



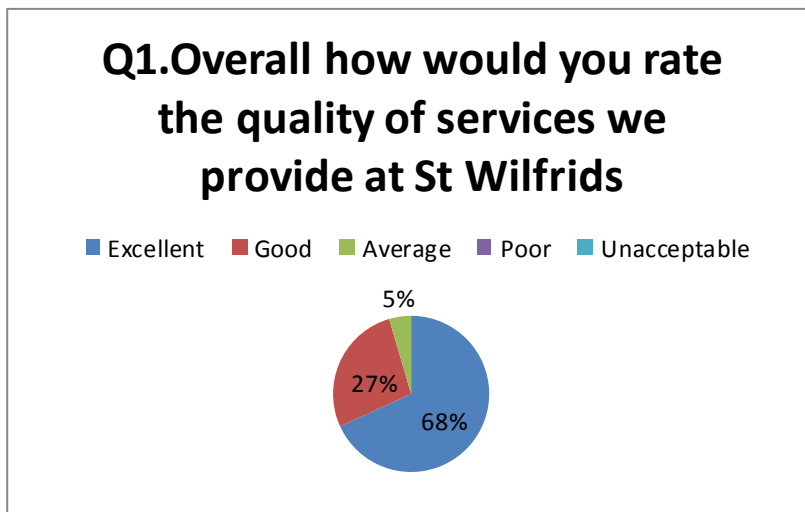
ST.WILFRID'S  
*Care Home*

**Relative's Satisfaction Survey**  
**May 2015**

For the purpose of this survey we sent out 44 survey questionnaire forms to relatives and friends

We received 22 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?

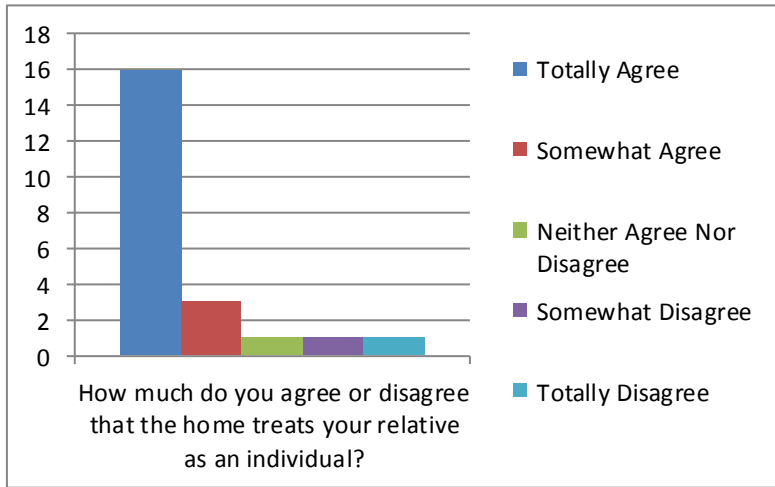
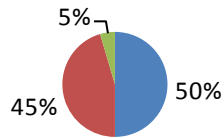
- Friendly staff, nice rooms as well as a lovely conservatory and gardens.
- The staff caring for my Aunt are excellent.
- I find the staff very welcoming and my mother is looked after very well.
- Staff are kind and attentive.
- Excellent culture of consideration and respect towards the residents.
- Very friendly management.

## Section B – Staff in the Home



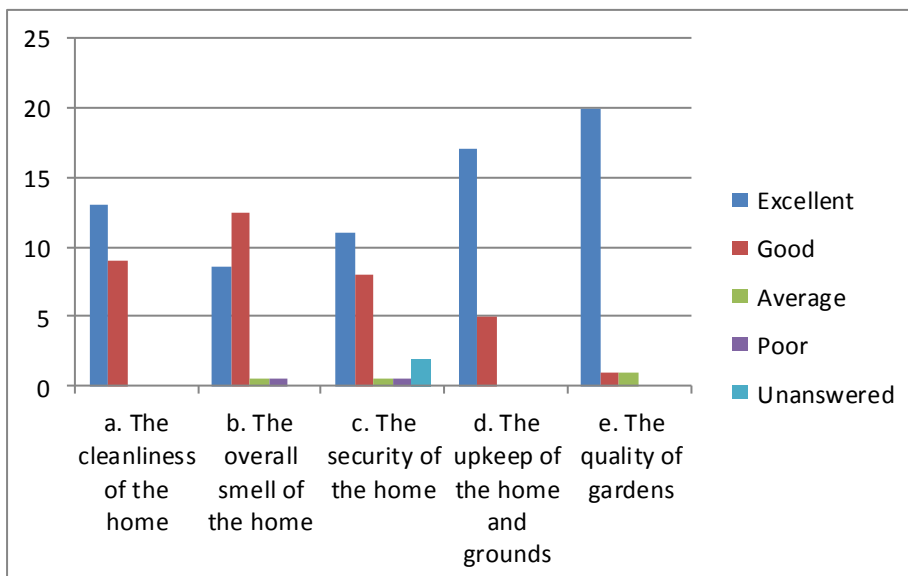
**Taking all these things into consideration, how would you rate the staff at the Care Home Overall**

