



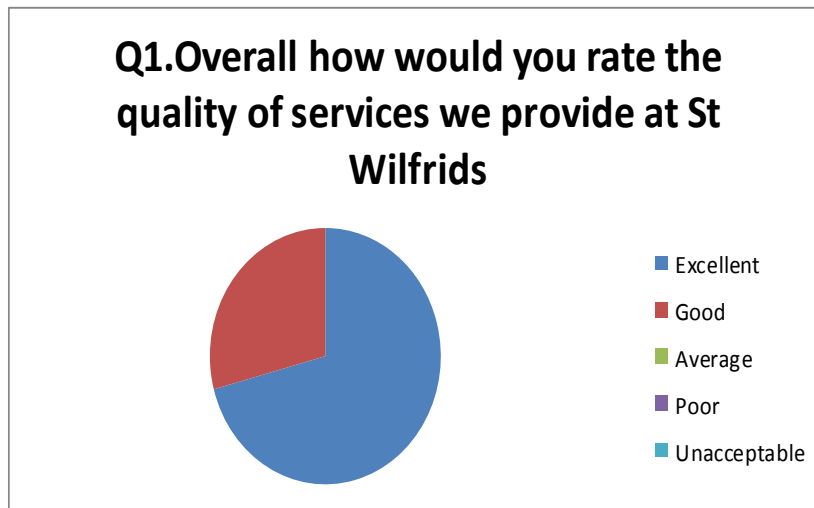
ST.WILFRID'S
Care Home

Relative's Satisfaction Survey
March 2013

For the purpose of this survey we sent out 41 survey questionnaire forms to relatives and friends

We received 24 completed forms. The charts that follow show these results.

