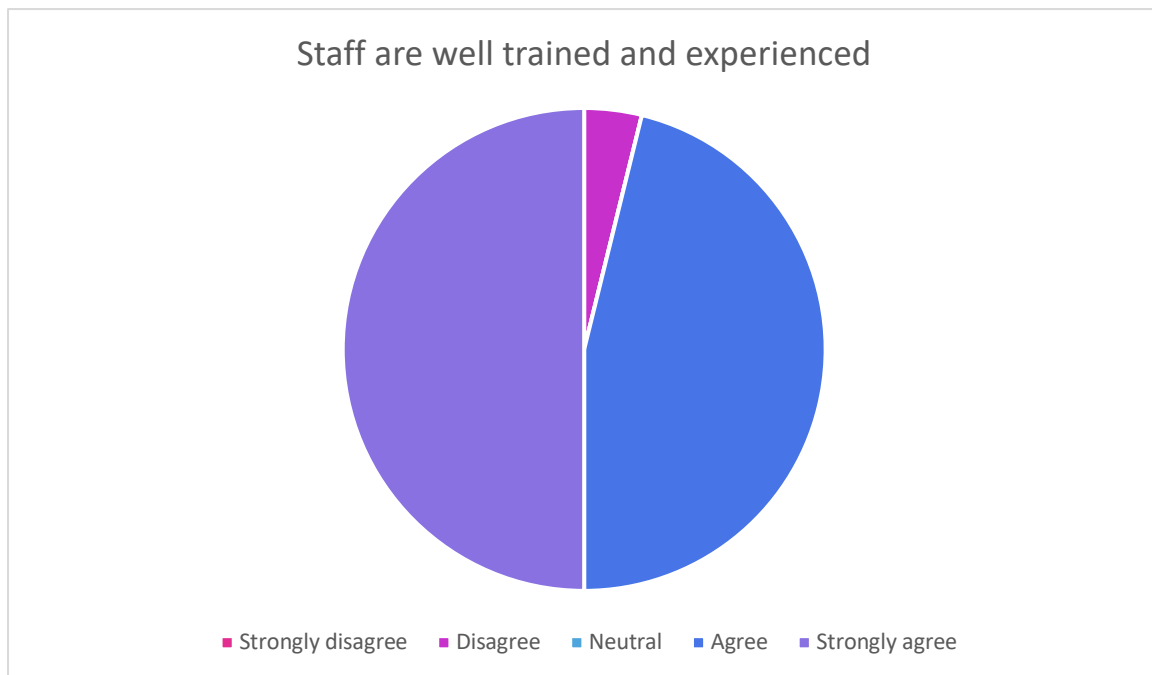
88% of PWS who completed the survey agreed that Saracen care made a positive difference to their lives. 8% of PWS who completed the survey strongly disagreed, and the remaining 4% were neutral in their response.



88% of PWS completing the survey agreed that they were treated as an individual. 8% were neutral in their response and 4% disagreed.

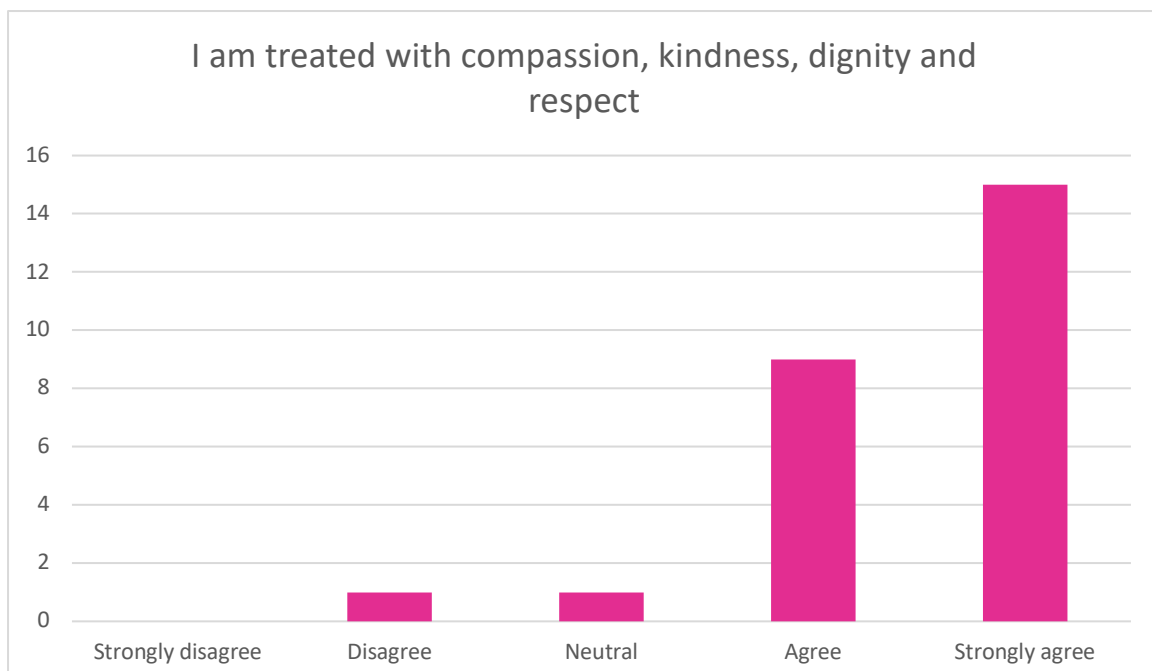


88% of PWS completing the survey stated that they felt safe at Saracen. 8% disagreed and 4% were neutral in their response.



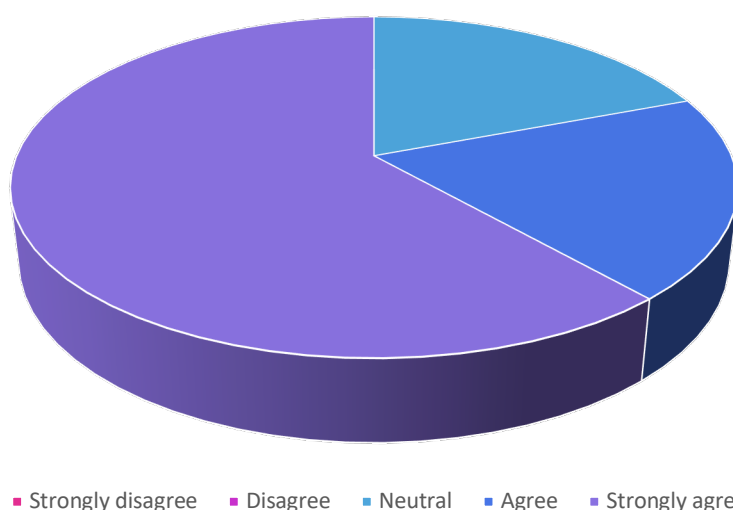
96% of PWS who completed the survey agreed that staff were well trained and experienced. 4% (1 PWS) disagreed with this statement.

All staff working for Saracen complete a comprehensive induction with the Training Manager. Ongoing training is delivered as a mixture of face-to-face (currently online due to CoVID-19) and elearning eLFY. A number of targeted training sessions have taken place specific to individual PWS. This has been delivered by people with lived experience as well as specialist trainers



92% of PWS completing this survey agreed that they were treated with compassion, kindness, dignity and respect. 4% (1 PWS) was neutral in their response, and 4% (1 PWS) disagreed with the statement.

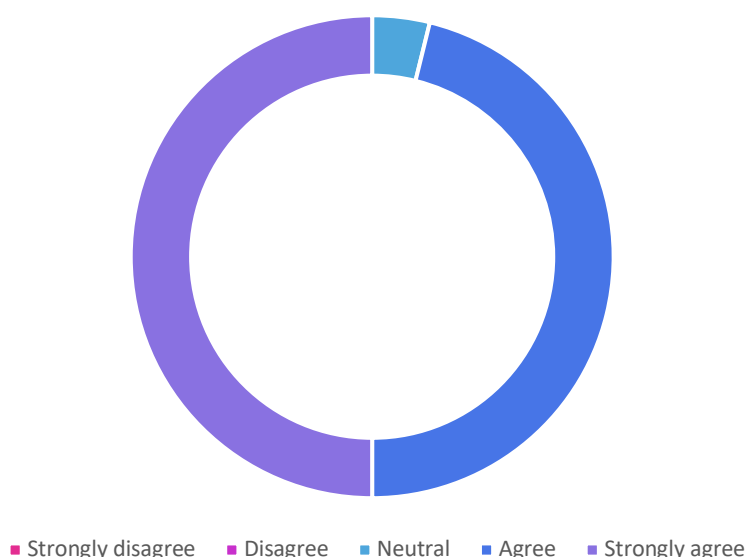
I am actively involved in expressing my views and making decisions about my life



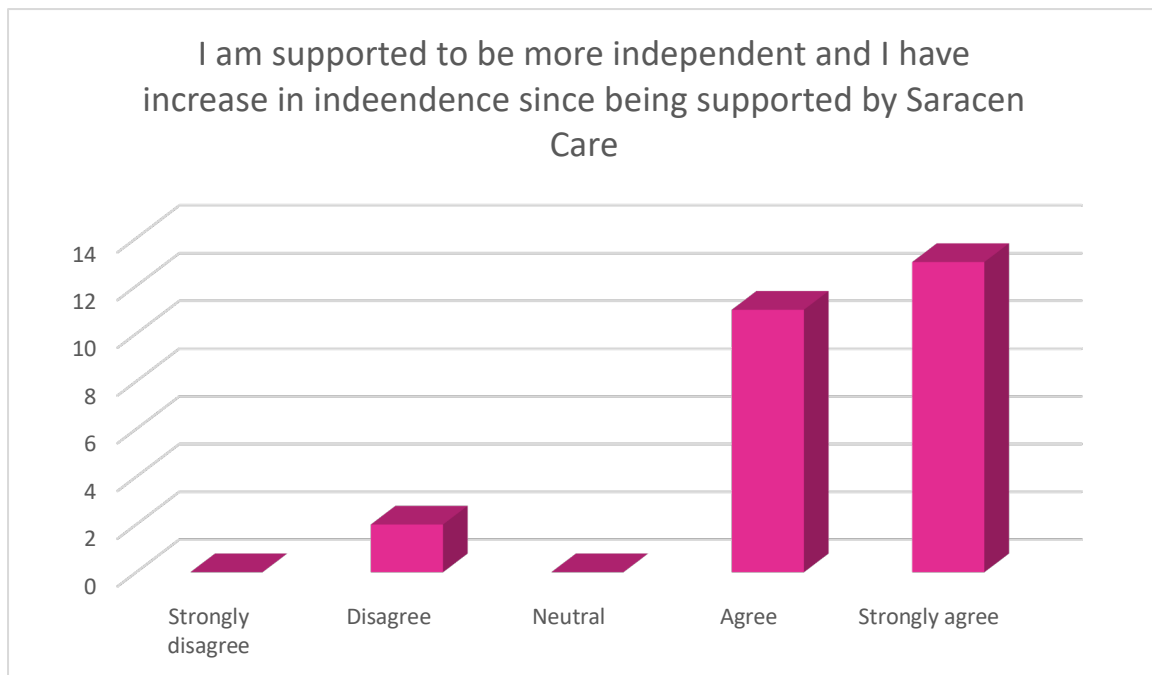
81% of PWS agreed that they were actively involved in expressing their views and making decisions about their life. The remaining 19% were neutral in their response.

Our most recent inspection from CQC stated that “The staff valued and respected people’s decisions about how they wanted to lead their lives and the support they required. Staff understood the different and diverse needs of people and delivered care which was non-judgemental and promoted equality. People’s support focused on them having as many opportunities as possible for them to gain new skills and become more independent” (CQC, 2019).

