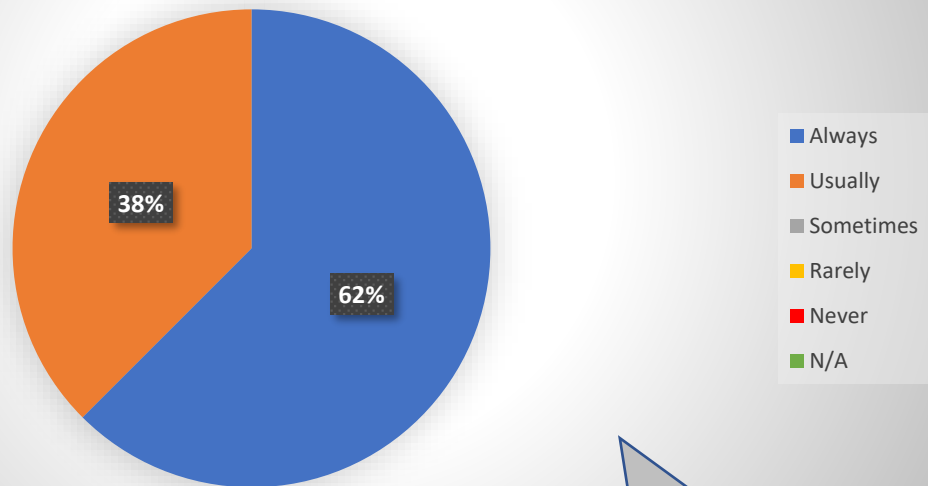
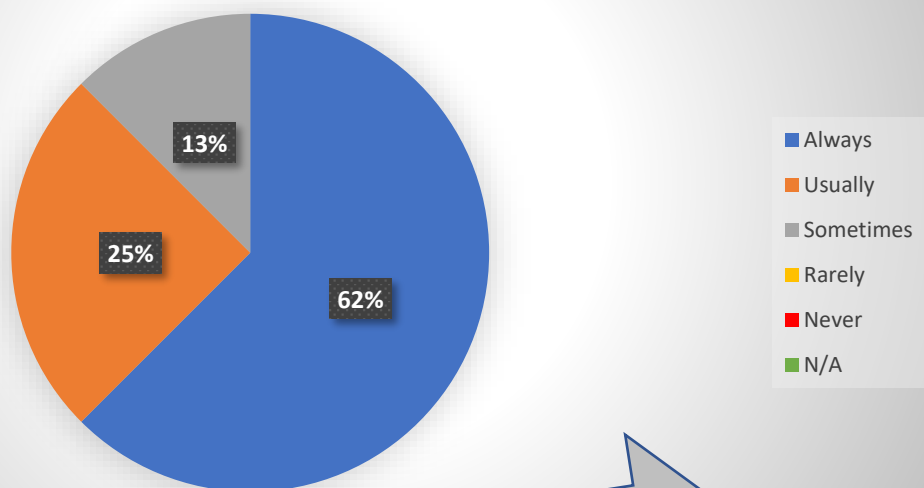