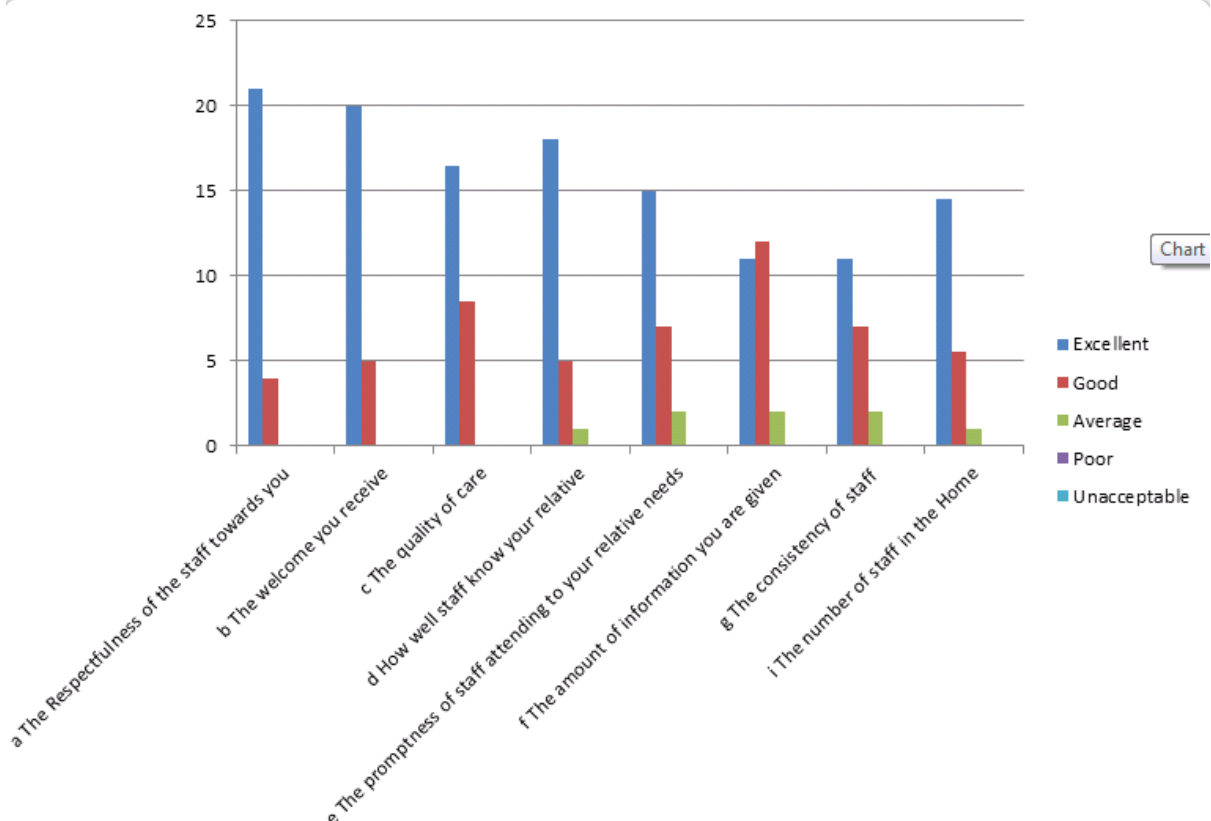
Section A – Overall Satisfaction



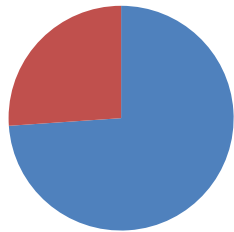
What specifically is it about the service that makes you rate it this way?

- The personal care and respect for the residents individual needs.
- Warm and welcoming atmosphere
- The quality of accommodation and staff
- A really caring atmosphere, well trained understanding staff, very professional and homely well run care home.
- Very welcoming, reception area always helpful.
- A good atmosphere –very calm.

Section B – Staff in the Home

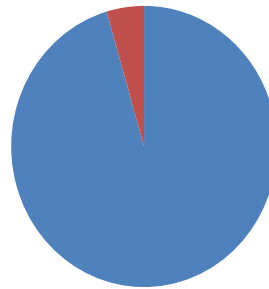


Taking all these things into consideration, how would you rate the staff at the...



■ Excellent
 ■ Good
 ■ Average
 ■ Poor
 ■ Unacceptable

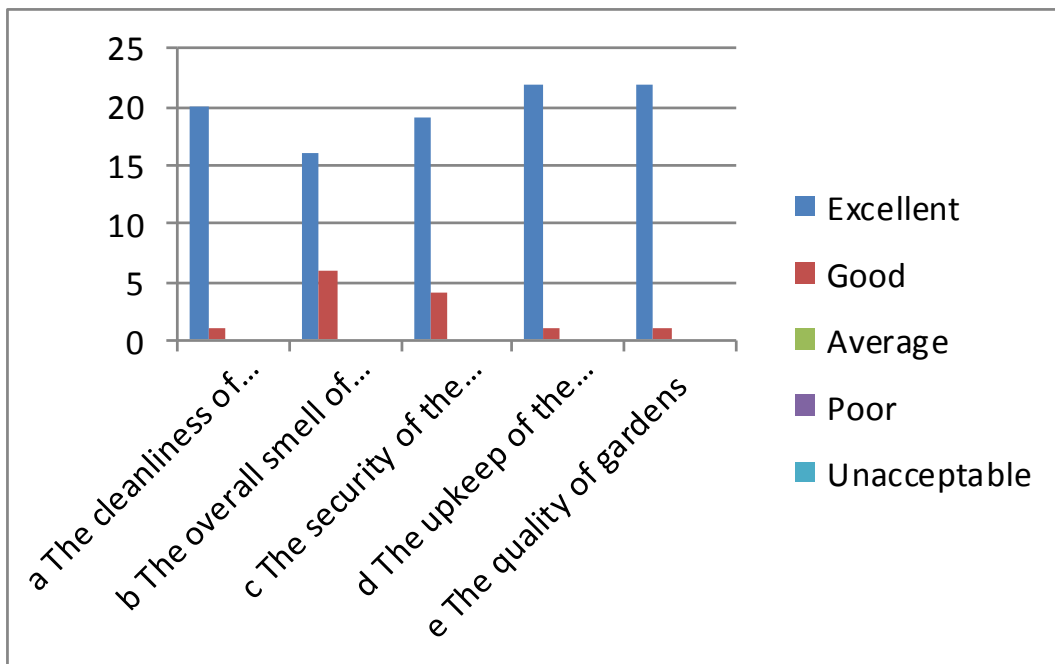
How much do you agree or disagree that the home treats your relative as an individual?