Saracen Care help me to be healthy

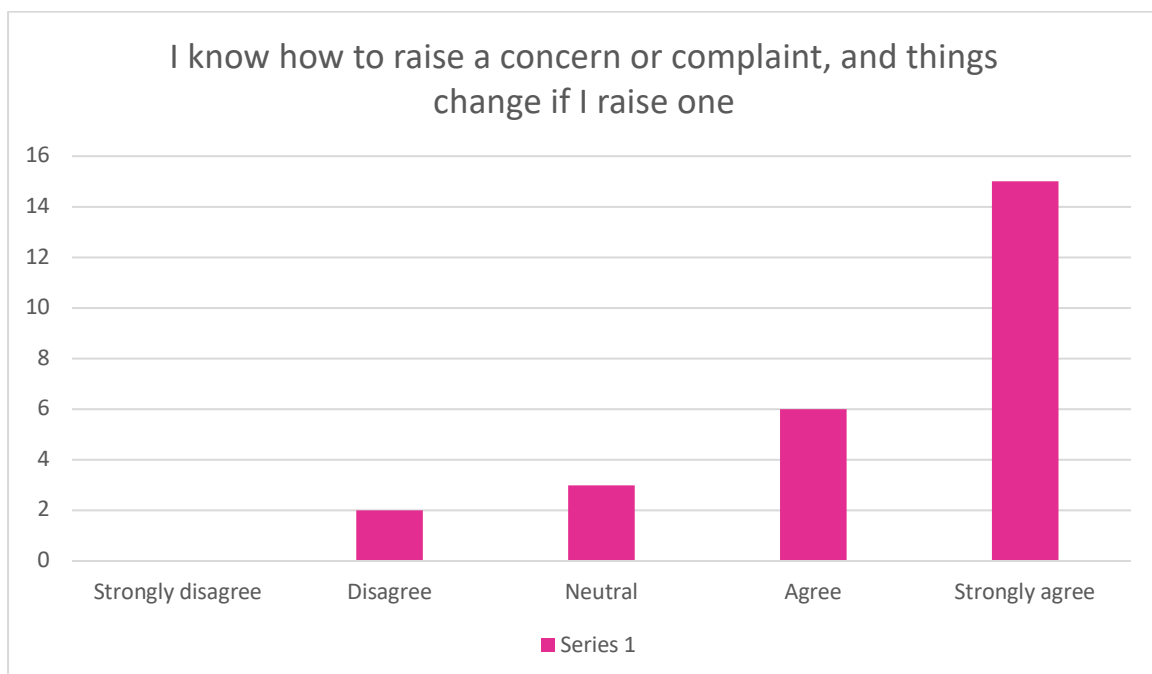


96% of PWS completing the survey agreed that Saracen Care support them to be healthy. The remaining 4% were neutral in their response.



92% of the PWS who completed the survey agreed that they had seen an increase in their independence since being supported by Saracen Care. 8% disagreed with this statement.

Our most recent inspection stated that “The service applied the principles and values of Registering the Right Support and other best practice guidance. These ensure that people who use the service can live as full a life as possible and achieve the best possible outcomes that include control, choice and independence” (ref).



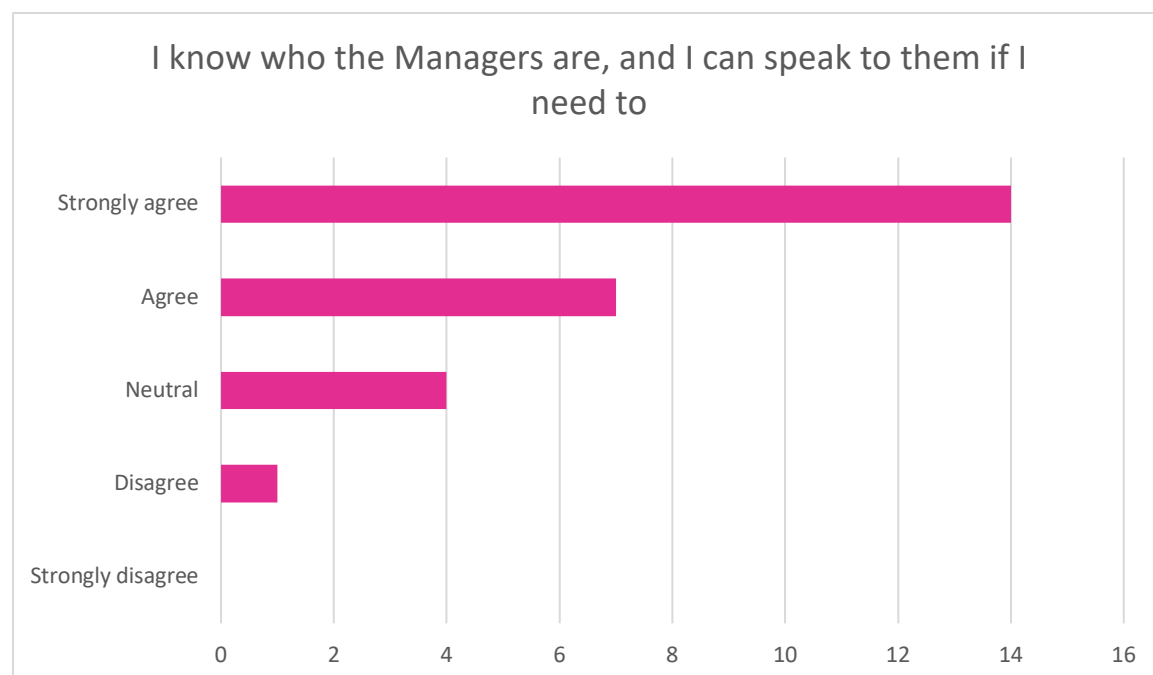
81% of PWS completing the survey agreed that they know how to raise a concern or complaint, and things change as a result. 12% were neutral in their response and the remaining 7% disagreed.

Saracen Care ensure that a copy of the complaints procedure is available in all services in an accessible preference. Information is disseminated to PWS through staff, PWS meetings and routine keyworker meetings to allow PWS every opportunity to share any concerns or complaints that they may have.



85% of PWS who completed this survey stated that they felt listened to by their staff team. 11% were neutral in their response and 4% (1 PWS) disagreed with the statement.

Our most recent CQC inspection stated that “People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them” (CQC, 2019).

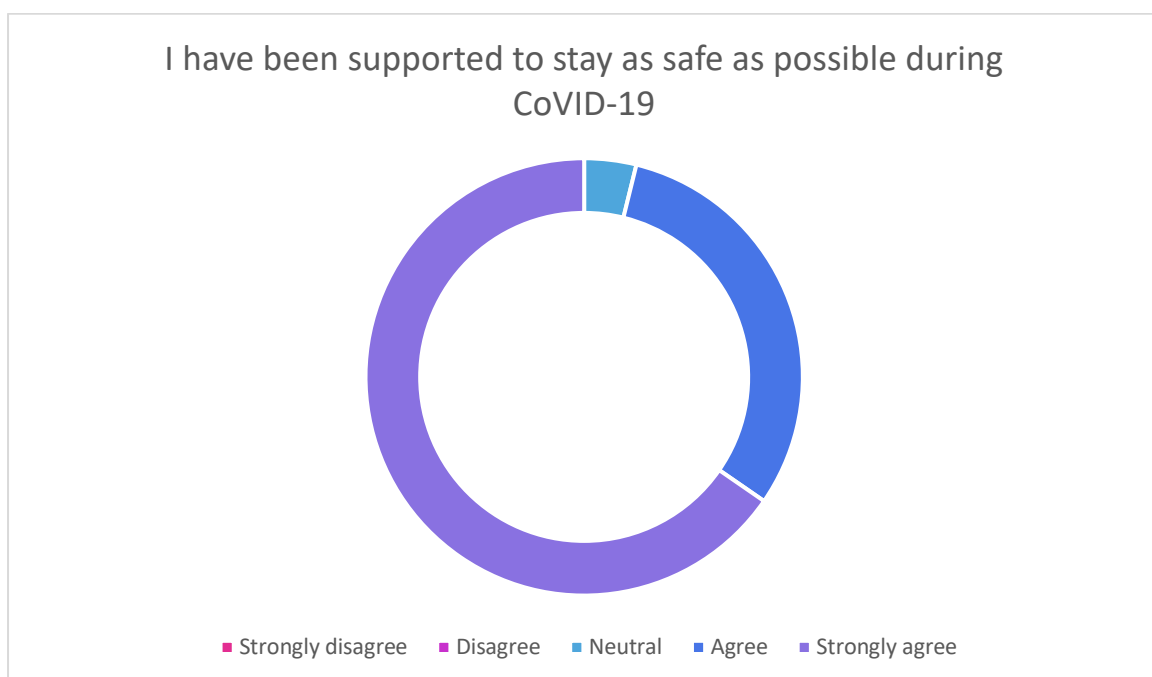


81% of PWS completing the survey state that they know who their managers are and how they can speak to them. 4% of PWS disagreed with this statement and the remainder of PWS who completed the survey were neutral in their response.

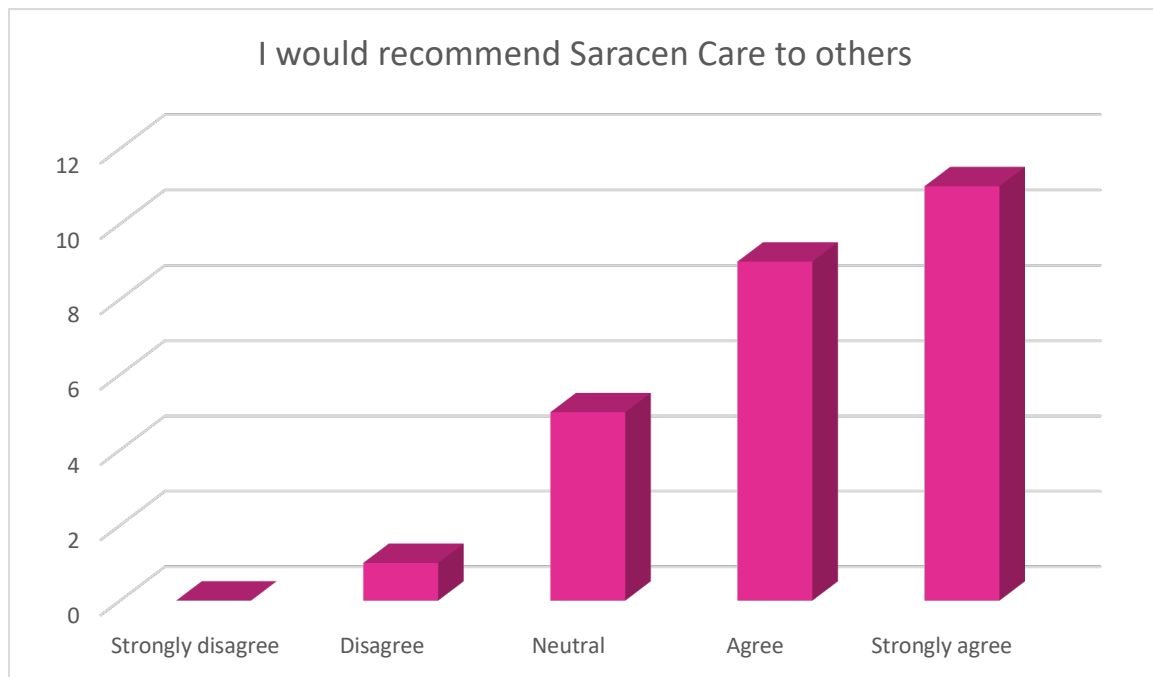


65% of all PWS completing the survey agreed that Managers do a good job. The remaining 35% were neutral in their response.

There is a clear organisational structure in place so that PWS can access management and provide routine feedback.



96% of PWS who completed the survey stated that they felt that Saracen care had supported them to stay as safe as possible during COVID-19. The remaining 4% (1 PWS) was neutral in their response.



81% of PWS stated that they would recommend Saracen Care to others. 3% of PWS disagreed and the remaining 16% were neutral in their response.

Comments From People We Support

"I think they are a good company"

"Staff support me well by listening and helping me when I am anxious."

"I feel very safe"

"They listen to me".

"I feel staff have supported me well to stay safe (during CoVID)".

"They treat every individual differently to support them".

"If I need to talk to a manager I can call them, email them, sometimes I use Facebook"

"Management do a good job"

Staff did a "good job around CoVID-19 safety"

"I live on my own
and independently
work and I love
bowling and pizza
hut in west Swindon

"I get to do things I
enjoy"

"I feel very
safe"

"They take
care of me"

"All staff are kind to
me"

"They help me to eat healthily".

"My keyworker
has been helping
me with portion
control & a
healthy menu"

"I am independent. I am
moving closer to living on my
own and shopping myself".

