
Quality Assurance Report 2023-25



APRIL 17 2026

ELLERSHAW HOUSE LTD

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Introduction to Ellershaw House Ltd

Who are we?

Ellershaw House Ltd provide specialist care and support for people with learning disabilities, autism, mental health conditions and associated complex needs.

Our purpose is to help everyone in our care to live safe, happy, meaningful and fulfilled lives, regardless of their challenges, where they are valued, respected, listened to and supported, living as independently as possible.

“I would highly recommend the team at Ellershaw House, they are extremely professional and caring”

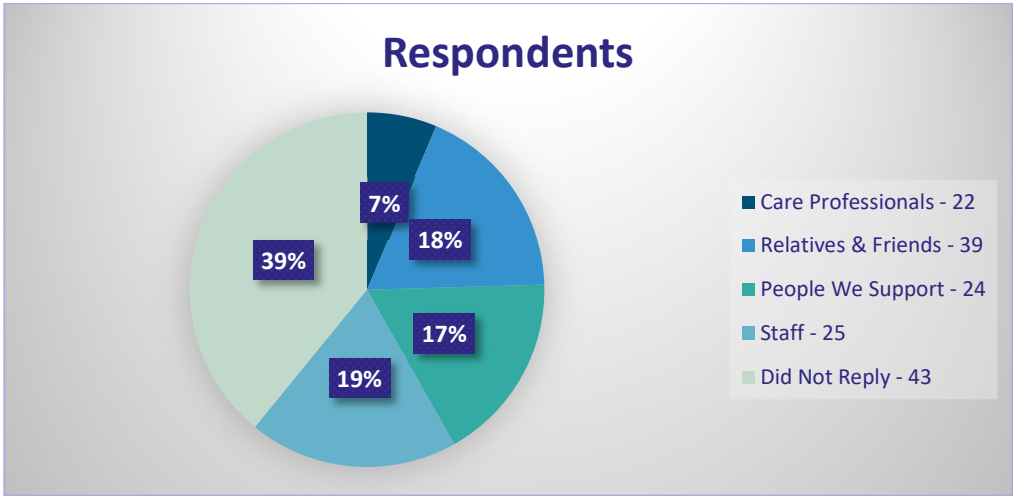
Questionnaire comment by a local GP (2024)

What is this report about?

As a care provider we believe transparency and communication are key. In order to maintain our high standards and learn about how we can improve, we run an annual Quality Assurance Survey that is sent to staff, care professionals, the people we support and their families and friends.

Our findings shape the way we develop and evolve our support services, so we gather responses about everything from the quality of care we provide, to the effectiveness of our staff training, to the general atmosphere in the home.

This report highlights our main findings from our 2024 and 2025 Quality Assurance surveys, including the areas we did well and some areas that we can improve. We hope you find this information valuable, and it gives you an insight into all the stakeholders that make up the Ellershaw House family



We sent questionnaires to all our staff, the people we support, their families & friends and care professionals. The number of respondents and no replies were split into five categories and can be seen above.

We had a return rate of 67% in 2024 and return rate of 55% in 2025.

1. Staff Responses

Staff reflected on **four key areas**

Care of Students
 Personal Views

Organisation & Management
 Development & Learning

- 100% strongly agree they are confident they provide our students with kind, compassionate care.
- 96% strongly agree they are confident they provide a good standard of person-centred, safe care.
- 96% strongly agree they are confident they enable our students to keep their sense of dignity and self-respect.
- 100% strongly agree they think they make a positive difference to the health & well-being of our students.

- 96% strongly agree they have no difficulty reporting any mistakes, incidents or near misses to the management.
- 88% strongly agree they are provided with all the materials and equipment needed to work properly and safely.
- 92% strongly agree that Ellershaw House Ltd seems committed to equal opportunities, diversity, social inclusion and anti-discrimination

- 92% strongly agree they carry out tasks that are suitable for their experience and training
- 100% strongly agree they enjoy what they do for the people they support
- 80% strongly agree they work well as a team, the other 20% agree they work well as a team most of the time

- 92% strongly agree Ellershaw House Ltd provides opportunities for development and learning
- 80% mostly agree they found their annual appraisal helpful in assessing performance and development needs.