■ Totally Agree
 ■ Somewhat Agree
 ■ Neither Agree Nor Disagree
 ■ Somewhat Disagree
 ■ Totally Disagree

Section C– The Building and Surroundings

The following statements are about the Care Home buildings and the surroundings. How do you rate...?

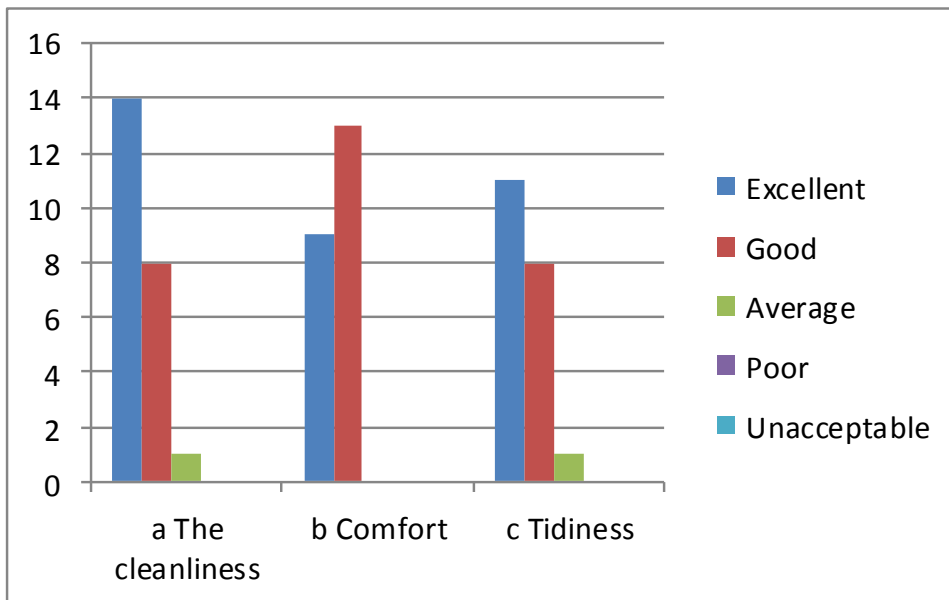


**Taking all these into consideration,
how would you rate the building and
grounds of this care home Overall?**



Section D— Your Relative’s Room

The following statements are about your relative’s room. How do you rate...?