"We have carers
that help with my
anxiety and take
me out"

I would "Tell them to go to
Saracen Care if my friends
needed looking after"

"I make choices
about what to do
& where to go,
and what to eat"

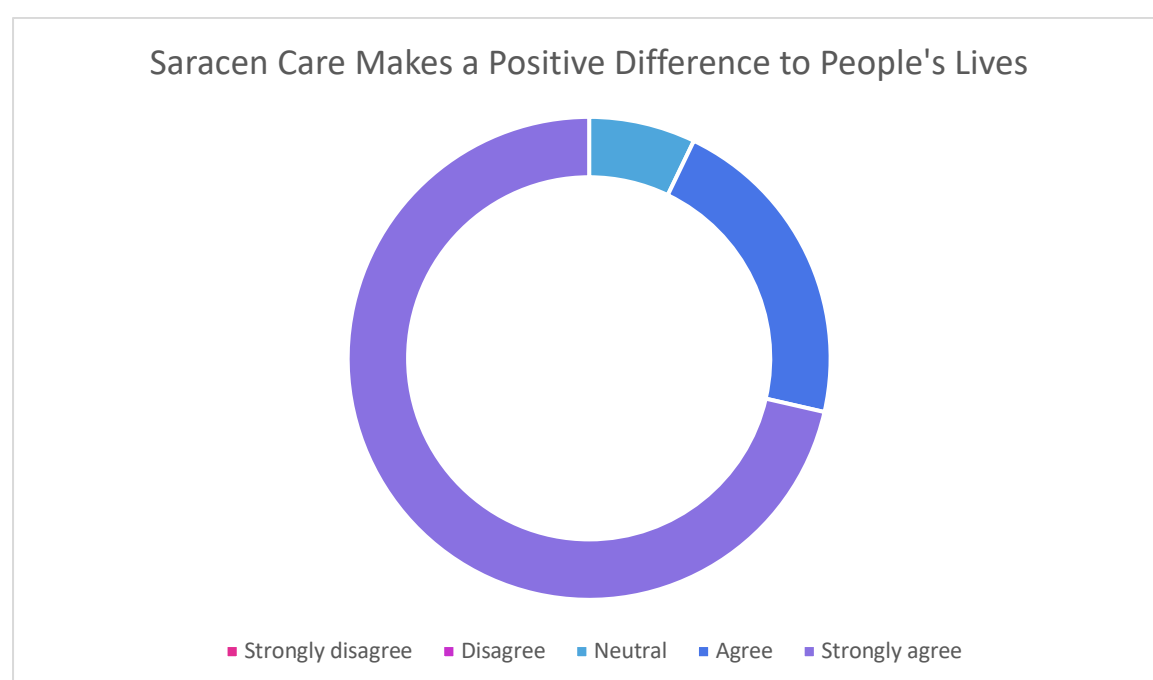
"There is a
complaints book or I
can ring the
Manager"

Family & Friends Survey Results

The friends and family surveys were created electronically, and participants were given a fortnight to complete. Links to the survey were shared by Care Managers directly with each friend/family member via email.

Friends and Family were given the opportunity to complete the survey anonymously, although 93% chose to send their names along with their responses. As one of the responses was sent anonymously the data has not been broken down by geographical data. Instead, the analysis below provides a picture of friends and family feedback and satisfaction across Saracen Care.

The average time taken to complete the survey was 16 minutes and 38 seconds, showing that friends and family took time to consider their response and ensure meaningful feedback was shared.

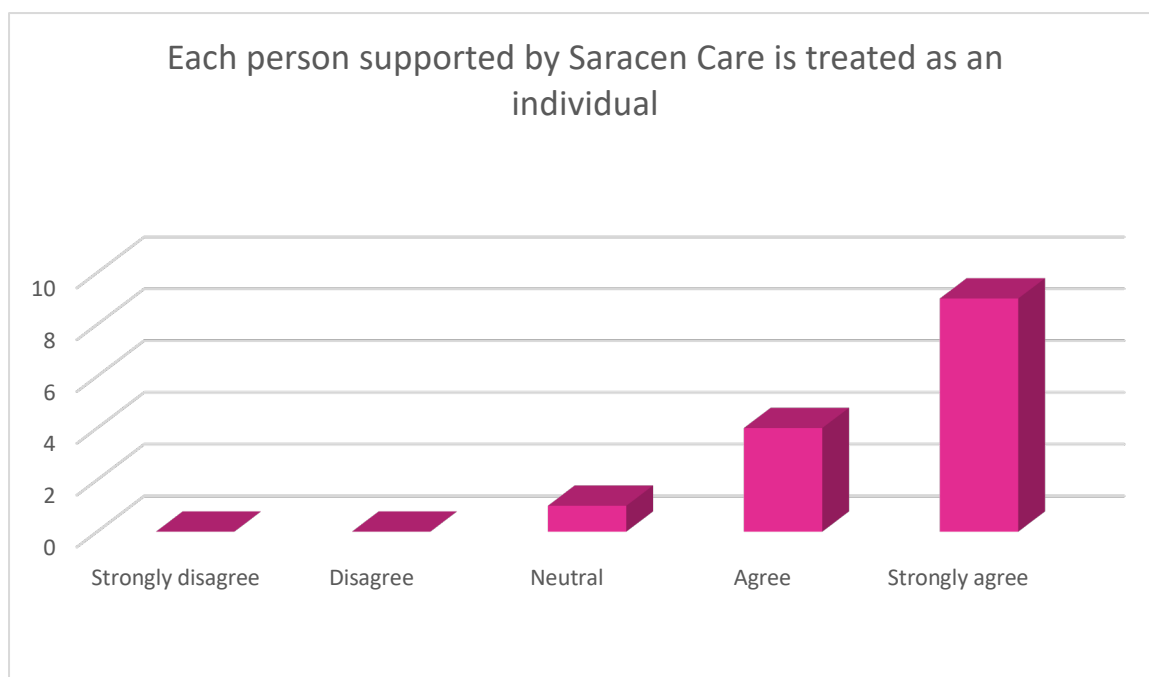


71% of friends and family completing the survey strongly agree that Saracen Care make a positive difference to people's lives.

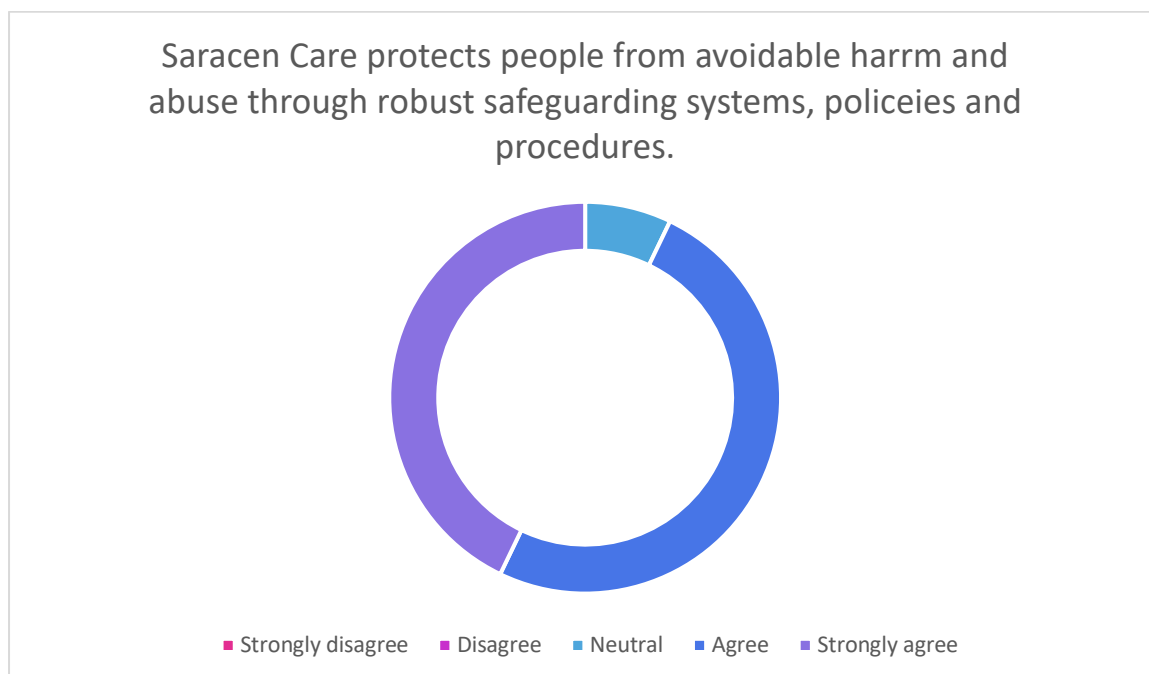
21% agreed that Saracen Care make a positive difference to people's lives.

The remaining 8% (1 friend/family member) were neutral in their response.

Nobody completing the survey disagreed with the statement.

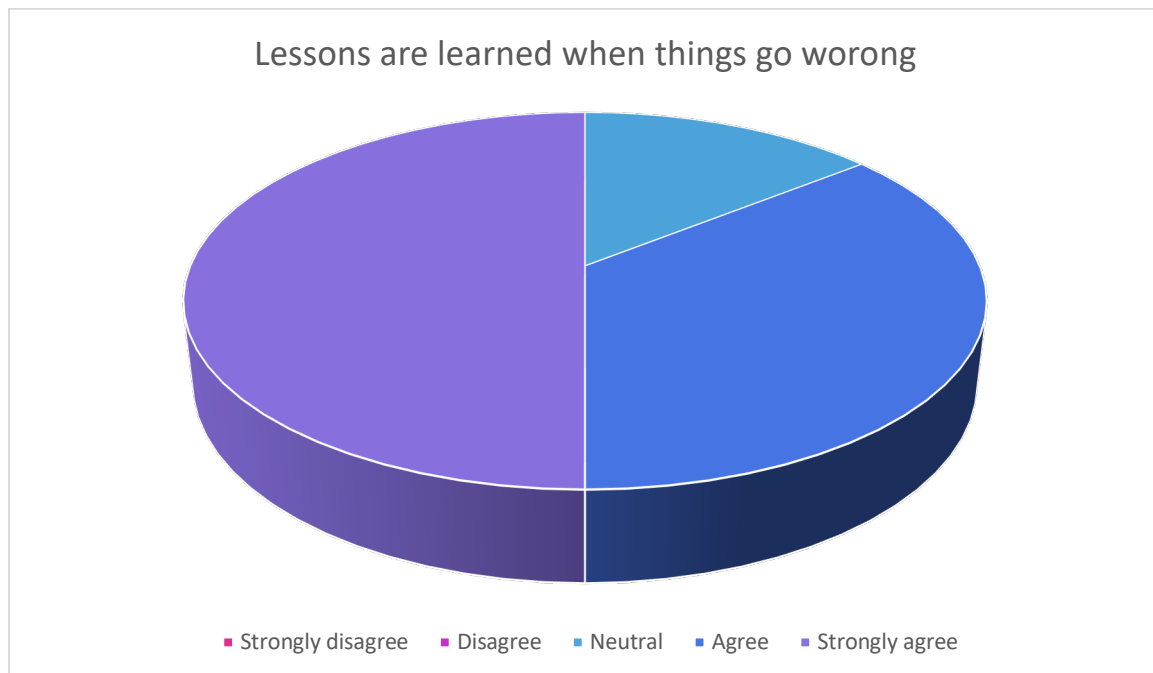


92% of the family and friends completing the survey agreed that each person supported by Saracen Care is treated as an individual. The remaining 8% were neutral in their response and no one completing the survey disagreed with the statement.

