

04/11/2022	Professional Carers	Hi AT Just wanted to send you a thank you, you have restored my faith in inspections! The thanks is for your kind words about what we do, the aim was to show you how hard we all work as a team to get things right, to provide the best we can, and I hope we showed that today. And of course you were so lovely and put us at ease - It meant a lot and I've gone home smiling from ear to ear.
21/11/2022	Apple Blossom Court	Hi SL / HM On behalf of ourselves, all our staff and people we support, can we say a HUGE thank you for all your support, knowledge and guidance over the last few weeks. Use have been a breath of fresh air and we have thoroughly enjoyed your company and showing you our home and family. We are still shaking in excitement lol.You are both incredible and huge assets to your team and we wish you all the luck and joy in the world in the future. Please don't be strangers :) yours sincerely Amz and Steff
28/11/2022	Aynsley	I am happy with how the process of the PAMMS went over the past 4 weeks. I think it is a very good process to go through. I feel that working with the QUIP team after our CQC inspection really helped me in ensuring that improvements were made with the outstanding support and guidance from DS.'
04/12/2022	Charlotte House	I am very happy with the assessment process. The information that was provided during the assessment and the support was extremely helpful. I fully agree with the assessment and actions Both improvement practitioners were supportive to myself and the whole team and enjoyed the process'
24/01/2023	Belvidere	We are exceptionally pleased with the outcome of PAMMS today and can't thank Suzy enough for her trust and belief in us. She saw the small but important things that staff do and provide, to make us excellent as a care provider.She listened to our service users, visitors and staff to bring out the best in us and acknowledge this in the report, thank you Suzy
14/02/2023	St Martins	We found the Assessment as a superb tool in supporting us identify areas that required some improvement, but also identified areas where we have improved significantly and are working well in. We spoke with our Assessor and discussed the full Assessment and fully agree with the outcomes of all Sections and will now comply with any Action Plan that is put in place so we can improve our Care Home further and ensure the wellbeing and safety of our Residents."
14/02/2023	Elderholme	'We have found this assessment to be very informative and DS worked with us as a service throughout the whole process. We were able to display the good work at Elderholme, DS was able to complete the assessment without impacting the running of the service. I agree with the requires improvement areas and we will be working hard in these areas to improve.'
07/03/2023	Mariners	'We felt this was a really beneficial exercise and one that the entire team of staff and residents enjoyed and had chance to part of. We felt very much supported by DS throughout the process. Feedback and support provided by Diane has even improved staff morale at the home.
08/03/2023	Riversdale	We as a home are thrilled with the outcome of the assessment as it evidences clearly the quality of the work for all the staff members who have all worked hard to improve standards. The improvements could not have been made without the staff fully engaging in the changes that have been embedded and the shared goal of achieving a happy and safe home for the people that we care for.
17/04/2023	Holly Court	Dear AT, Thank you for your time today and going through the PAMMS assessment giving us clear feedback. I would like to say the process of this PAMMS assessment has been very helpful to Northern Healthcare as an organisation. We have been able to work together and discuss areas inspected in depth. In addition, you have been able to offer advice along with a great deal of support to the service manager Mark Breden and the team at Holly Court. I also want to thank you for your kind and thoughtful approach to this process and putting staff at ease through the process. thank you Jo.
19/04/2023	Holly Court	Hi AT, Thank you for all your hard work on completing this assessment on the service with me, I have really enjoyed working with you. Having only been in post at Holly Court a very short time when you started the assessment and given the safeguarding that had happened prior to me starting, I was not looking forward to being assessed. However, I feel that the way that you have worked with me in gathering the evidence for you to complete your assessment has been amazing, the process itself has been refreshing, and not in any way negative.I believe that for you to assess any service, you need to see a glimpse of how it is run, how the manager engages with their team and how the team responds, you ideally need to see "warts and all", and I feel that you
27/04/2023	Fairfield	So lovely seeing you both today, I just wanted to personally thank you for all your help, you've honestly been brilliant.I'm so grateful Hopefully catch up soon
04/05/2023	BNR - Supported Living	I would love to leave some feedback. I thought this process of provider assessment and marketing management solution process was a breath of fresh air. I believe that the reviewing of BNR and the real structured support from the local authority was well welcomed by us all. I feel that overall we have a great relationship with the local authority but the PAMMS has strengthened this once again, it was able to link us with some key people to add further structure to the people we support lives. I believe the structure of the inspection works well. I feel as a provider that provides complex care it worked super well for the people that we support. We were able to explain why SL was visiting, we were able to ensure there was plenty of time and offered the choice of them to welcome SL into their home or not. I also feel that SL was great to have completed the PAMMS, SL was in-depth, which included viewing all of the key performance indicators and was able to offer tips and support where she could. I felt that this process was in no way one-sided. I think it was clear that BNR Group and the local authority wanted to get a positive outcome where possible. Hopefully, our governance system made this process even more fluent. The feedback from the people we support and the staff was that they felt Suzy was able to ask the questions nicely and make it not as formal as an "inspection". I personally thought that Suzy was really easy to work with, she gathered a huge amount of information and was able to ask the key questions that were needed. I do feel that Suzy had a positive approach towards her job and you could tell she got really excited at the thought of great person-centred support. That again was amazing to see. Thanks again to Suzy throughout the process, it was a pleasure to share what we do at BNR with you, I am glad we have an excellent rating, I feel that everything we do is in the best interest of the people we support, their families and the staff team, I am glad that was able to shine through."