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## Families report high satisfaction levels with our services.

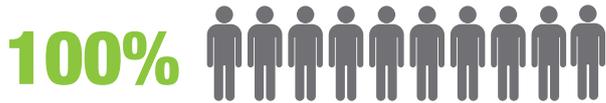
As a service we value any feedback from all stakeholders involved in the service we provide. We are pleased to report the results of the recent families/relatives survey where 100% said that they are happy to recommend the services to others, if they needed it. This is welcome news and a testament to the work by our staff. The survey took the form of 44 questionnaires being sent to family members of current residents. We received back 27 completed questionnaires. I am therefore pleased to report the results of this survey on the next page.

**Remi Katsande - General Manager**

# Here is a summary of the results of the survey.

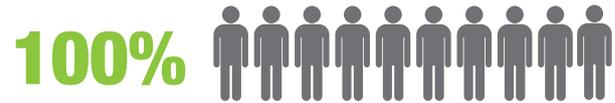
## Q1. Do you feel welcome when you visit Peartree?

Families gave a resounding 100% yes to this question.



## Q4. Would you recommend Peartree to others if they required the service we provide?

Families who responded gave a unanimous 100% yes.



## Q2. Do you feel involved in the care of your family member?

96.3% of families said yes with just 3.7% (1 person) indicating they did not feel involved.



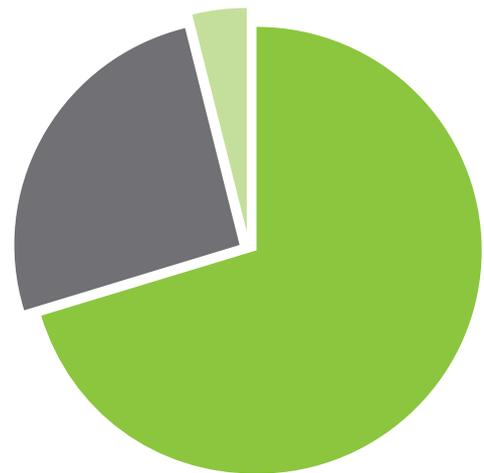
## Q3. Do you feel that Staff at Peartree are caring towards your relative?

100% of families indicated that our Staff are caring towards their relatives.



## Q5. How would you rate the cleanliness of Peartree House?

Families responded as below:



● Very Good - 19    ● Good - 7    ● Average - 1

## Q6. Can you please list three things / areas that you feel Peartree does well?

Families responded as below:

Summary of Comments	Frequency		Frequency
Lovely friendly staff, caring attitudes, helpful, professional and welcoming.	10	As a relative I am kept well informed and involved in their care.	6
Always activities/social events taking place.	9	Very clean.	3
Create a caring compassionate homely environment.	8	Keeping residents clean & tidy.	3
Good food, carefully planned menus.	7	Strive to enable the Client to reach their potential.	1
Facilities/services offered by all the teams.	7	Refreshments for residents are always available.	1
Try very hard to meet the individual needs with dignity.	6	Openness and transparency.	1

## What other changes are we making following suggestions from families?

We are reviewing our internal telephone systems to make it easier to reach the correct person when people call the service.

We are also looking at the front door entry system and how this can best meet the needs of all visitors when the reception is not manned out of hours.

# Meet our therapists

## Lucie Myall BSc (Hons), MCSP, HCPC Senior Physiotherapist

Lucie graduated from University of East London with a BSc (Hons) Physiotherapy in 1999. She began her early career at a large London teaching hospital and first became interested in brain injury whilst working in neurosurgery and intensive care with patients from the Helicopter Emergency Medical Services (HEMS).

Before coming to Peartree firstly in 2007 and again in 2011 after a career break, Lucie worked in Southampton, London and Winchester. In these posts she gained extensive experience in the community, with critically ill patients requiring rehabilitation in hospital and on the stroke unit at the Royal Hampshire County Hospital Winchester.

Lucie's particular interests lie in complex spasticity, seating and posture management whereby she has recently been accredited as a Wheelchair and Posture Management Assessor for Solent NHS Trust. Lucie is Bobath trained and has completed both Basic and Advanced level courses.

