



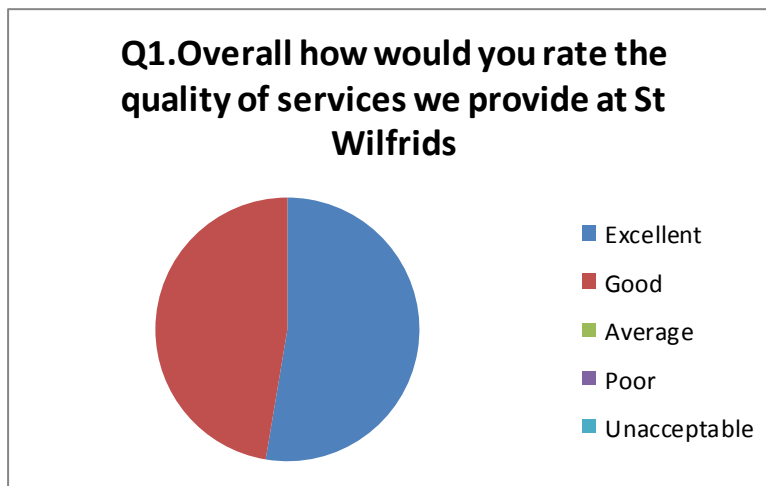
ST. WILFRID'S
Care Home

Relative's Satisfaction Survey
March 2014

For the purpose of this survey we sent out 31 survey questionnaire forms to relatives and friends

We received 21 completed forms. The charts that follow show these results.