I am satisfied with the care and support delivered by KTM



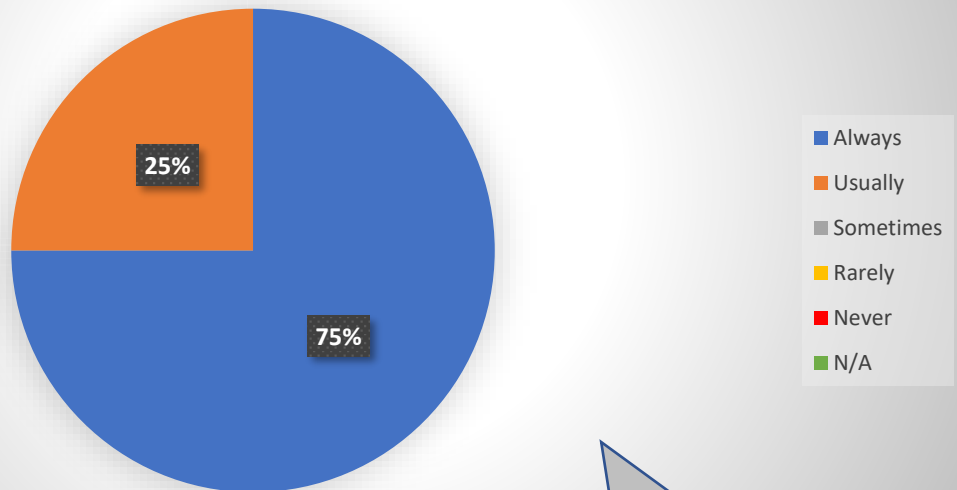
Action: To look at processes

KTM promote independence in all aspects of their delivery



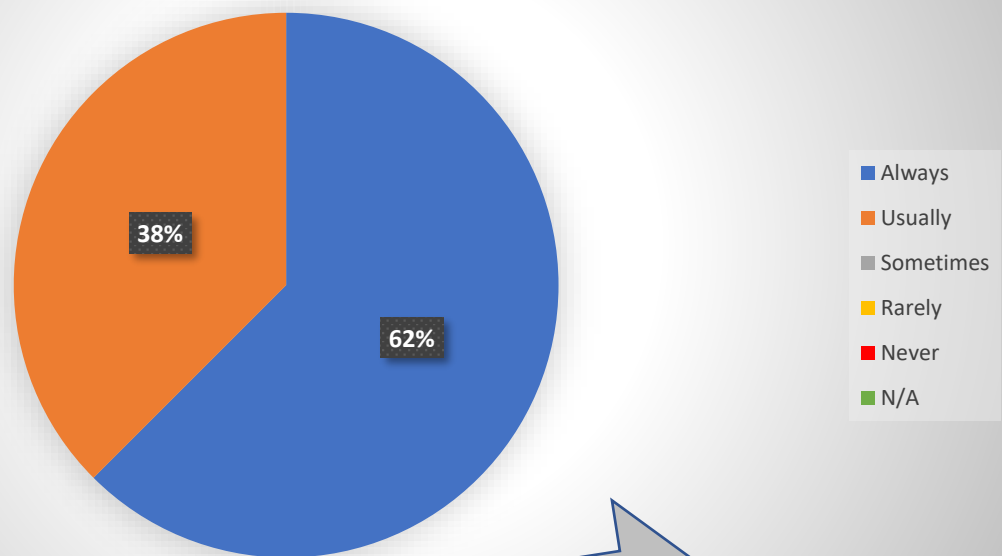
Action: To make clearer goals to promote independence

KTM involve my decision making (where appropriate) regarding my family member



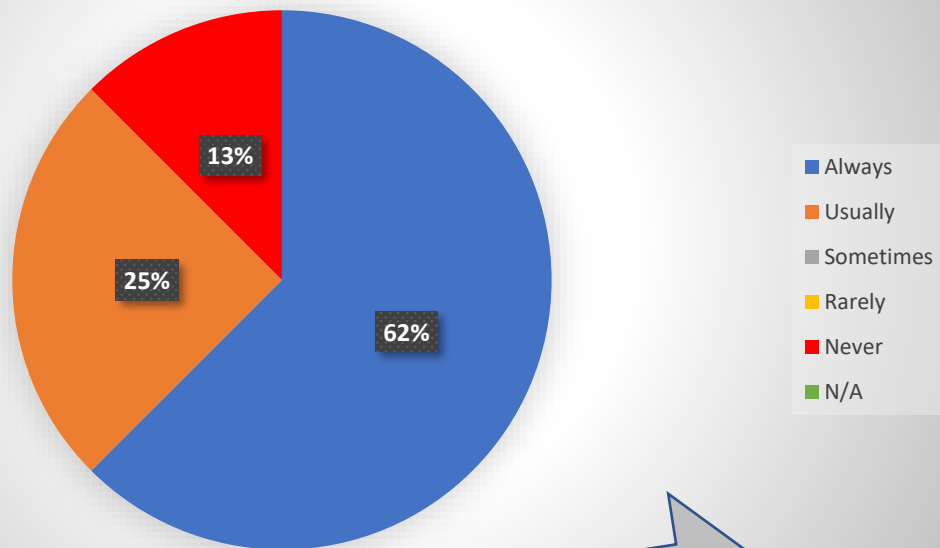
Action: To look at the decision-making process to see how to improve