## Rakhee Jethwa MSc, BSc (Hons), HCPC, MCSP Lead Physiotherapist

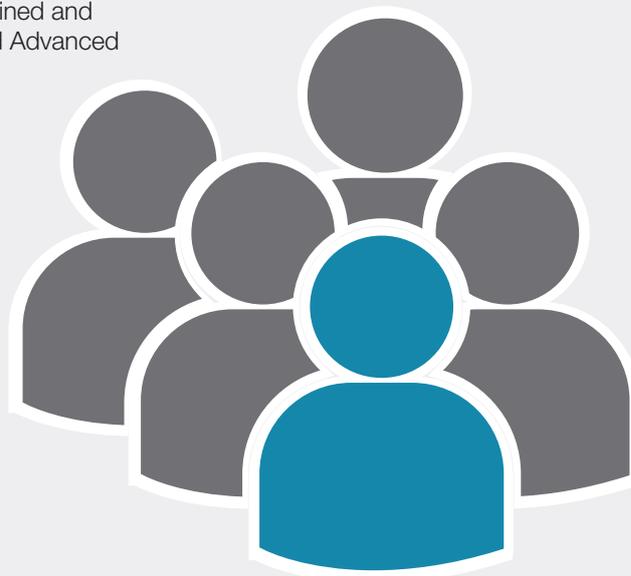
Rakhee qualified from Coventry University in 1999 with a BSc (Hons) in Physiotherapy. Rakhee joined the Peartree Team in 2011 and is Lead Physiotherapist specialising in Neurorehabilitation. Rakhee's neurorehabilitation experience spans over 10 years and involves roles within the NHS (acute stroke, neurology outpatients, acute neurology, Team Leader for Medicine, Deputy Physiotherapy Manager, Clinical Specialist in Neurology and Complex Brain Injury Commissioning) and clinical work within the private sector.

Rakhee achieved a Masters in Neurological Physiotherapy in 2011 and has attended numerous neurological clinical courses, most recently an Advanced Bobath Course in June 2014.

## Susan Maxey BA (Hons) MRCSLT, MASLTIP, HCPC Lead Speech and Language Therapist

Susan joined Peartree House in early 2013 and is the lead Speech and Language Therapist. Susan graduated as a Speech and Language Therapist from the University of Reading in 1997, and has spent her career working within both acute and rehabilitative settings with adults with highly complex communication and swallowing deficits following acquired brain injury, neuro-surgery, stroke and progressive degenerative neurological conditions. During her employment with the NHS, she worked in Bournemouth and Christchurch Hospitals, Taunton and Somerset Hospitals and, most recently, as Clinical Lead, Neurodisability within University Hospital Southampton.

Susan is a retained Specialist Mentor with Integrated Treatment Services providing on-line mentoring support and advice; and lectures at the University of Winchester on their BSc (Hons) Child, Youth and Community Studies course. In addition, in March 2014 she qualified as a Registered Intermediary for the Ministry of Justice to support vulnerable witnesses through the justice system. She also coordinates the Association of Speech and Language Therapists in Independent Practice's Hampshire Group, and has established a supervision forum for local independent Speech and Language Therapists.



## Meet our therapists continued



### **Caroline Lewis, Lead OT/SMART Assessor**

Caroline qualified as an Occupational Therapist in 1983. Early in her career she specialised within the field of brain injury rehabilitation. She has experience in all fields of neuro-rehabilitation including clients in lower awareness states, cognitive / physical rehabilitation and neurobehavioral approaches within an inpatient unit and community neurological rehabilitation. She also has a keen interest in vocational rehabilitation. Caroline has spent her career working in different specialist services including lead positions in the NHS. More recently she worked in the stroke service at Salisbury Hospital and Glenside Manor. She joined Peartree House in 2013.

Caroline can undertake comprehensive assessments including SMART (Sensory Modality and Rehabilitation Techniques) for clients in a lower awareness state and AMPS (Assessment of Motor Processing Skills). Caroline has extensive experience of assessing and recommending adaptations and equipment to meet the client's physical needs within their own environment. She implements effective training of carers and families to meet the complex needs of the client to facilitate a seamless discharge.

### **Rachel O'Neill BSc Hons Senior Occupational Therapist.**

Rachel is a senior Neurological Occupational Therapist who qualified from University of East Anglia, Norwich with BSc Hons Occupational Therapy in 1999. She is an experienced Neurological Occupational Therapist with over 11 years' experience working within the neurological rehabilitation setting. This includes within the NHS (acute, community hospital, specialist rehab environments and community settings) and as a Private OT. She is highly skilled at assessment and treatment of cognitive, physical and psychological disabilities.

Rachel joined the Peartree Team in May 2014. Rachel specialises in complex case management and is a huge advocate of active collaborative working across multi-agencies.

## What's new at Peartree?

We are currently undertaking our 5 yearly refurbishment plan. This will improve the experience of people who use the service. So far this has been going well with little disruption to the services we provide.

We are also pleased to inform you that we have been granted planning permission to build a new reception. This will enable us to provide better facilities. The new reception will have a dedicated area for visitors. Work will begin shortly.

## Our pathways

Peartree continues to provide rehabilitation and long term care interventions to individuals with an acquired brain injury. The rehabilitation intervention can be short term lasting a few weeks to slow stream lasting a few months. We have had particular success with clients presenting with mainly cognitive behavioural challenges. We are happy to conduct an assessment and present a formal report free of charge within 5 days.

**To discuss the needs of your client please contact Remi Katsande, Manager:**

**023 8044 8168**

Referrals and further information

Tel. 023 8044 8168

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[www.peartreerehab.co.uk](http://www.peartreerehab.co.uk)

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Working together for a better life