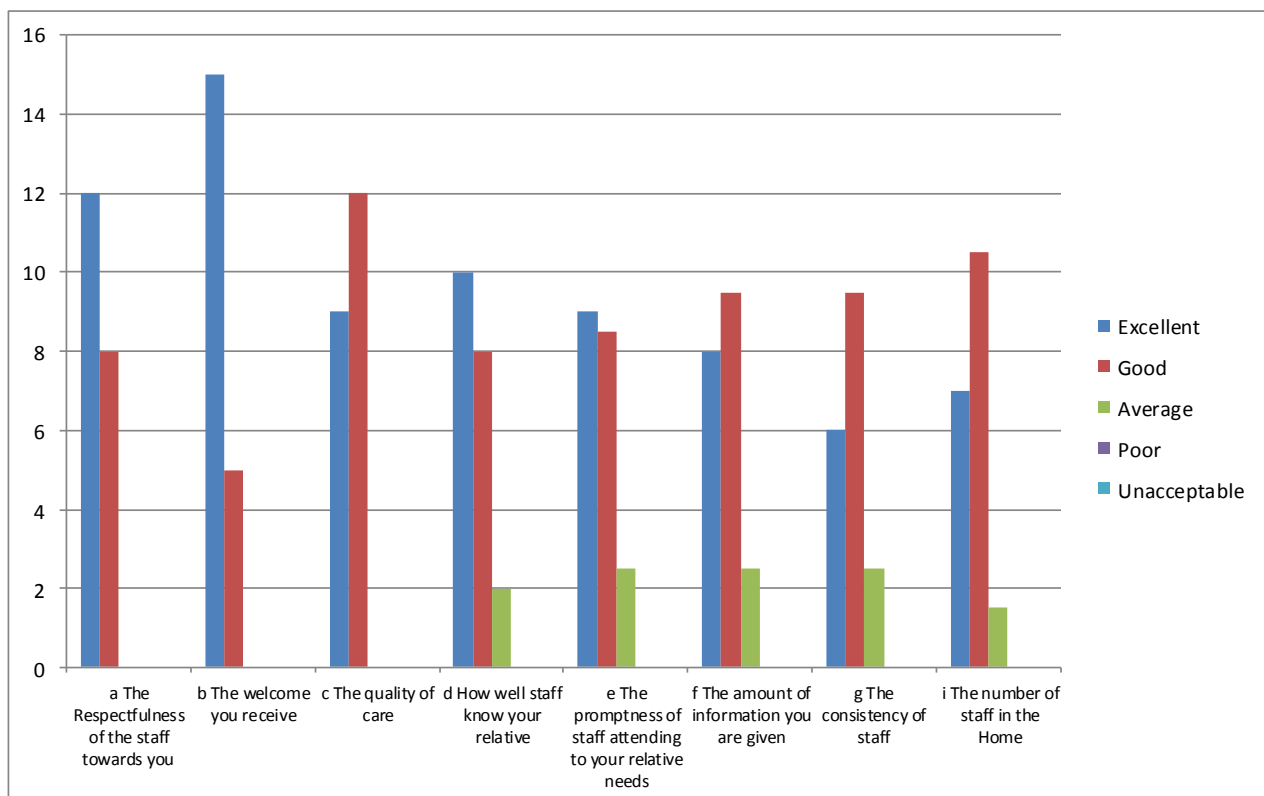
Section A – Overall Satisfaction



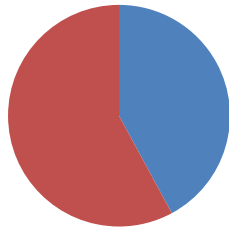
What specifically is it about the service that makes you rate it this way?

- Care, attention and patience of all staff, and cheerful environment throughout the home
- I find the home has high standards in every way
- Professional and well-trained, in fact excellently trained but also kind, courteous and compassionate
- Friendliness of staff & contentment of my resident friend.
- Very good atmosphere, welcoming
- Compassionate very caring staff & the promptness of attention.

Section B – Staff in the Home

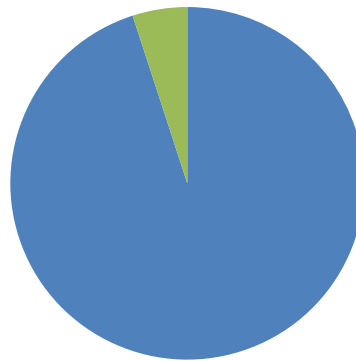


**Taking all these things into consideration,
how would you rate the staff at the Care
Home Overall**



- Excellent
- Good
- Average
- Poor
- Unacceptable

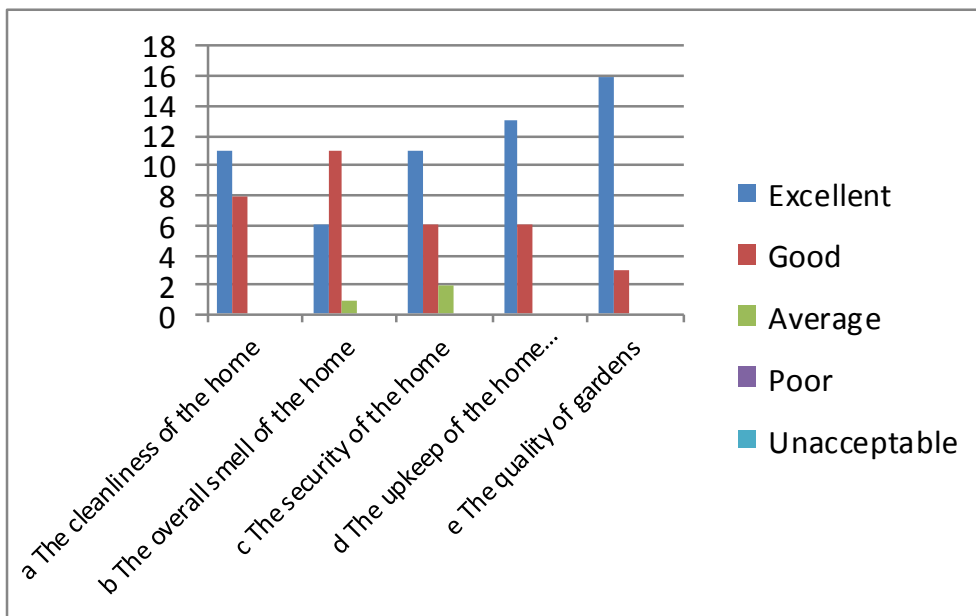
**How much do you agree or disagree that the
home treats your relative as an individual?**



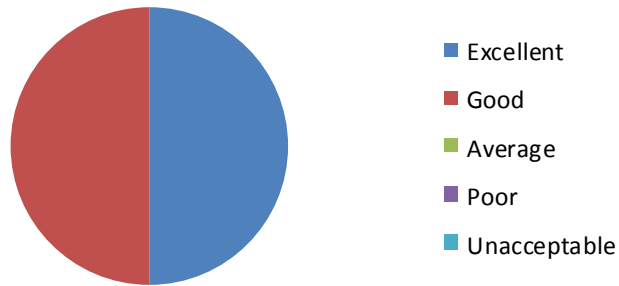
- Totally Agree
- Somewhat Agree
- Neither Agree Nor Disagree
- Somewhat Disagree
- Totally Disagree