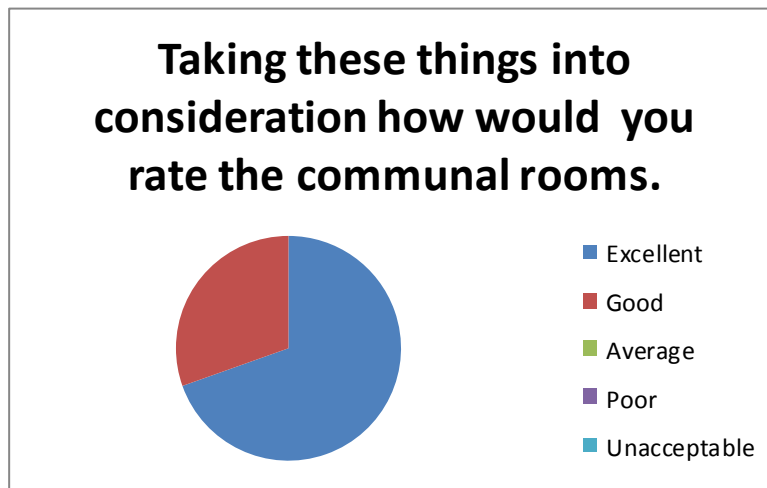
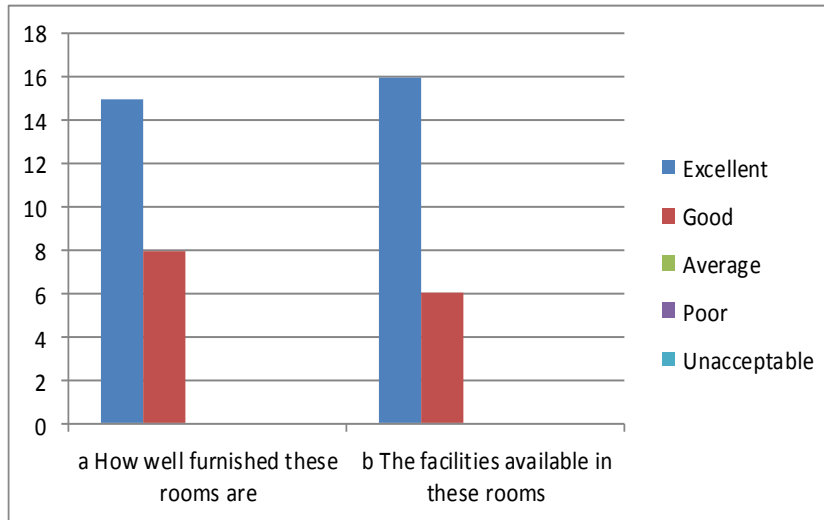


**Taking all these things into
consideration how would you rate
this Overall?**



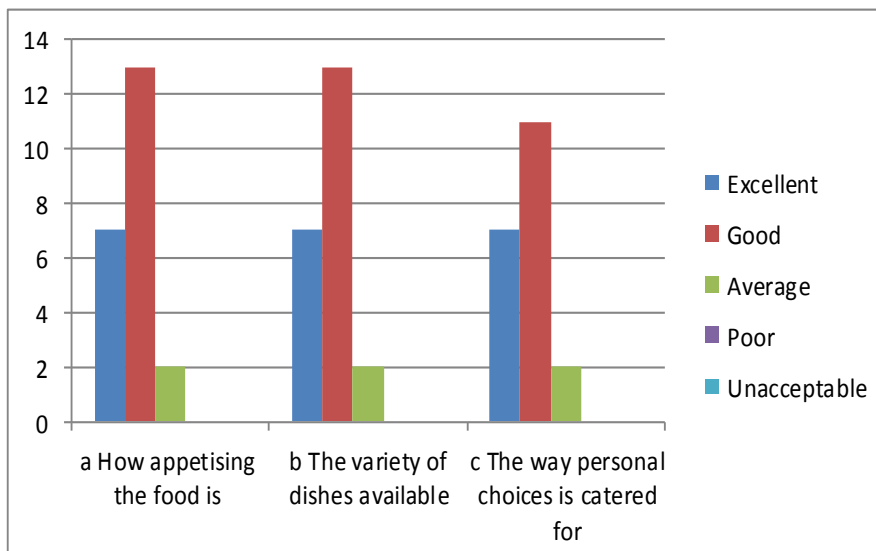
Section E— Communal Rooms in the Home

The following statements are about the communal rooms (E.g. The lounge and dining area) in the Care Home. How do you rate...?

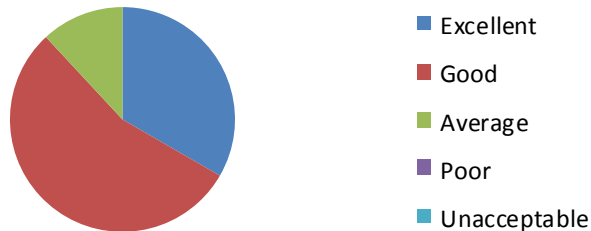


Section F — Food

The following statements are about the food at the Care Home. How do you rate...?