2. Responses from the People we Support

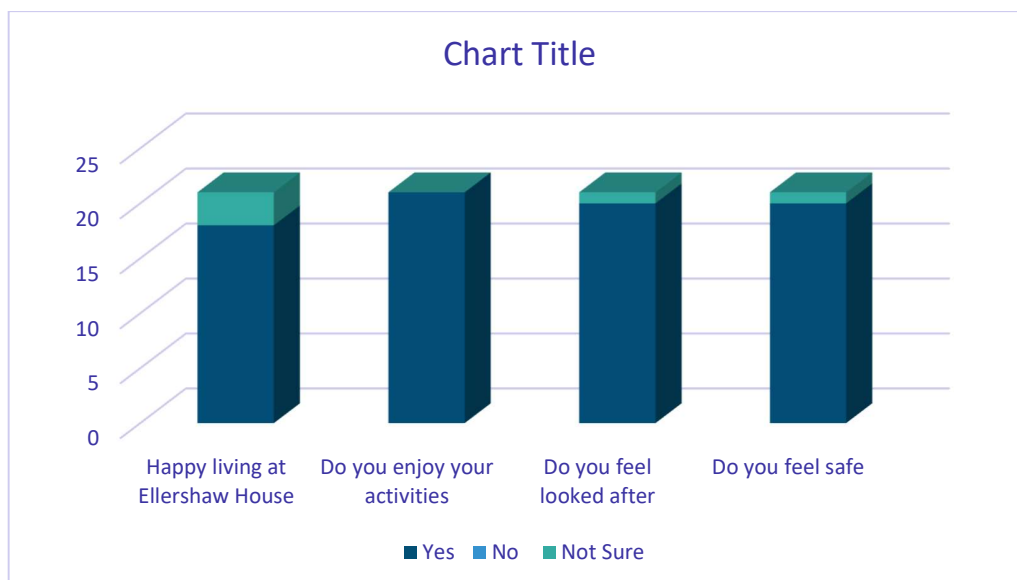
Feeling happy and safe

It is vital that the people we support always feel safe and happy in our care

We asked our people we support to tell us how they feel about living at Ellershaw House, being supported by our staff and whether they enjoy their lives and activities

Feedback from the people we support was general positive. The vast majority of them indicated that:

- They are **happy living** at Ellershaw House
 - Staff are **helpful and look after** them
 - Staff **listen** to them
 - They feel **comfortable talking** to the team
 - They **enjoy** the food / meals offered and are able to **enjoy** the things they eat
 - They **love** their rooms
 - They **enjoy** their activities
 - They feel **safe** at Ellershaw House
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100% of the people we support needed assistance from staff to complete the survey. Most of this support was verbal.

3. Relatives' and Friends Responses

Atmosphere in the home

100% of responses said Ellershaw staff provide good support & care to our residents with a good atmosphere in the home – this remains the same from 2022/23

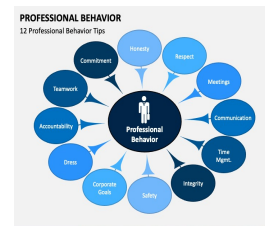
Staff Attitude

100% of responses say staff are welcoming and professional – this remains the same from 2022/23

Communication

100% of responses said they knew who to contact if they had queries – an improvement from 75% in 2022/23

Relatives and friends said that Ellershaw House staff are....