■ Excellent ■ Good ■ Average ■ Poor ■ Unacceptable



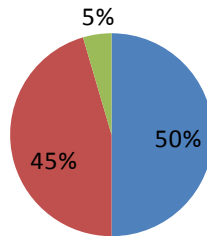
**Section C– The Building and Surroundings**

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



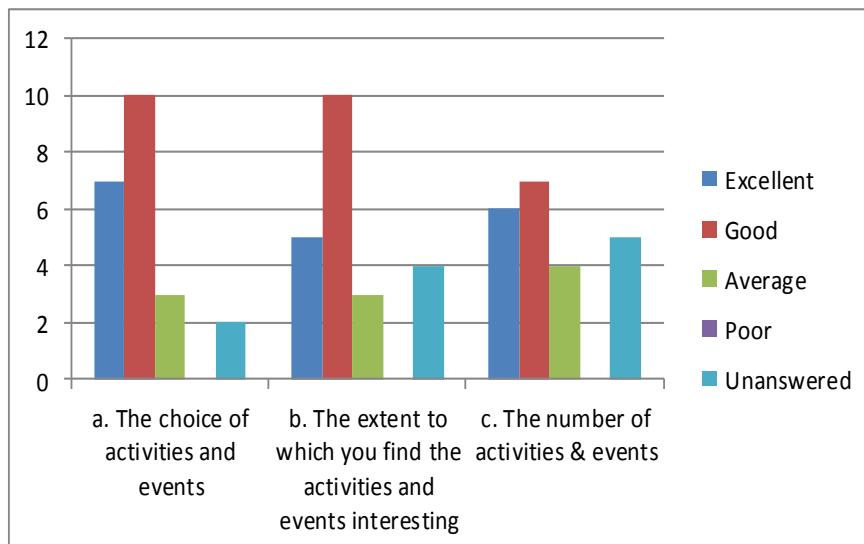
**Taking all these things into consideration, how would you rate the staff at the Care Home Overall**

■ Excellent ■ Good ■ Average ■ Poor ■ Unacceptable



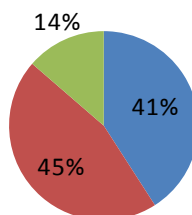
**Section D— Your Relative’s Room**

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



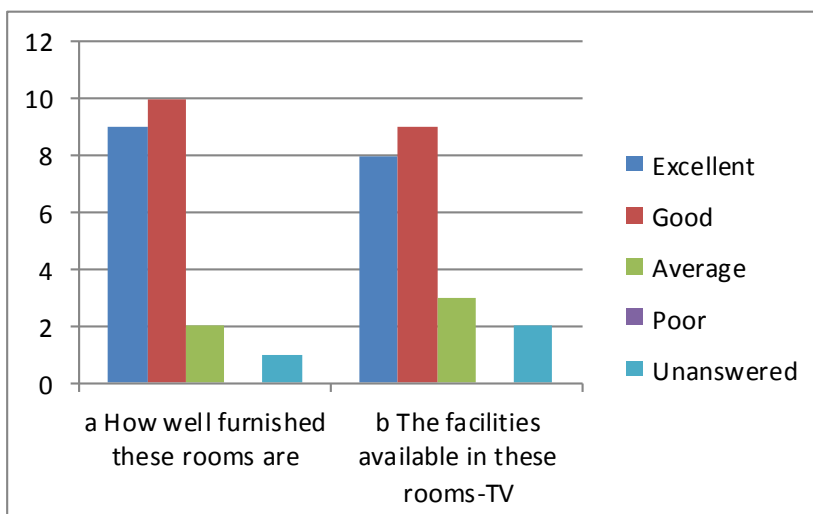
**Taking all these things into consideration how would you rate this Overall?**

■ Excellent ■ Good ■ Average ■ Poor ■ Unacceptable



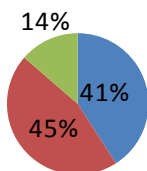
## Section E— Communal Rooms in the Home