Section C– The Building and Surroundings

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

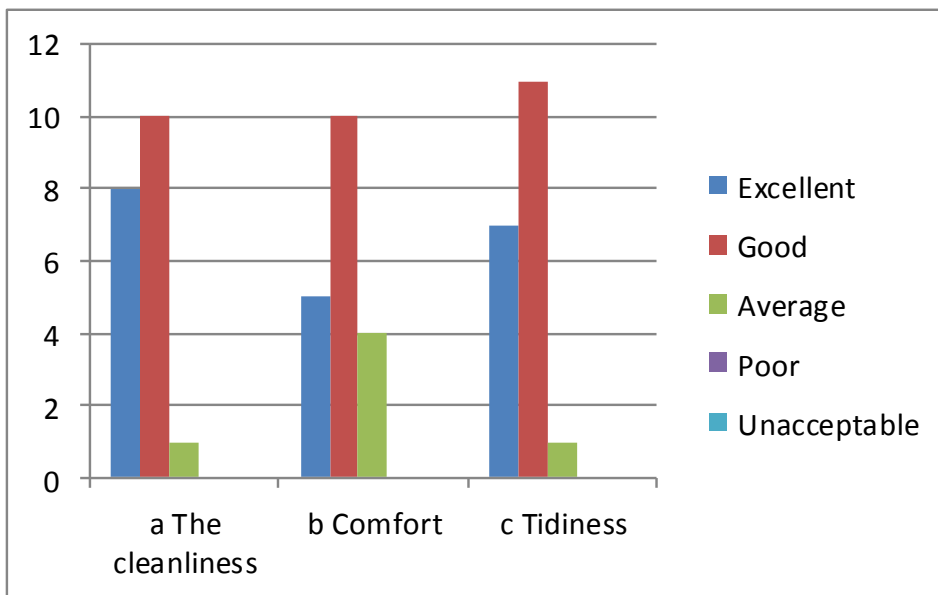


Taking all these into consideration, how would you rate the building and grounds of this care home Overall?

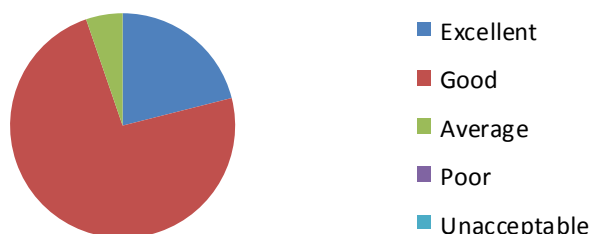


Section D— Your Relative’s Room

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

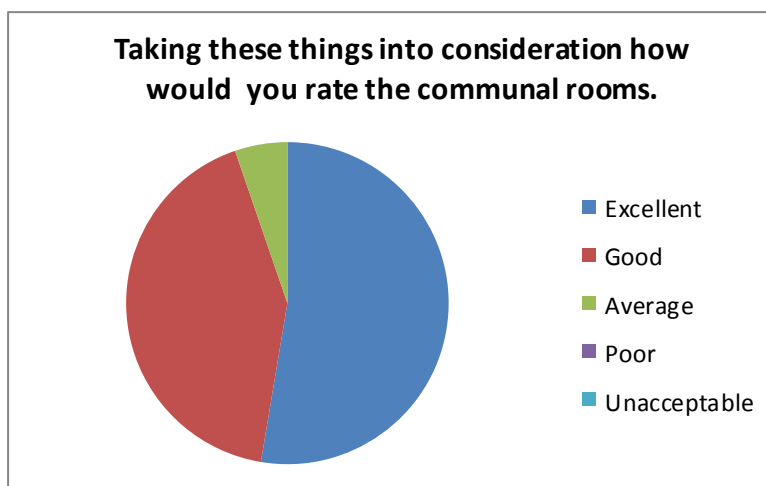
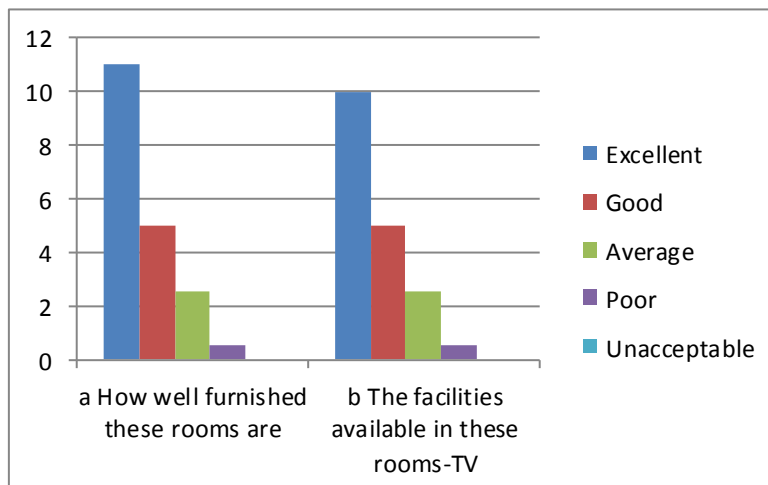