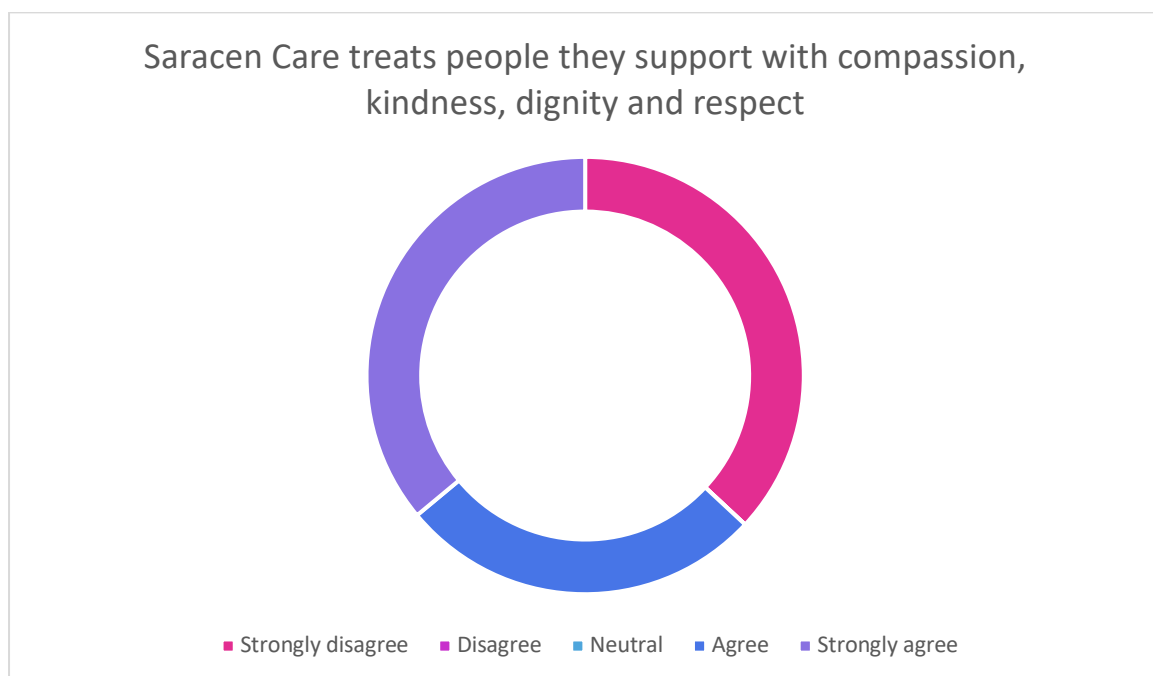


92% of family and friends completing the survey agreed that Saracen Care protects people from avoidable harm and abuse through robust safeguarding systems, policies and procedures. The remaining 8% were neutral in their response. None of the friends and family members who completed the survey disagreed with the statement.

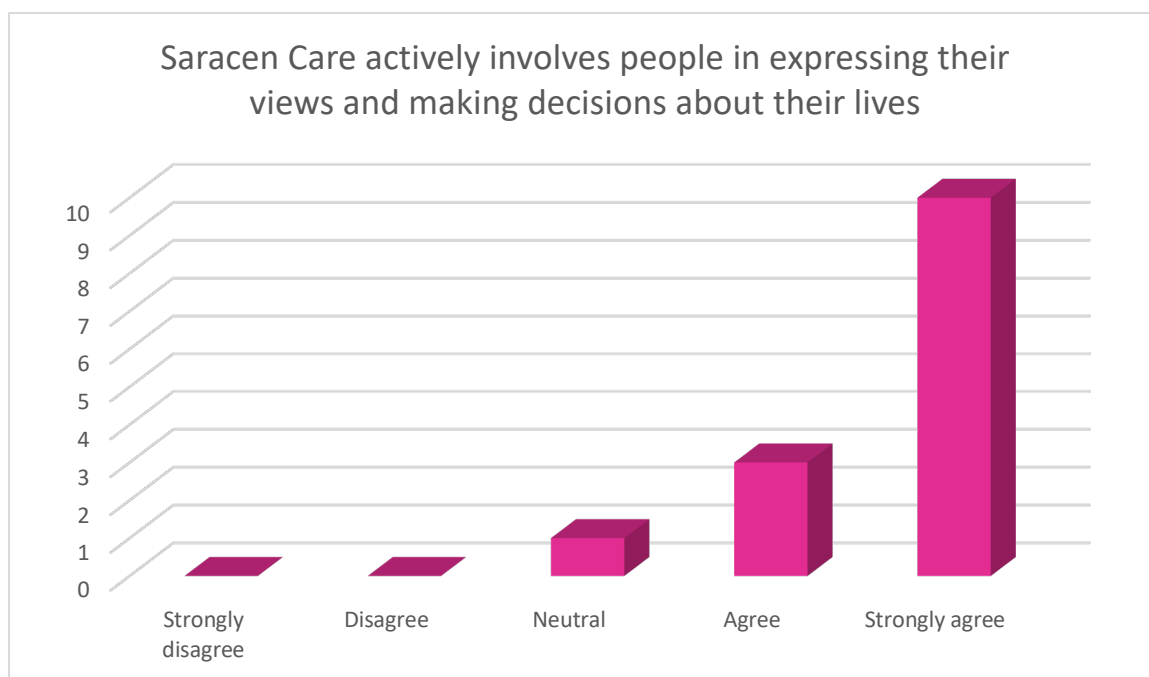
Saracen Care have robust Safeguarding policies and procedures in place, and all staff receive a minimum of Level 2 Safeguarding Training.



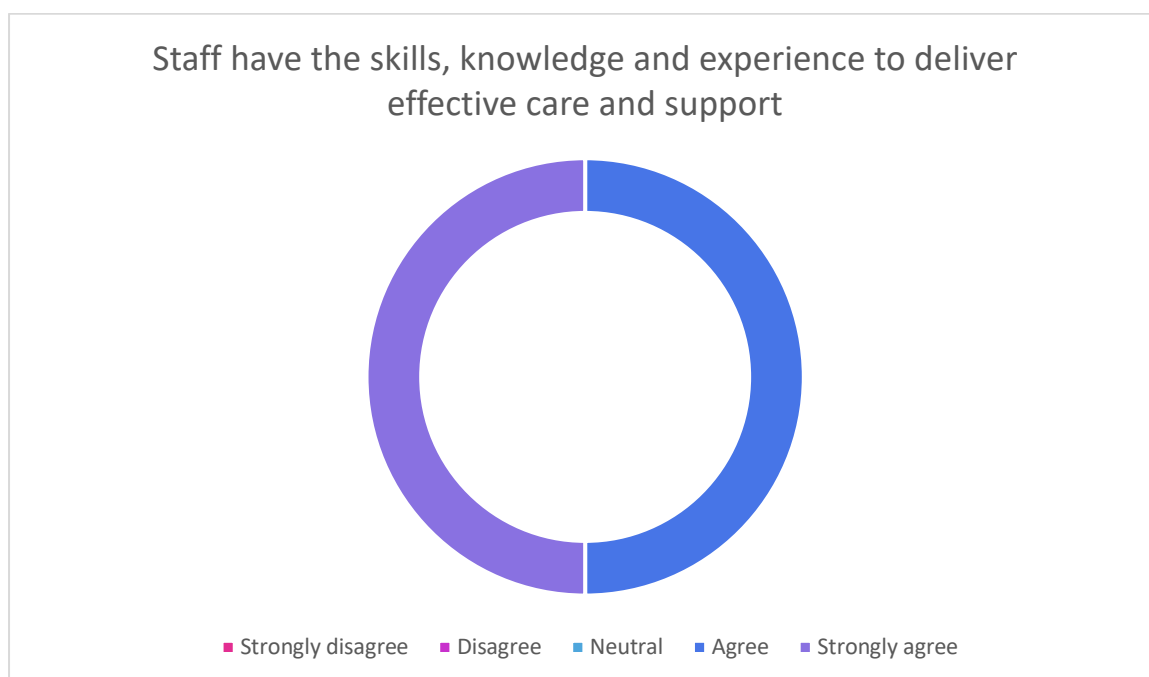
86% of family and friends completing the survey agree that lessons are learned and improvements made when things go wrong. The remaining 14% were neutral in their response. None of the family or friends completing the survey disagreed.



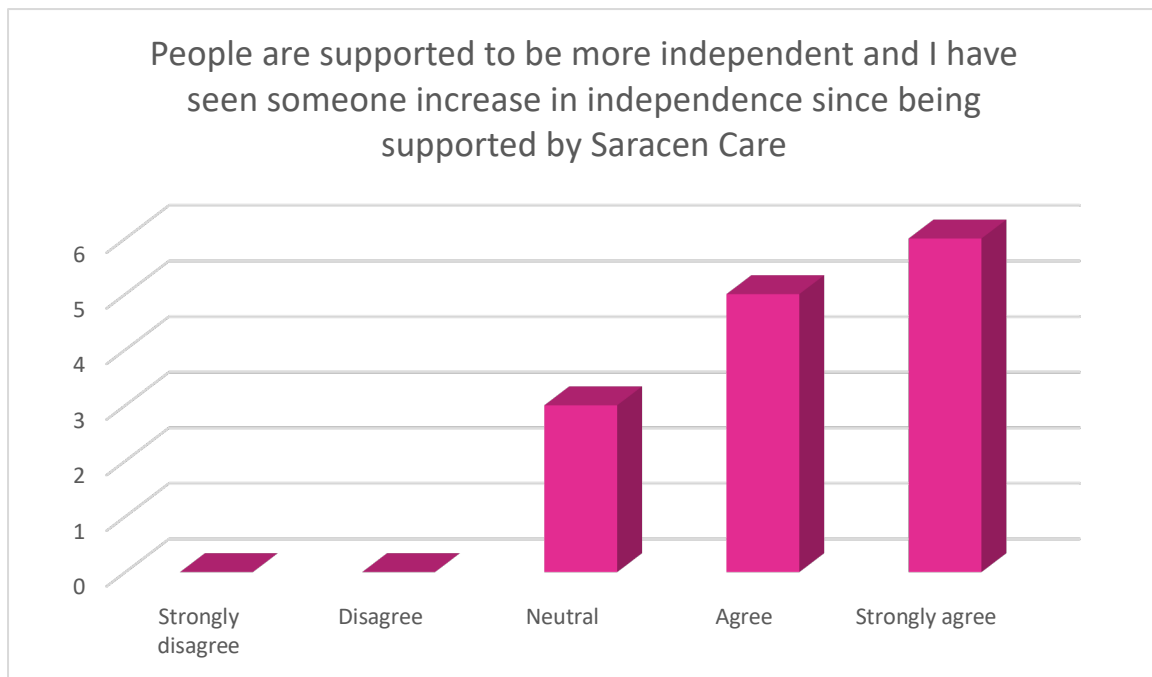
100% of all family and friends completing the survey agree that Saracen Care treats people they support with compassion, kindness, dignity & respect.



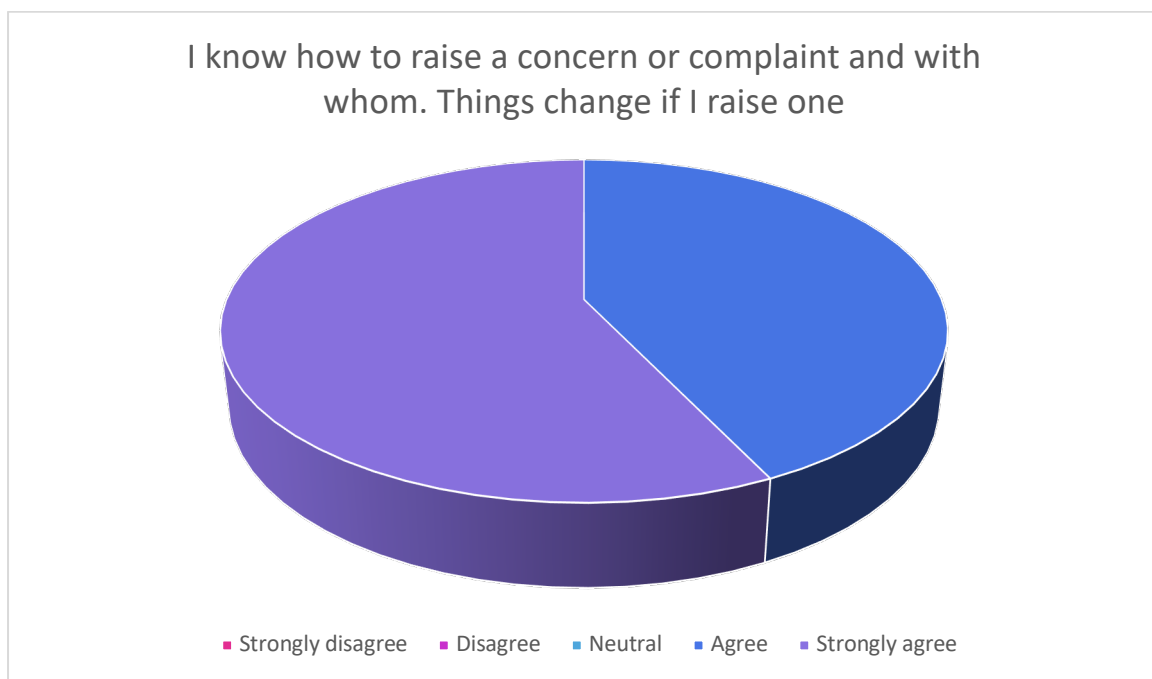
93% of friends and family completing the survey agree that Saracen Care actively involve people in expressing their views and making decisions about their lives. The remaining 7% (1 friend/family member) were neutral in their response. No one completing the survey disagreed with this statement.



