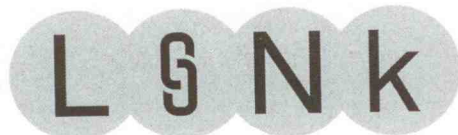




STAFFORDSHIRE

LOCAL  
INVOLVEMENT  
NETWORK

### Enter and View Visit Provider Feedback Form

Please provide any feedback comments following the visit

Service/premises visited: HIGHFIELD COURT

Date of visit: 14 - November 2011

Authorised representatives who undertook the visit:

Feedback provided by: S. EMERY Registered Manager  
High Field Court

1. Could you tell us what you felt worked well about the way our Authorised Representatives carried out the recent Enter and View visit at your premises?

The Representatives were very friendly and open and helped to identify methods for improvement that would be beneficial to our service users

2. Were there any aspects of the Enter and View visit which you felt did not work well or could be improved?

I feel the visit worked really well as a team we were able to discuss all issues I felt at ease with the representatives as they were open and friendly.

3. As a provider of a service, did the Enter and View visit help you to identify areas for improvement and if so, in what way?

The visit helped identify important recommendations that would be beneficial to our service users and anything that improves standards and makes life easier for our service users can only be viewed as positive

4. Any other comments?

Thank you for your positive report  
I will ensure recommendations are followed

S. Agency. (Registered Manager)