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



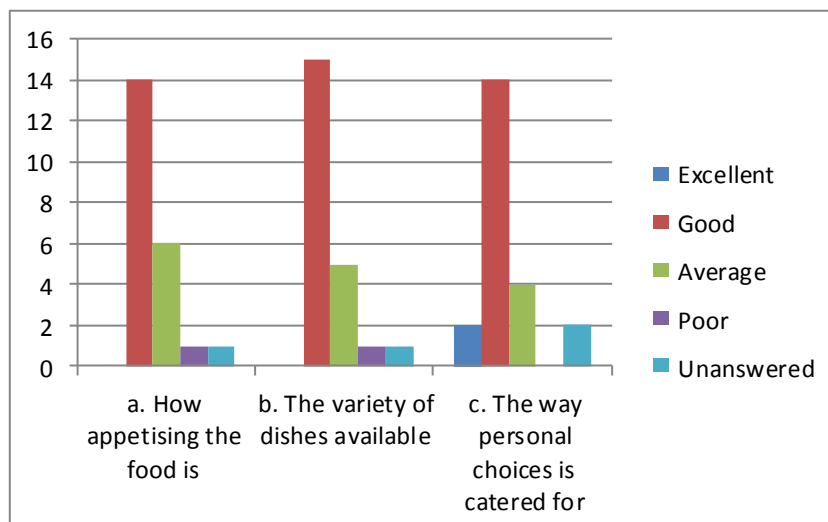
**Taking these things into consideration how would you rate the communal rooms.**

■ Excellent ■ Good ■ Average ■ Poor ■ Unacceptable

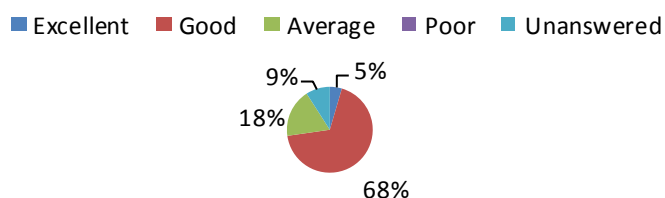


## Section F — Food

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

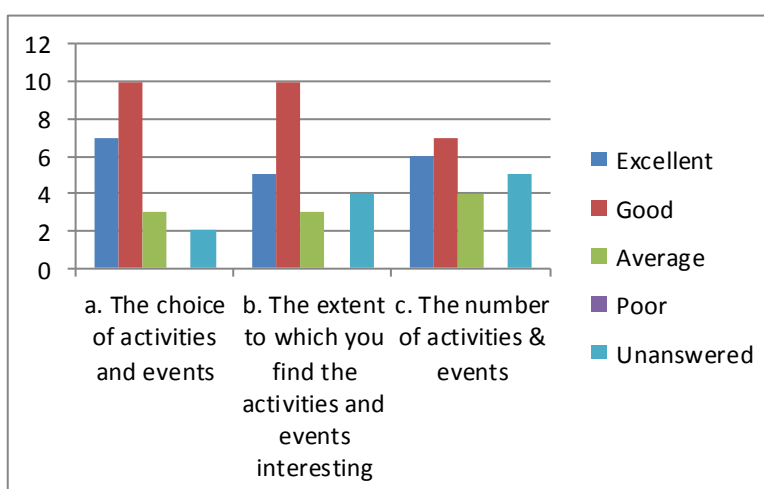


### Taking these things into consideration, how would you rate the food at the care Home

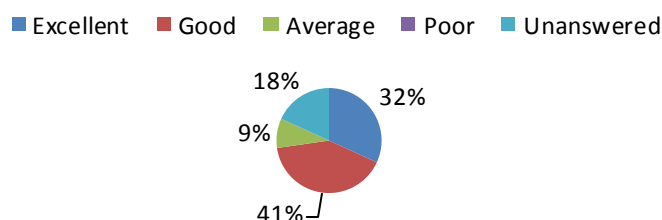


### Section G— Activities

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 recreational activities & events at the Care Home overall?

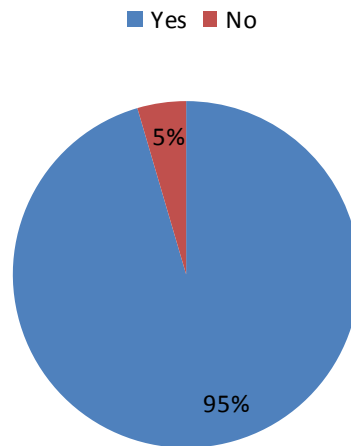


#### Are there any improvements or suggestions you wish to make?

- The activities are excellent and creative but more outdoor activities would be great.
- More music actives would be good for people who can not see so well.
- I think my relative would like more activities where residents could interact more with each other.
- Emily’s pottery class seems popular.

## Section H – Wellbeing

**Do you feel the spiritual needs and sense of wellbeing are being maintained to you and your relative's satisfaction?**



### Any Further Comments

- In general we are very pleased with the home and are grateful that my relative is being cared for.
- Maintenance staff are top notch.
- I think St Wilfrid's provides an excellent service overall.
- My mother is getting more used to the home and that's thanks to the staff.
- As always I feel mother is in the best place possible and has the best possible care.
- I am always impressed by how all the staff at St Wilfrid's achieve the very difficult balance between making the residents feel cherished on a human level whilst always allowing them their privacy and dignity.