100% of family and friends completing the survey agree that staff have the skills, knowledge and experience to deliver effective care and support. In our most recent CQC report it was stated that “The provider had a well-developed management system in place with clear responsibilities for every member of their staff team. The management team provided support to staff and a clear vision and strong values about how people were supported. The provider’s governance was well-embedded and there were effective assurance systems that ensured ongoing compliance. There was a strong ethos of learning when things went wrong” (ref).

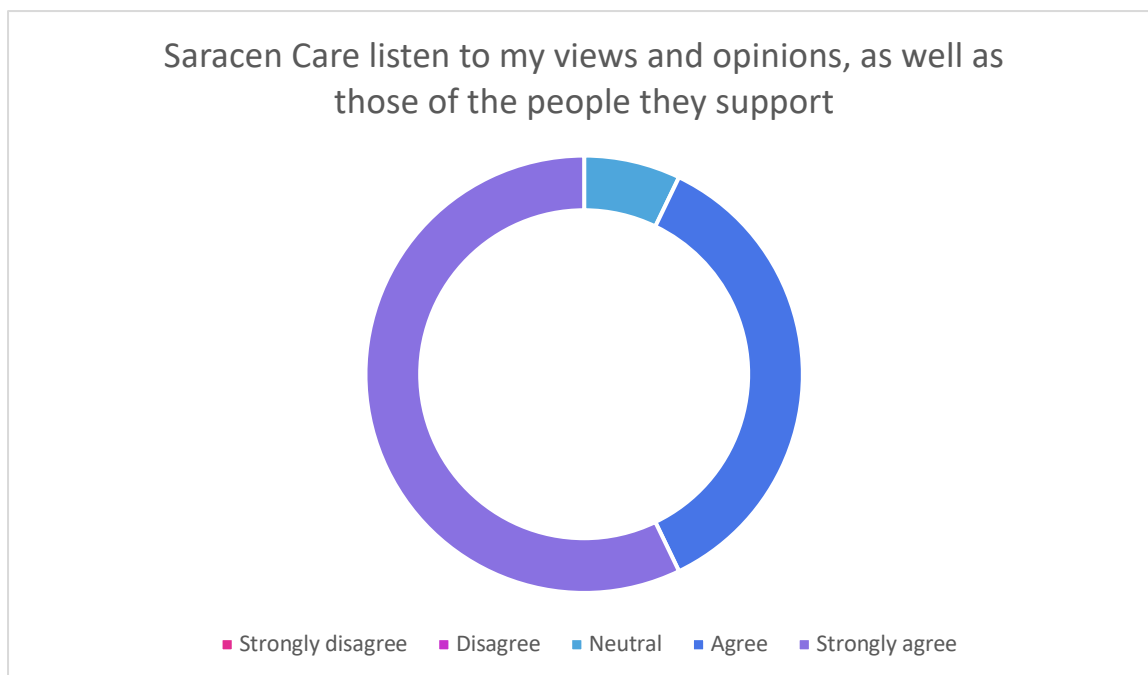


79% of friends and family completing the survey agreed that they had seen their relative/friend increase in independence since being supported by Saracen Care. The remaining 21% were neutral in their response and no one completing the survey disagreed with the statement.

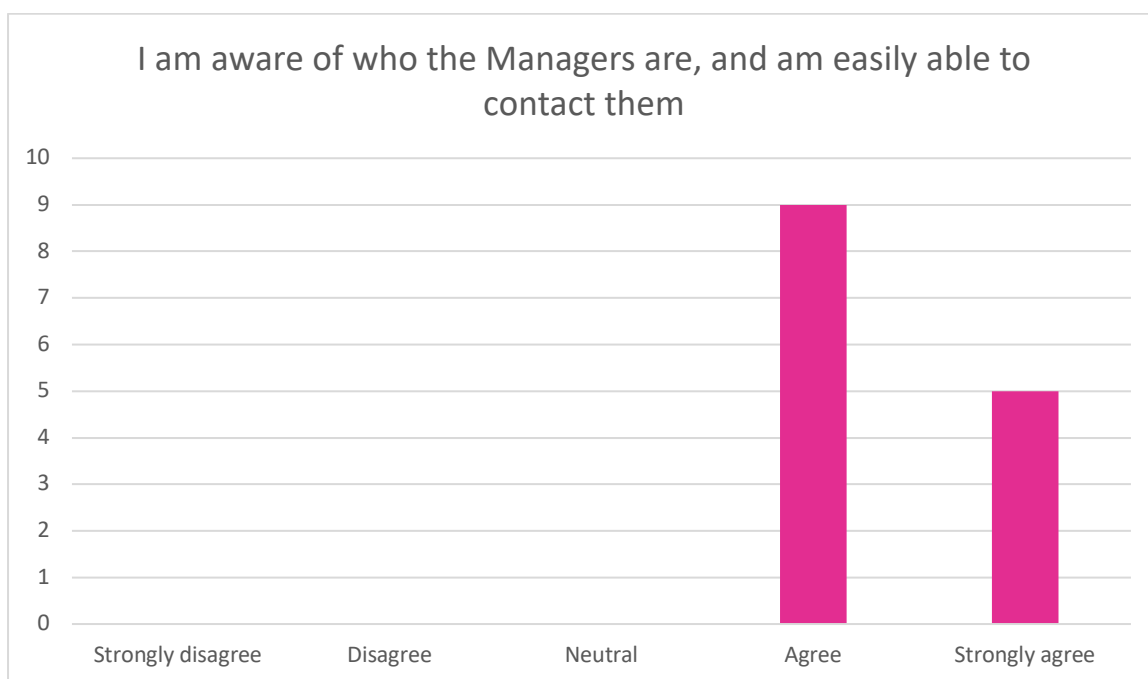


100% of all friends and family completing the survey stated that they knew how to raise a concern or complaint.

Our most recent CQC Inspection report cited that “Complaints, accidents and feedback were taken seriously and used as an opportunity to improve the service. The registered manager had informed the CQC of significant events and managers worked openly and took prompt action to address any shortfalls.” (ref)



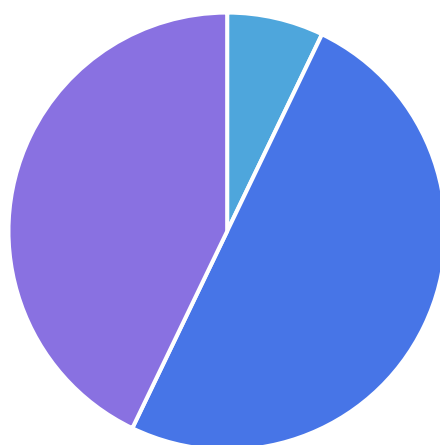
93% of all friends and family completing the survey agreed that Saracen Care listens to their views and opinions, as well as those of the people they support. 8% were neutral in their response and no one disagreed with the statement.



100% of the family and friends who completed the survey stated that they are confident that they know the Managers and can contact them easily when required. Saracen Care ensures that all friends and family have a clear route of communication which is agreed from the onset. The 24 hour on-call service is available and utilised by a range of individuals including family and friends of people we support.

At our last inspection the report detailed that “...service leadership was exceptional and distinctive. Leaders and the service culture they created drove and improved high-quality, person-centred care”.

The values and behaviours of leaders and managers are consistent with the values of the organisation

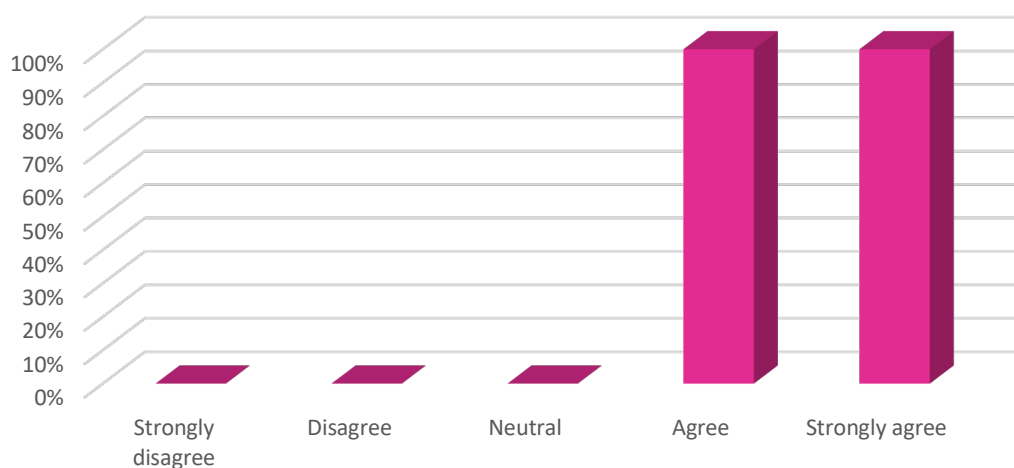


Strongly disagree Disagree Neutral Agree Strongly agree

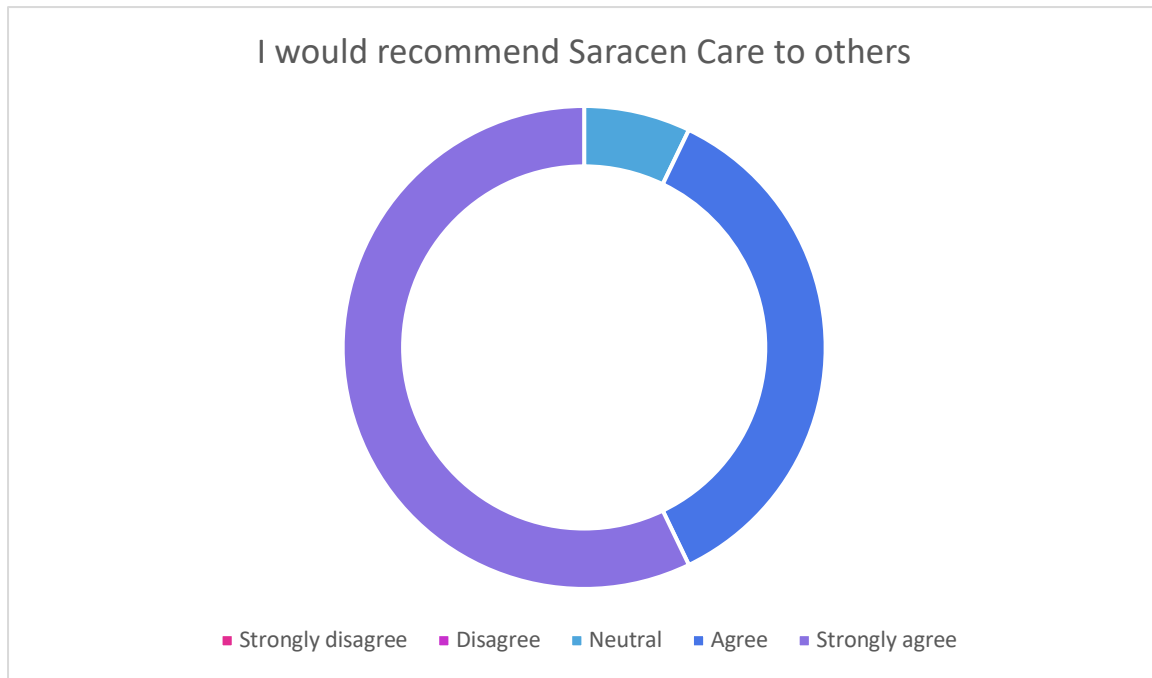
13 out of the 14 friends and family who completed the survey agreed that the values and behaviours of leaders and managers are consistent with the values of the organisation.