KTM keep me regularly updated and informed



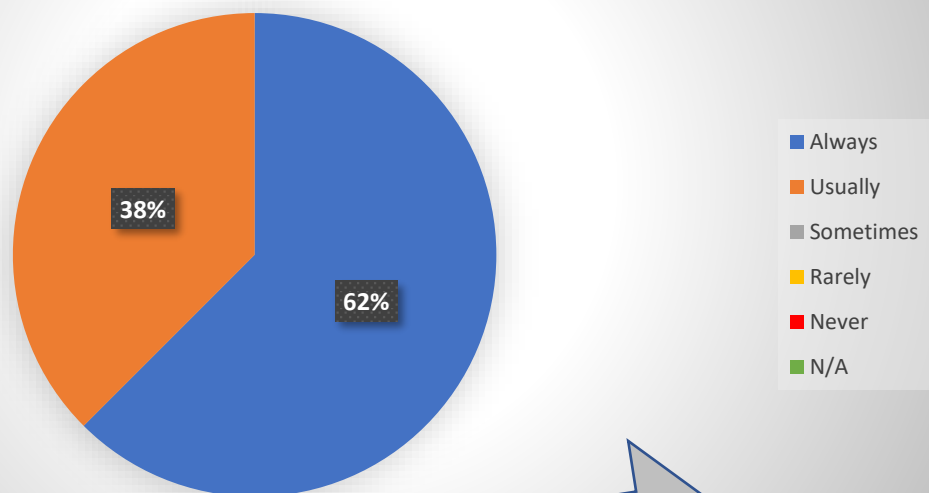
Action: Identify what information should be updated/informed to parents

I am familiar with KTM's complaint procedure



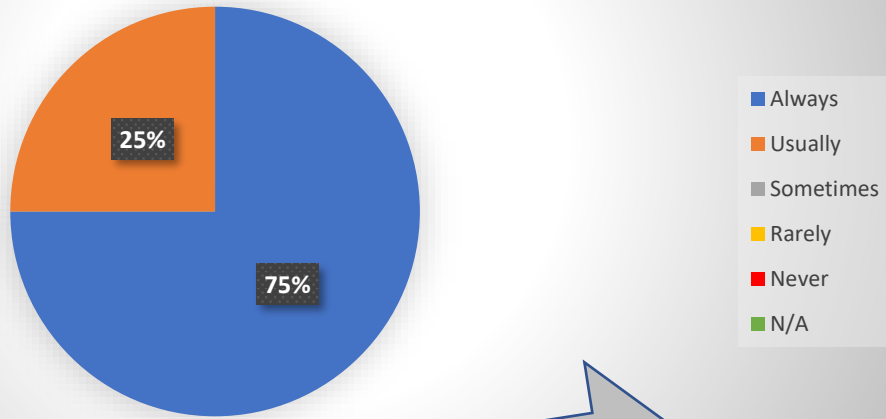
Action: Ensure all parents know complaints procedure

In my opinion, KTM staff are trained to a satisfactory level



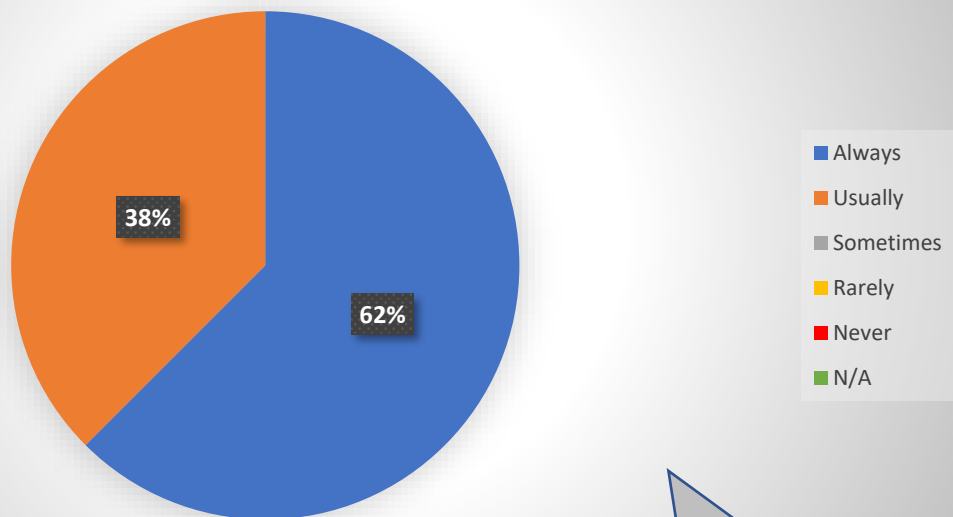
Action: Give clear structure of our training