Taking all these things into consideration how would you rate this Overall?



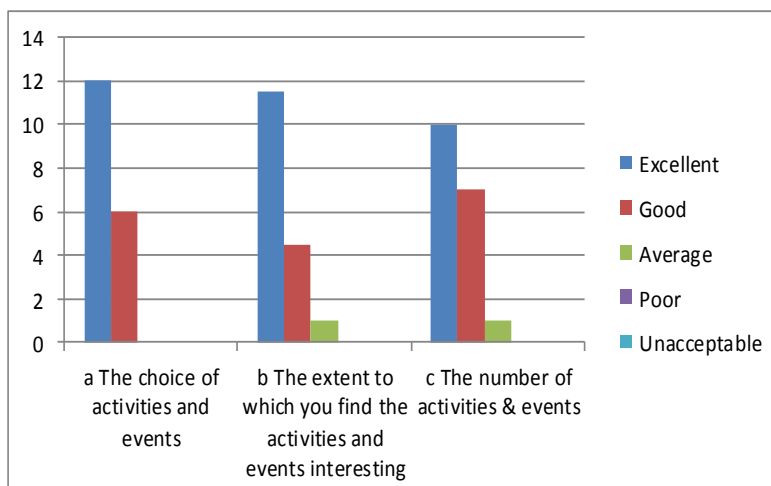
Section E— Communal Rooms in the Home

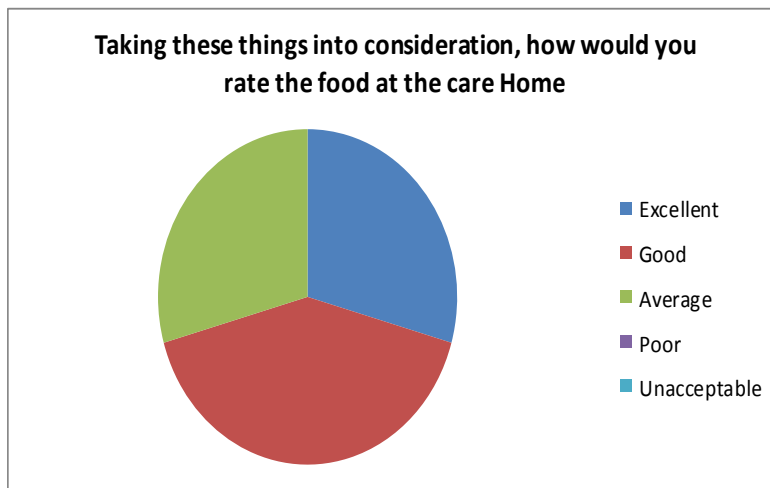
The following statements are about the communal rooms (E.g. The lounge and dining area) in the Care Home. How do you rate...?