Values are intrinsic and fundamental to Saracen. We expect and promote compassion, respect, empathy, dignity, courage, adaptability and integrity.

Clear systems processes have been put in place to ensure staff and people supported by Saracen remain as safe as possible during COVID-19



100% of all family and friends completing the survey agree that clear systems processes have been put in place to ensure staff and people supported by Saracen remain as safe as possible during COVID-19.



93% of family and friends who completed the survey would recommend Saracen Care to others. The remaining 7% were neutral in their response and nobody stated that they wouldn't recommend Saracen care to others.

Family & Friends Comments

"My daughter has been in supported living for 18 years in various different settings and this has been the best Care she has ever received"

"I am so glad we placed our son at Mellow Ground"

"Whenever K comes home for a visit or has a holiday with the family he always counts down the days til he goes back to Cheltenham, where he is at his happiest"

"Thank you for a life saving service"

Wife, Gloucester

"Barnwood House is a happy and welcoming supported living home"

Parent, Gloucester

"Creating a happy, stimulating and safe environment for those in their care".

"My son loves living in Redmarley Road. Before COVID19 his week was full of stimulating activities with lots of opportunity to interact with others. Since lockdown he has coped remarkably well with the drastic change in his timetable - the staff have handled the situation extremely well"

"Overall excellent, since SC has moved to her new home I see a huge difference in her as a young woman... I applaud your dedicated staff. They are truly wonderful."

Parent, Gloucester

"Carers are extremely caring & supportive in their care. Inform us if there are any problems we need to be aware of. Carers seem well matched with the PWS "

"Good Staff - Willing to listen to concerns - Support individuals to their needs."

"Find Saracen Care company to be very dedicated to their promises".

"Listen, care & support"

"Find Saracen care company to be a very dedicated to their promises, good and caring staff well trained in helping clients with special needs. All the family members need this reassurance".

"All staff have done an excellent job of caring for my brother in these very challenging times"

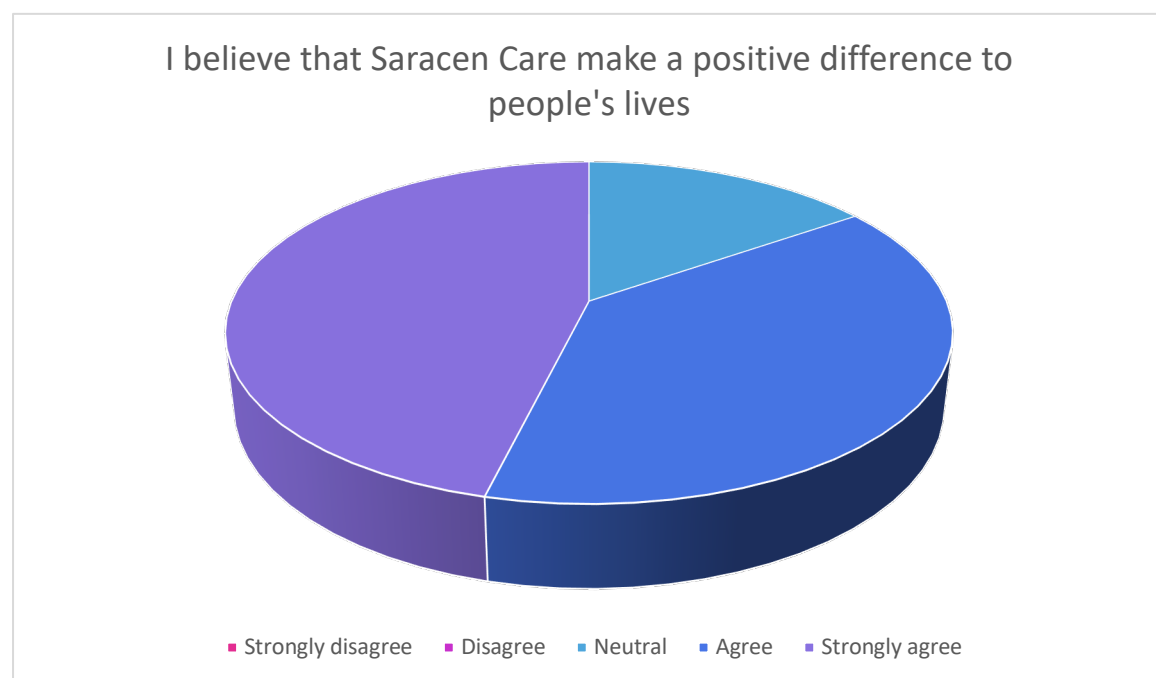
"Good support workers, easy to contact management".

Professionals Survey Results

The professionals survey was created electronically, and professionals were given a fortnight to complete. Links to the survey were shared by Care Managers directly with each professional via email.

Professionals were given the opportunity to complete the survey anonymously, although 69% chose to send their names along with their responses. As some of the responses were sent anonymously the data has not been broken down by professional contact with geographical area. It has also not been possible to detail the type of involvement that the professional has had with each service or PWS. Instead, the analysis below provides a picture of professional feedback and satisfaction across Saracen Care.

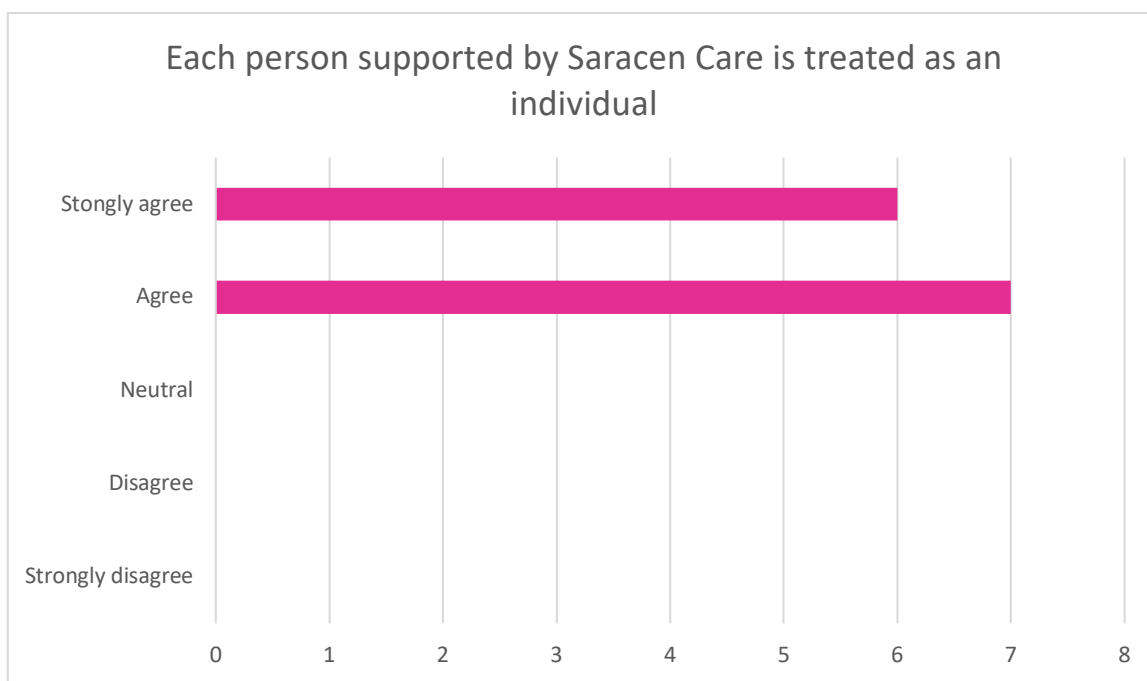
The survey was completed by 13 professionals. It is felt that the low level of responses this year was mainly due to professional's workload in relation to the global pandemic. A consideration for next year's professionals survey could be to allow a longer window of time for the results to be submitted (along with reminders). By increasing the timescale for completion from 2 weeks to 4 weeks, this could allow greater opportunities for professionals to complete the survey and subsequently increase the likelihood of uptake.



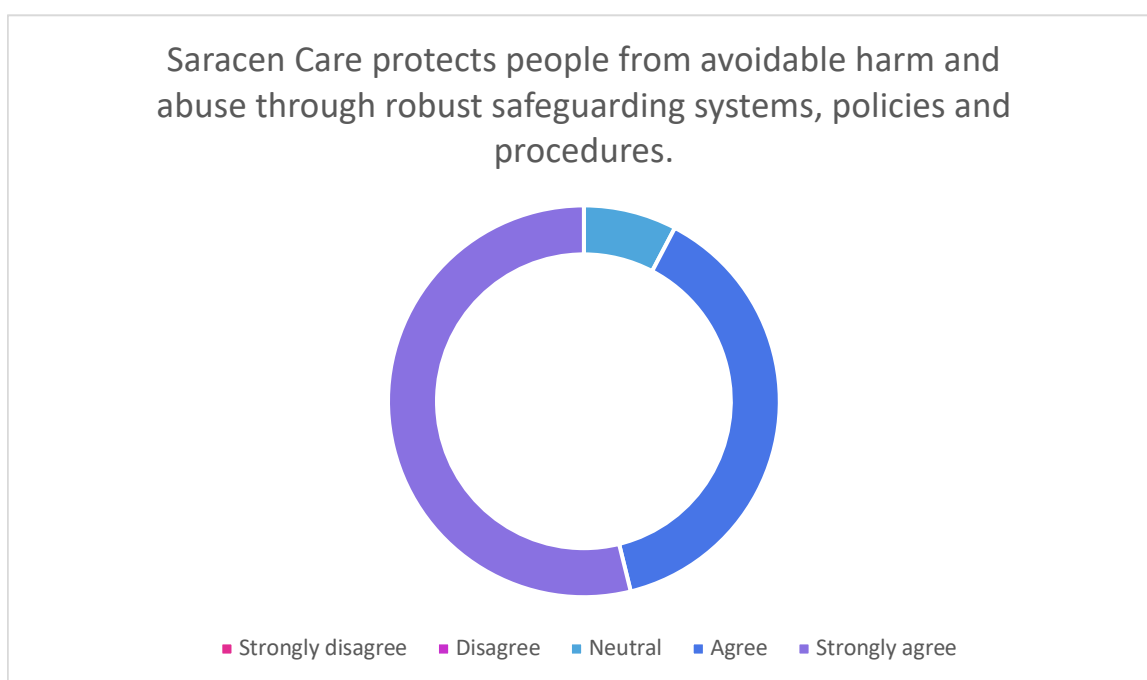
85% of professionals completing the survey agreed that Saracen Care makes a positive difference to people's lives.

The remaining 15% of professionals completing the survey responded neutrally, and no one completing the survey disagreed with the statement.

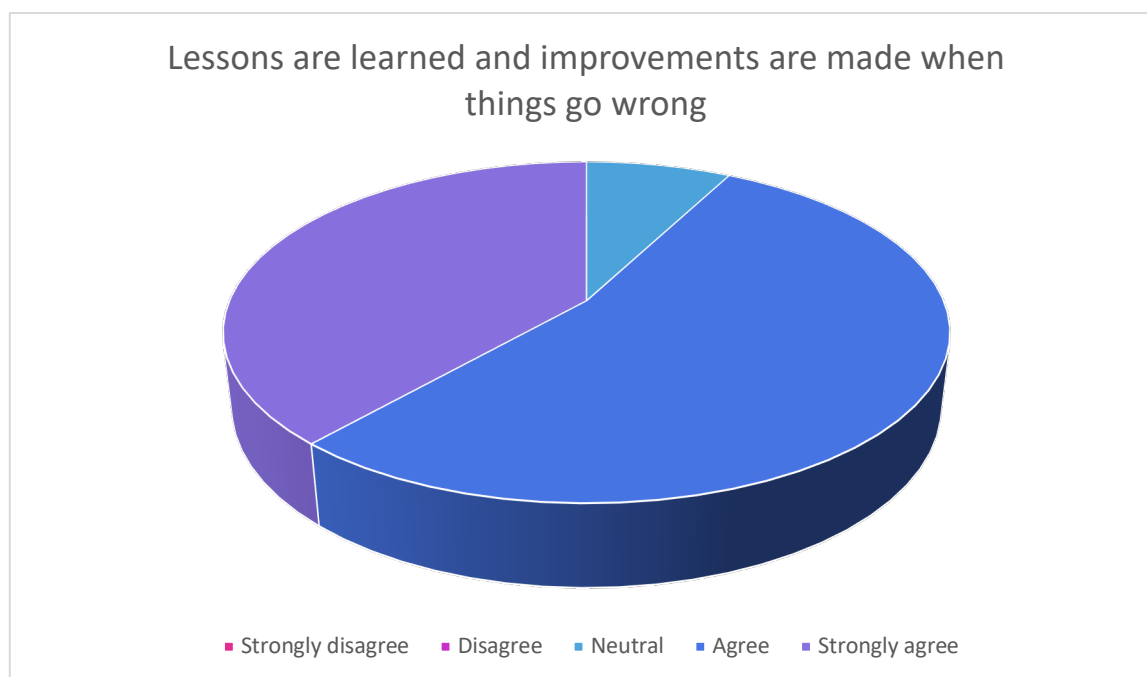
Saracen Care continues to receive exemplary feedback from professionals about the positive impact of the service upon the people that we support.