4. Care Professionals' Responses

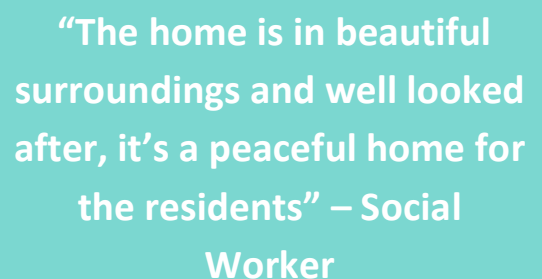
Feedback from care professionals who have been involved with and have a relationship with Ellershaw House Ltd has been largely positive.

However, it must be noted that only 5 out of 11 care professionals responded to our 2024 Quality Assurance Survey and only 2 out of 11 responded to our 2025 Survey, significantly less than the turn out for staff, the people we support and the friends and family of those we support.

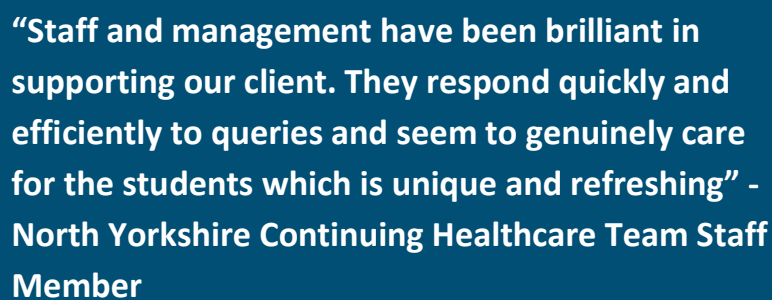
For our 2026 survey we aim to get a higher completion rate from care professionals so that wider and more accurate findings can be gathered which may involve looking at a different format to make it easier to respond.



“Staff are friendly, professional and communicative” – MH nurse



“The home is in beautiful surroundings and well looked after, it’s a peaceful home for the residents” – Social Worker



“Staff and management have been brilliant in supporting our client. They respond quickly and efficiently to queries and seem to genuinely care for the students which is unique and refreshing” - North Yorkshire Continuing Healthcare Team Staff Member

Conclusions and Next Steps

As a result of the feedback received from the 2024 and 2025 QA Survey, we have selected priority areas to focus on to develop and continuously improve the organisation for the people we support, the colleagues that work with us, families, care and health professionals and other important stakeholders who are a key part of what we do at Ellershaw House Ltd. The areas we are focusing on as a result of this feedback include;

1. Poor communication between staff and others has been highlighted

Since this was highlighted from our staff survey, we have made efforts to increase meetings, pass changes to staff via the digital system and via our WhatsApp group chats. A little while ago it was decided to stop using the group chats because of the effect it has when people are not in work. After a short time, we realised we needed to re-introduced it because we found it to be extremely useful, in certain circumstances.

This area will be ongoing depending on changes and what people's preferences are going forward.

ONGOING

2. Staff training needs to be given more priority

An area that was highlighted from 2025 responses was time given to staff training and increased support to staff who struggle to use a computer. We use a mix of online courses and face to face professional training for our staff to cover mandatory subjects and other areas where they provide better understanding of working with a learning disability and/or autism. We always review our training at the beginning of each year and this year we are in the process of

increasing access to laptops and computers, plus converting a separate room to be used for staff training where they have the opportunity to concentrate whilst learning. This room will also double up as an information room for our residents to use the computers and look for things they are interested in on the internet as a new activity.

We are also allocating training time within our daily plan for staff to ensure they have the necessary time to do the courses necessary for skills to be kept up to date. We have quite a number of face-to-face courses planned this year and some still to book but this is an area of the business that changes frequently.

ONGOING

3. Some of the people we support answered “sometimes” to the question – Do you get bored? This has remained at the same level as 2022-23

Since this was originally mentioned several years ago, we implemented various other activities in addition to our current activities around the horses and home and gardens. We now have extra days at external workshops, regular swimming and walking, meals out and evenings out. Some people have increased their work experience at local businesses too.