I am satisfied with the speed of response to any query I may have

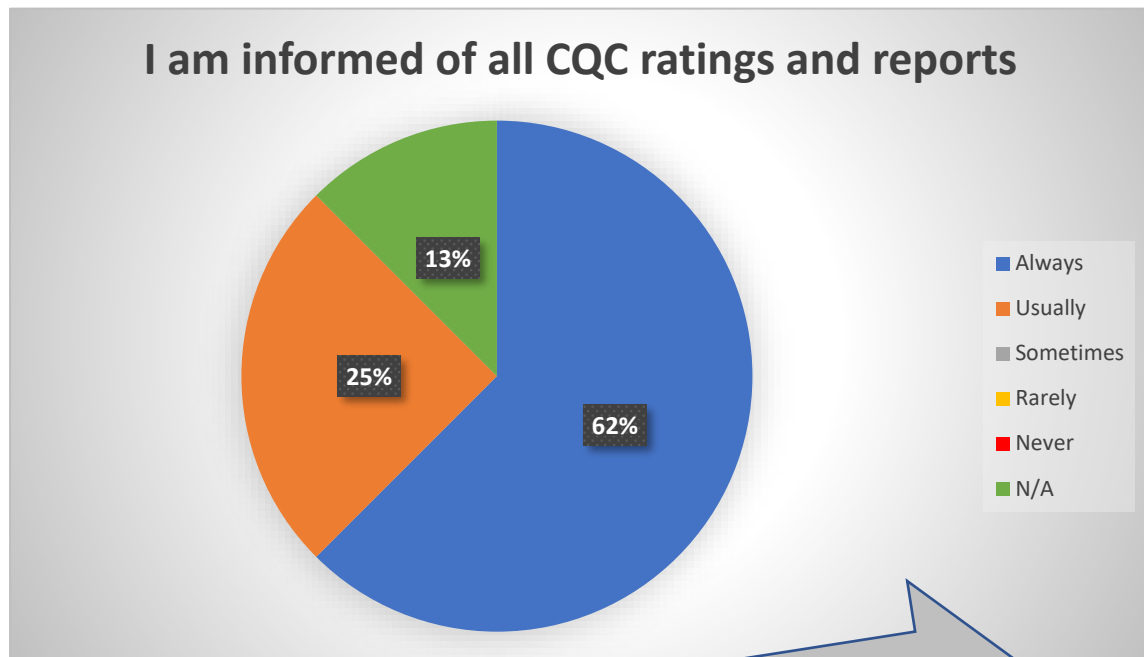


Action: Look at response times

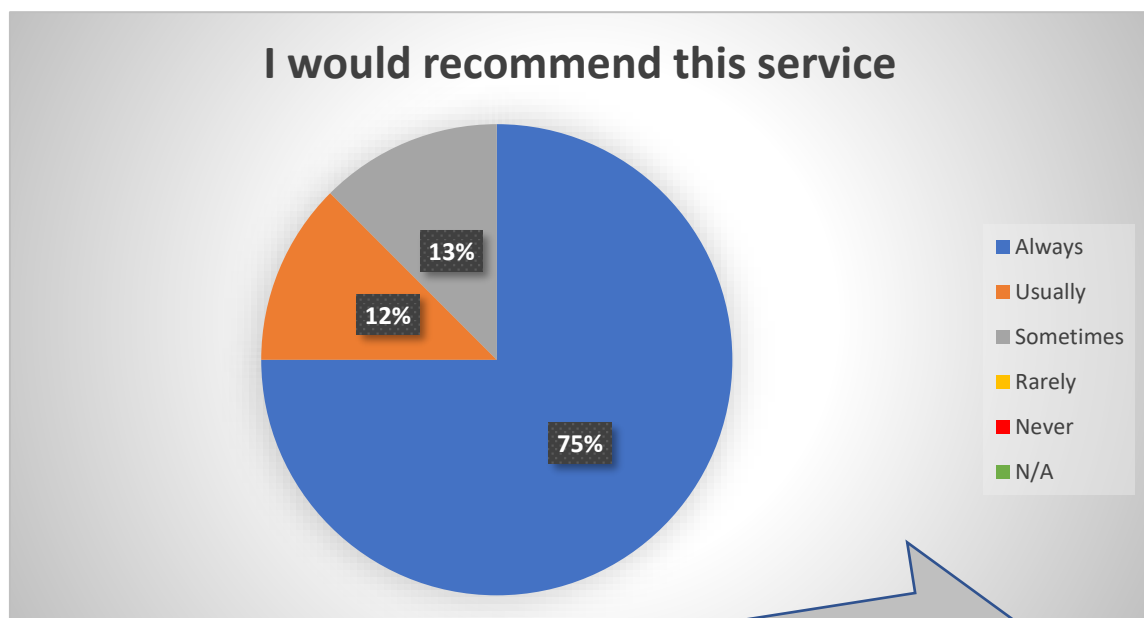
KTM staff are welcoming and professional



Action: Identify areas that need customer service skills



Action: Ensure CQC ratings are visible, on-site & website



Action: Identify areas to be improved & put a plan in place to rectify