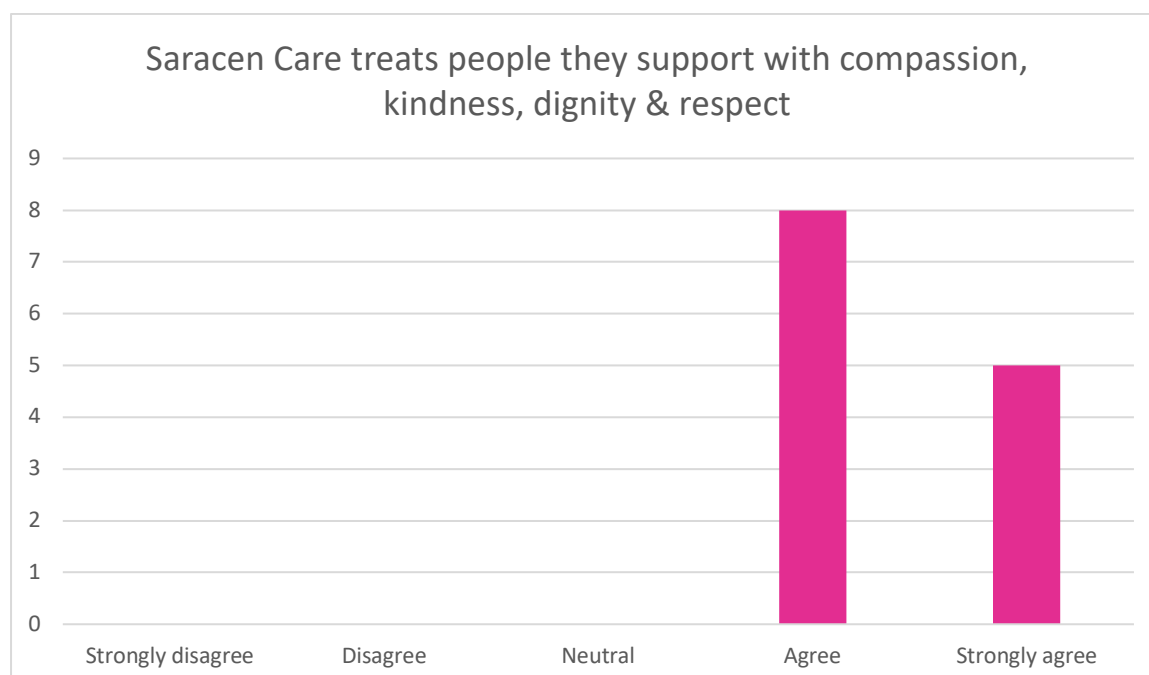
100% of professionals believe that each person supported by Saracen Care is treated as an individual.



92% of all professionals completing the survey feel that Saracen Care protects people from avoidable harm and abuse through robust safeguarding systems, policies and procedures. The remaining 8% (1 professional) is neutral in their response. Nobody completing the survey disagreed with the statement. Saracen Care has robust policies and procedures and ensures that all staff receive local authority specific safeguarding training which helps to ensure that the people we support are, as far as practically possible, protected from avoidable harm and abuse.

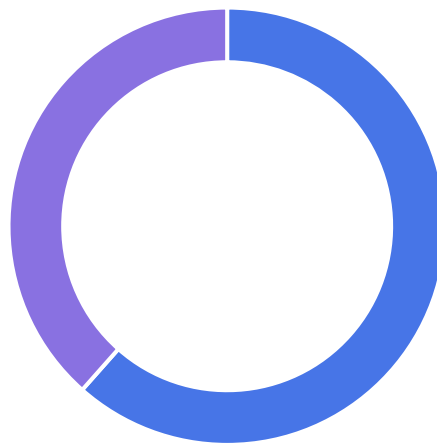


92% of all professionals agree that lessons are learned and improvements are made when things go wrong. The remaining 8% (1 professional) were neutral in their response and so there were no professionals who disagreed with the statement.



100% of professionals completing the survey stated they felt that Saracen Care treats people they support with compassion, kindness, dignity & respect. Values are intrinsic and fundamental to Saracen Care's service, embedded in all practice from Recruitment to Corporate Governance. Saracen Care always endeavours to treat people as we would wish to be treated ourselves; to work hard to deliver a bespoke service through choice and empowerment; and to carefully select and manage staff so they provide safe, quality support via person centred care. The values expected by Saracen Care include: compassion, respect, empathy, dignity, courage, adaptability and integrity.

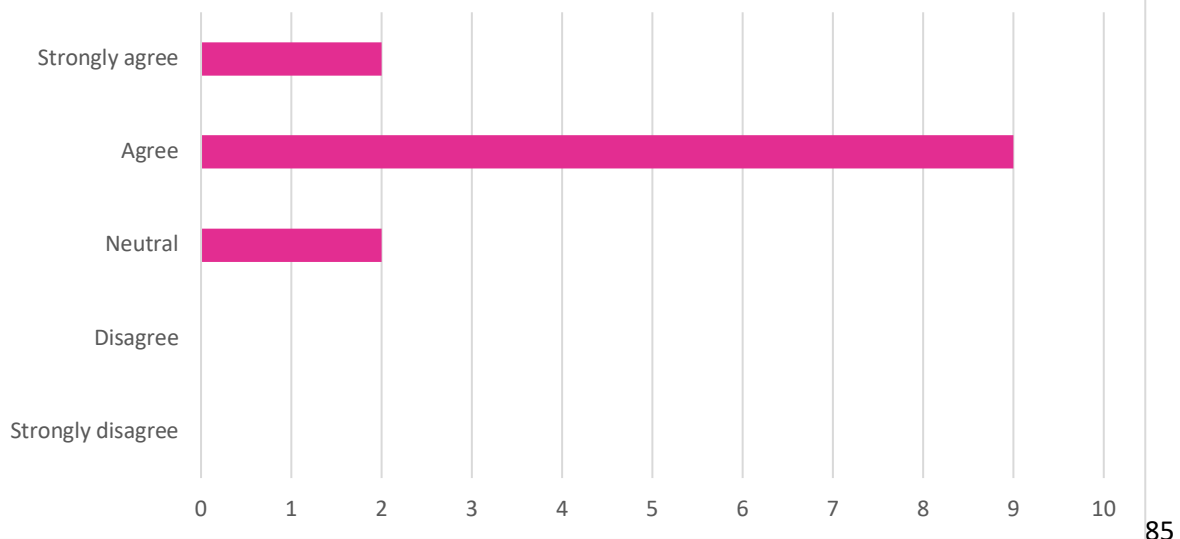
Saracen Care actively involves people in expressing their views and making decisions about their lives.



Strongly Disagree Disagree Neutral Agree Strongly agree

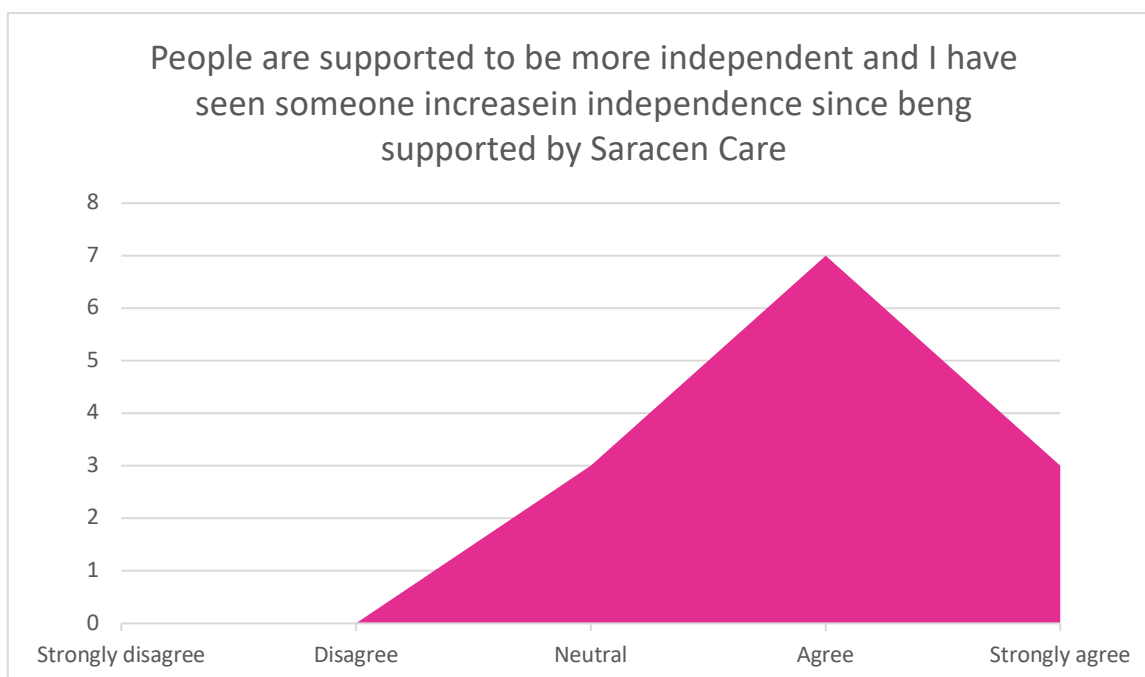
100% of all professionals completing the survey stated that Saracen Care actively involves people in expressing their views and making decisions about their lives.

Staff have the skills, knowledge and experience to deliver effective care and support

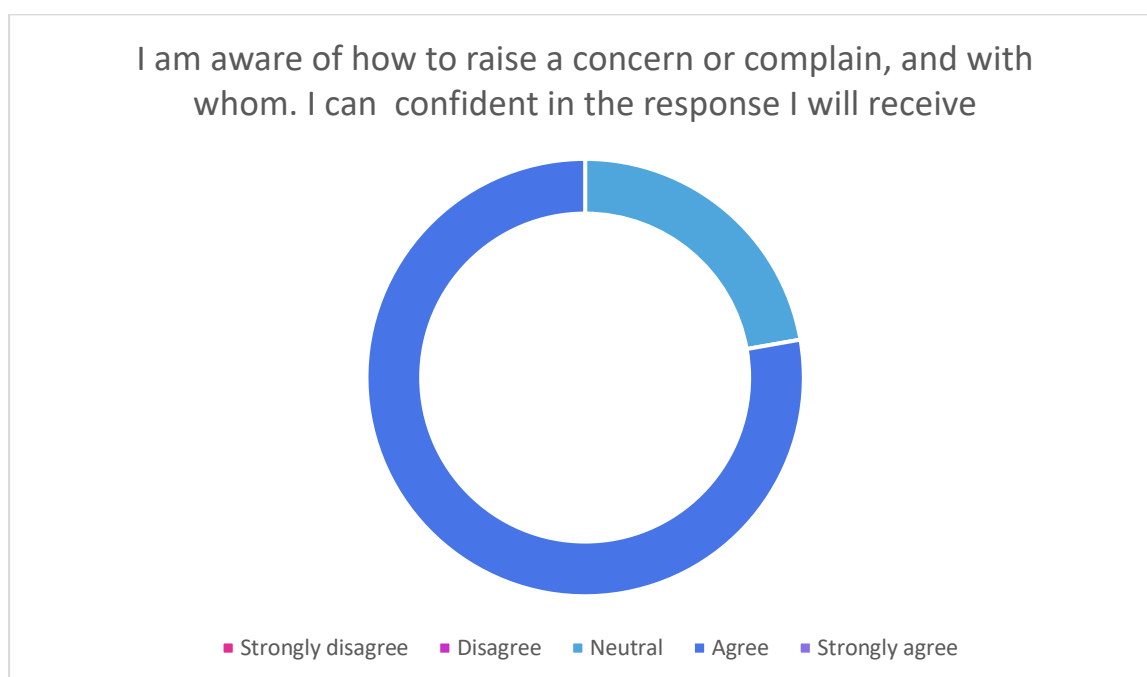


85% of all professionals completing the survey believe that staff have the skills, knowledge and experience to deliver effective care & support. The remaining 15% were neutral and therefore none of the professionals completing the survey disagreed with the statement.

