



2 & 8 Kingsthorpe Grove: Testimonials and feedback

Some of the service users at our homes for adults with learning difficulties, along with their families, submitted feedback forms to online directory, carehome.co.uk. The homes achieved a recommendation score of **9.6 out of 10** from the directory and here is some of the feedback.

Summary of the feedback received

How likely would you be to recommend 2/8 Kingsthorpe Grove?	Service users			Family members		
	Extremely likely	Likely	Don't know	Extremely likely	Likely	Don't know
	✓	✓ ✓ ✓		✓ ✓ ✓ ✓		
	Excellent	Good	Satisfactory	Excellent	Good	Satisfactory
Overall Standard	✓ ✓ ✓	✓ ✓ ✓ ✓		✓ ✓ ✓ ✓	✓	
Facilities	✓ ✓ ✓ ✓	✓ ✓ ✓		✓ ✓ ✓	✓ ✓	
Care / Support	✓ ✓ ✓ ✓ ✓	✓ ✓		✓ ✓ ✓ ✓		✓
Cleanliness	✓	✓ ✓ ✓ ✓ ✓ ✓		✓ ✓ ✓	✓ ✓	
Treated with Dignity	✓ ✓ ✓	✓ ✓ ✓ ✓		✓ ✓ ✓ ✓	✓	
Food & Drink	✓ ✓ ✓	✓ ✓ ✓ ✓		✓ ✓ ✓ ✓		✓
Staff	✓ ✓ ✓ ✓ ✓ ✓ ✓			✓ ✓ ✓ ✓	✓	
Activities	✓ ✓ ✓	✓ ✓ ✓ ✓		✓ ✓ ✓ ✓		
Management	✓ ✓ ✓ ✓	✓ ✓		✓ ✓ ✓ ✓		✓
Safety/Security	✓ ✓ ✓	✓ ✓ ✓ ✓		✓ ✓ ✓ ✓	✓	
Rooms	✓ ✓ ✓ ✓ ✓	✓ ✓		✓ ✓ ✓ ✓		✓
Value for Money	✓ ✓	✓ ✓ ✓ ✓		✓ ✓ ✓	✓ ✓	

Comments from family members

“Over a period of ten years, my nephew has presented with very challenging behaviour. Having his time with the Richardson Partnership, his behaviour has improved as a result of excellent care. This consists of reducing the ‘chemical cost’ of reducing drug therapy with a range of behaviour modification and genuine and dedicated care, which we greatly appreciate”.

Michael C

“My son is autistic and has severe learning difficulties. He has been a resident in this home for 11 years. I use the word ‘home’ because that is just what it is - it is his home rather than a ‘residence’ and most certainly not an ‘institution’. The culture of the home and the caring attitude of staff and management mean that my son is much more than a ‘service user’. My son’s care has always been a partnership between the home and ourselves, and as we grow older and think about what will happen to him when we are no longer here, it is a great comfort to know that he is happy in his home and that he will always be well cared for. I have absolutely no reservation in recommending this excellent home.”

Robert S

“All our son’s needs are catered for in the best possible way. He loves living with The Richardson Partnership for Care, and has a much better life than he has with us at home. Carers are competent and cheerful, and most stay there for many years. Residents also stay for many years, making it a very stable environment which is very necessary. He is provided with a wonderfully full life, with every possible interest catered for. Care is taken that he has much independence as appropriate.”

Angela M

“On the several occasions when I visited the care home to see, collect or return my son, I have found the care workers polite and helpful within the limits of their powers/duty. The care home is kept really friendly, clean, tidy and comfortable; and the general environment including personal safety and security arrangements warrants no criticisms.”

Allan C

“Our son was taken in by Jayne Payne in 2009. He was in a terrible mental state, he’d been sectioned in Oxford in 2007 for violence, and he had always lived at home until then. Well, Jane and her staff worked and worked with him until he is almost like his old lovely self. They bring him home to us once a month on the Isle of Wight for two days and he looks forward to this as much as we do. We cannot say enough good things about the home: they saved our lives and our son’s. The medical care is fantastic and they are always loving and tolerant of our son, even on his bad days.”

Jane S

“The overall experience of the staff and management of the home is excellent, they not only care and look after our daughter, they are very supportive of us as a family.”

Frances A



Comments from service users

"I like the staff."

"I get to go out. I have been to Paris. The staff help me. I like my bedroom and I can watch TV."

"I like the Richardson Partnership for Care. Singing, in the garden, swingball, having BBQs and picnics at Abington Park. We have a big garden. The staff are nice and help me to do things. I get to go to the theatre and have dinner out. I get to go on holiday to the seaside, Disneyland and Lapland plus Great Yarmouth and Somerset."



"Staff help me with washing, cooking and washing up. Staff help me with going out and helping me take part in activities that I want to do, such as gardening, swimming, discos and holidays."

"I get presents and cards. I go out for walks and go to the park. I like going for meals out on Wednesdays. I like going to the pub and staff help me."

"I like it here, I am happy here and all of the jobs I do. I like the staff. I go out for drinks and meals out. I have had my bedroom painted. I like my bathroom. I like my lunches. It is a good place to live."

"It is nice. I like the house. I get big dinners, I get big puddings. The staff are nice. I get to go to town. I like to go on holiday and stay in a caravan."

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