Section F — Food

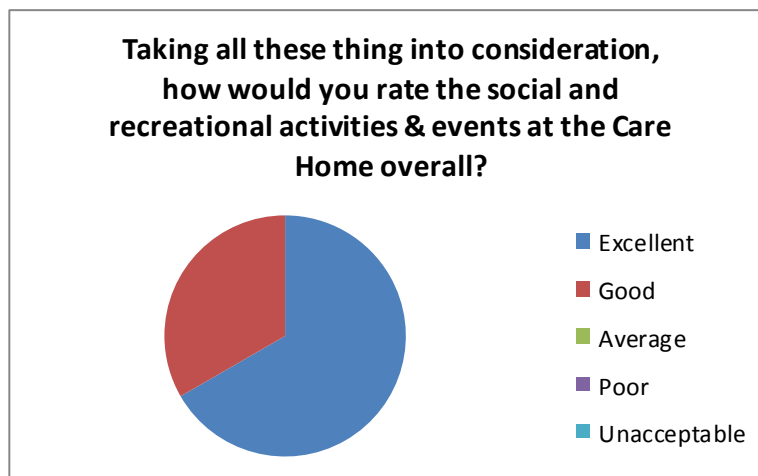
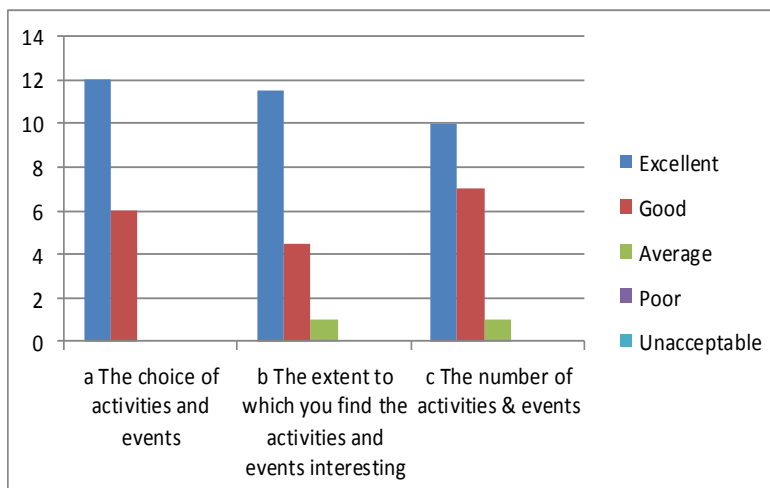
The following statements are about the food at the Care Home. How do you rate...?





Section G— Activities

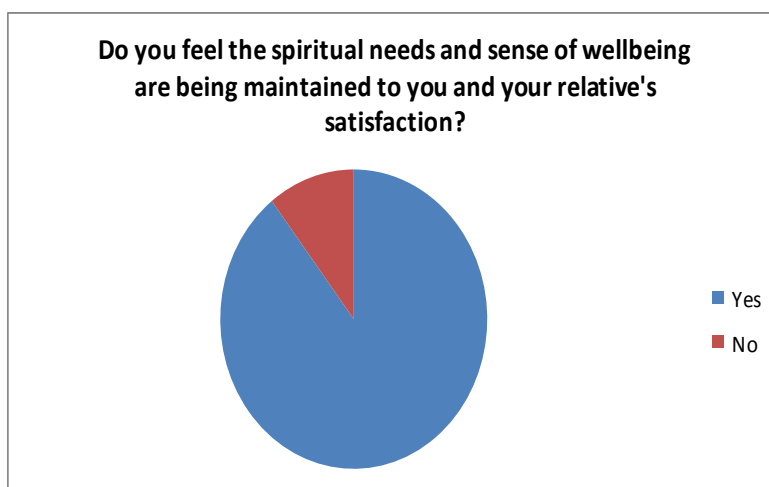
The following statements are about the social and recreational activities and events that are offered by the Care Home. How do you rate...?



Are there any improvements or suggestions you wish to make?

- Although mother doesn't participate so much I still believe the type and variety of recreational events is excellent
- Think on the whole these are good and sufficient variety for residents of this age.
- The intentions are good & much appreciated.

Section H – Wellbeing



Any Further Comments

- Nothing more to be said. I believe that St Wilfrid's is excellent in the way it treats and cares for the resident.
- I am pleased that my mother is being well looked after in St. Wilfrid's and (*the Activities Co-ordinator*) does a wonderful job in arranging activities etc.
- On the whole we very much like St. Wilfrid's and feel it is the best place we could have found for (*resident*).
- We are very satisfied with all aspects of the home.