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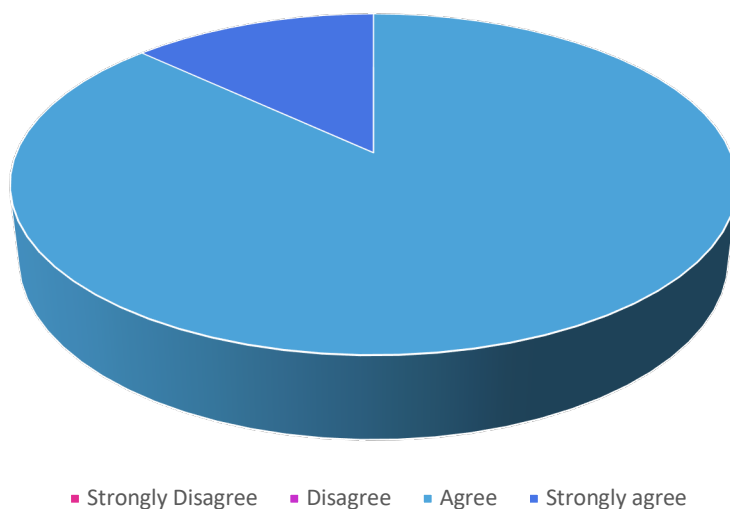
77% of professionals completing the survey believe that people are supported to be more independent and they have seen someone increase in independence since being supported by Saracen Care. The remaining 23% of professionals were neutral, and no one completing the survey disagreed with the statement.



85% of professionals completing the survey were aware of how to raise a concern or complaint. The remaining 15% were neutral, and none of the professionals completing the survey disagreed with the statement.

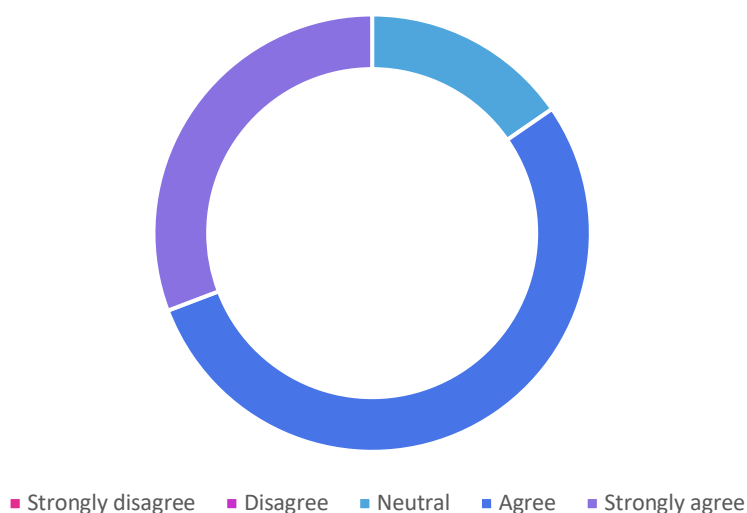
Saracen Care tracks all concerns and complaints as part of its weekly quality assurance process. All of the data is reviewed to identify any trends and ensure continuous professional development.

Saracen Care listen to the views and opinions of others, as well as those of the people they support

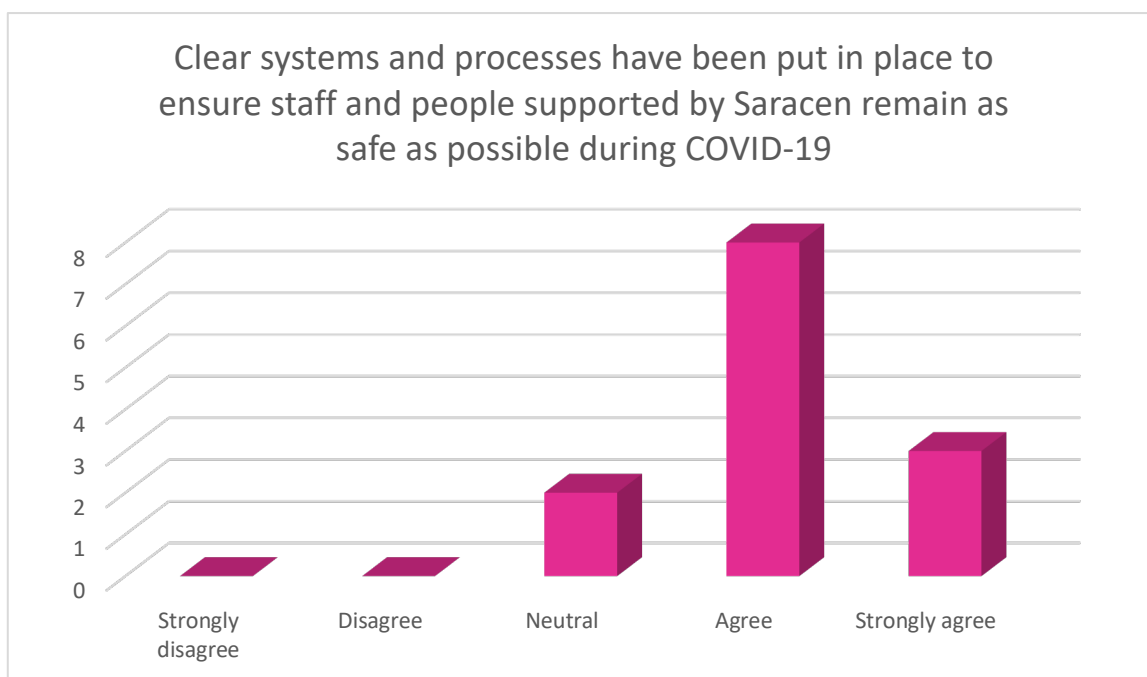


100% of the professionals completing the survey felt that Saraceen Care listen to the views and opinions of others, as well as those of the people they support.

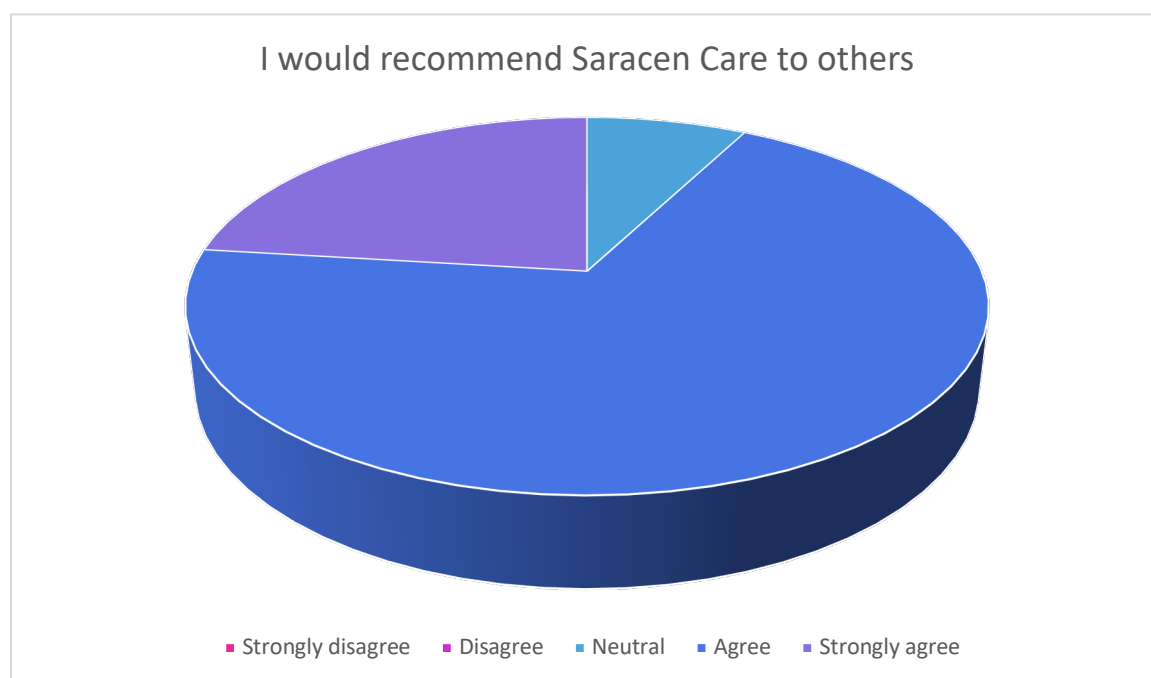
The values and bahaviours of leaders and managers are consistent with the values of the organisation



85% of professionals completing the survey stated that they believed the values and behaviours of leaders and managers are consistent with the values of the organisation. The remaining 15% of professionals completing the survey gave a neutral response, and therefore none of the professionals completing the survey disagreed. Saracen continues to receive exemplary feedback about the leaders and managers of the organisation, which are routinely shared on our website.



85% of professionals completing the survey believe that Saracen has clear systems and processes in place to ensure the safety of staff and PWS during the global pandemic. The remaining 15% (2 professionals) were neutral in their response. None of the professionals completing the survey disagreed with the statement.



92% of professionals would recommend Saracen Care to others, with 70% of professional respondents choosing to strongly agree with this comment. 1 professional was neutral in their response, and no professionals disagreed with the comment.

Professionals Comments

I have experience of Saracen Supported Living developing independence and Saracen being willing to reduce Support Plans to reflect a person's greater independence. We don't have any battles with reducing support. Saracen are responsive and adaptable and can quickly make alternative arrangements when situations change. Really nice staff on the ground, delivering support.

It is very easy to reach managers of supported living schemes - they readily join meetings with parents, and ASC staff feel that we know the teams supporting our young people well. Suggestions are received both ways across organisations and we can agree / disagree equally amicably, and form plans together.

I was impressed when a manager of one of the supported living schemes alerted Adult Social Care to a parent being unusually quiet and not contactable. The parent was poorly and in hospital - it is valuable that Saracen staff not only concern themselves with the person they are supporting, but also know the patterns of family members well, and show concern for their well-being.

During COVID a family member struggled to understand changing government guidance. The Supported Living manager considered this and planned to make sure that the company contacted the family member to explain what changes meant to their relative and particular situation to try to avoid any misunderstandings.

They speak to Adult Social Care when something goes less well - think about what might be done better in future or what might have caused / contributed towards a problem.

Professionals Comments

Things Saracen do well are:

- **Communicate with service users and with professionals and families**
- **Respect the rights of the individual**
- **Try to match the workers to the individual**
- **Good crisis management**
- **Communication between managers and professionals**
- **Individual goals for each young person**
- **Overall Quality of Care**
- **MDT working**
- **Communication**
- **Collaboration**
- **Build good relationships and work collaboratively with Adult Social Care**
- **Professional conduct**
- **Treating people as individuals,**
- **Getting to know the people they support well**
- **Getting to know families well**
- **Analysis**
- **Staff are caring**
- **Provide a safe, warm environment**
- **Record keeping**
- **Reporting concerns**
- **Person centred support**
- **Protecting people**
- **Responsivity**
- **Leading by example**
- **Quick and timely responses**
- **Provide committed staff who genuinely care with enthusiasm**

(Feedback from Professionals)

"Excellent communication with other services and professionals"

"Management Team step in to work on the floor when it's needed"

"They have been great to work with, professional and yet compassionate, well done"

"My experience of working with Saracen Care was excellent. I look forward to joint working with them again in the future"

"They are good at liaising with the MDT and supporting the client as an individual to make the most of any opportunity"

"Communication with the house manager was very easy and positive. She got back to me quickly and communicated regularly".