Whilst we do not wish our residents to be bored, this is something we need to look at in more detail. Unfortunately, like everyone else there are days where they do not want to do their activities or chores around the house for whatever reason, then again, some people have quite unusual ideas for activities which in reality would be difficult or impossible to achieve although it is fun talking about them. We continue to have regular chats with the people we support either

individually or as a group to find out if there are places they want to visit, ideas for activities or different meal preferences. Thankfully no one answered fully “yes” to being bored but it is something we will look at further.

ONGOING

- 4. A question asked of the people we support was – Do you worry about anything and some answered “yes”. We need to investigate this more and incorporate “talking time” if it is needed.**

If the people we support are worried about anything this can have an impact on their mental well-being and there can be an increase in behaviour. Due to the close relationship the staff have with the residents it can be noticed quickly if someone has something on their mind and they will be asked if all is ok. This can sometimes be the only thing needed for the person to talk and feel better but at other times more interaction is needed.

The majority of worries seem to be around “family” or “don’t know why I’m worried, just feel it at times”. This survey feedback has generated building into our weekly planner of activities more time for talking on an individual basis. This can be offered and accepted, or not, by our residents, it might also lead to someone needing a more qualified approach which we can facilitate.

ONGOING

Other News

During the last 12/24 months we have made many improvements within Ellershaw House and the grounds, plus we have further plans for this year: -

- The vegetable garden has been reinstated as planned which helps provide produce for the kitchen and contributes to the well-being for our residents who love to garden and provide food to be eaten.
- New fruit trees have been planted in one of the smaller paddocks.
- A new outdoor riding arena has been installed for the benefit of all and to allow our residents to experience outdoor riding without the risk of being on narrow country roads which can be dangerous.
- We have upgraded the patio area to the front of the house as planned, allowing more of our residents to have better, safer access outside, on a level surface. There are new tables, chairs and parasols for shade to use, for activities or enjoy meals in the fresh air and sunshine.

- All resident rooms have been maintained and some again updated as personal tastes change.
- After the main lounge was redecorated and a new carpet fitted in 2023, we have since replaced all the furniture with new settees and chairs, soft furnishings, a new large television and country style pictures to maintain its homely and comfortable feel.

- We have upgraded the medication storage area to increase security and provide our residents with more privacy and dignity.
- We have upgraded our heating oil storage which is the main heating for the home as we are located in the countryside.
- A new large generator has been installed to maintain power to the home so life can continue for our residents and the staff can carry on supporting them if we experience power cuts and especially as we rely more on electrical devices and digital gadgets for support and entertainment.

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- A recent upgrade has been to our internet system which is a satellite system, the speed and quality has noticeably improved since it was installed.
 - We now have our website up and running – www.ellershawhouse.com

Plans for 2026

- Plans are progressing to upgrade the fire alarm system with improvements to the electricity supply, which is a very large undertaking.
- A new call bell system is to be installed as the current one needs upgrading because of the age of the current system, additional residents and room changes taking place.
- We are creating an information room for our residents to access the internet and use computers as an additional activity and this will double up as a training room for our staff so they can keep up to date and have an area where they can concentrate on learning.
- All the office spaces are currently being altered to accommodate various tasks that need to be carried out and to help streamline the process. This is so information is easier to locate, cut down on unnecessary storage and keep on top of regular task more efficiently. We also need to incorporate finding appropriate space for archiving important documents that need to be stored for many years.
- We are creating talking products so our residents can have access to information in a form they can understand easily.
- One of our staff members has recently completed a Level 2 Mental Health First Aid and Advocacy at Work qualification and is in the process of creating a wellness file to help any of the team if they need support and direct them to further services if they need it.
- We are upgrading the hallway floorings to something more durable and easier to keep clean especially the ones that come from the stable area.



ELLERSHAW HOUSE LTD

Thank you to all those who took the time to respond to our Quality Assurance survey. Your input is incredibly valued, and as such any feedback on this report will be warmly received.

To do so, please email our Company Director, Andrew Troughton on andy@ellershawhouse.com