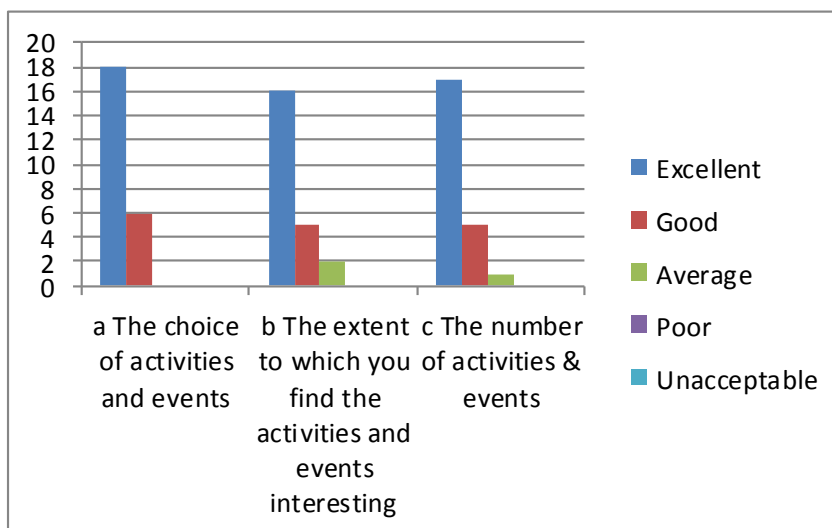


Taking these things into consideration, how would you rate the food at the...



Section G— Activities

The following statements are about the social and recreational activities and events that are offered by the Care Home. How do you rate...?



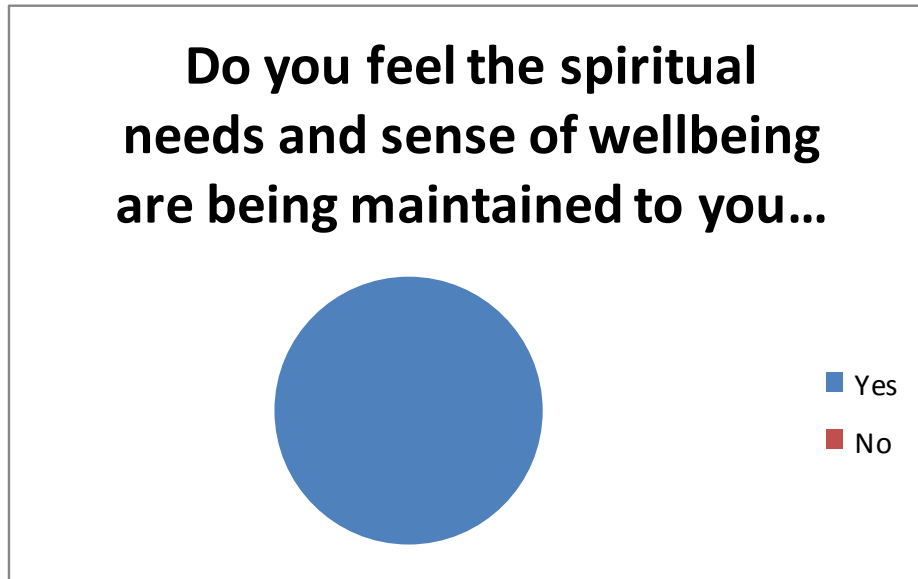
Taking all these thing into consideration, how would you rate the social and...



Are there any improvements or suggestions you wish to make?

- My Dad always enjoys the concerts of classical music.
- Good choice available

Section H – Wellbeing



Any Further Comments

- Since my Mother has entered St Wilfrid's we have been delighted with the care and attention she has received.
- I think I have said it all. Can't improve on excellence!
- Could you open a home in Lancashire, I would book in!
- All the staff are so kind and gentle
- The surroundings including the garden are very well cared for and her room is very comfortable
- Food is always tasty and presented in an appetising way