

# St Wilfrid's Care Home

*“Offering a supportive environment for people in their later years”*

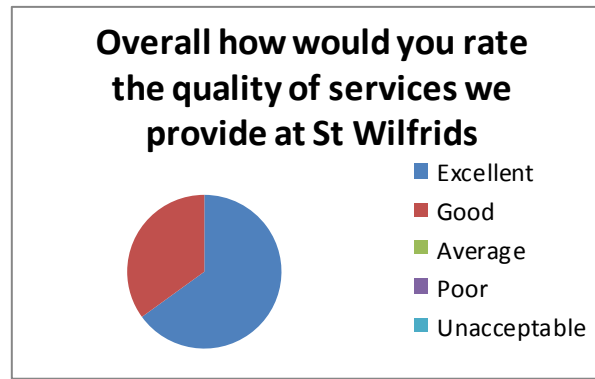
## Relative's Satisfaction Survey

March 2011

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

We received 24 completed forms.

## Section A—Overall Satisfaction

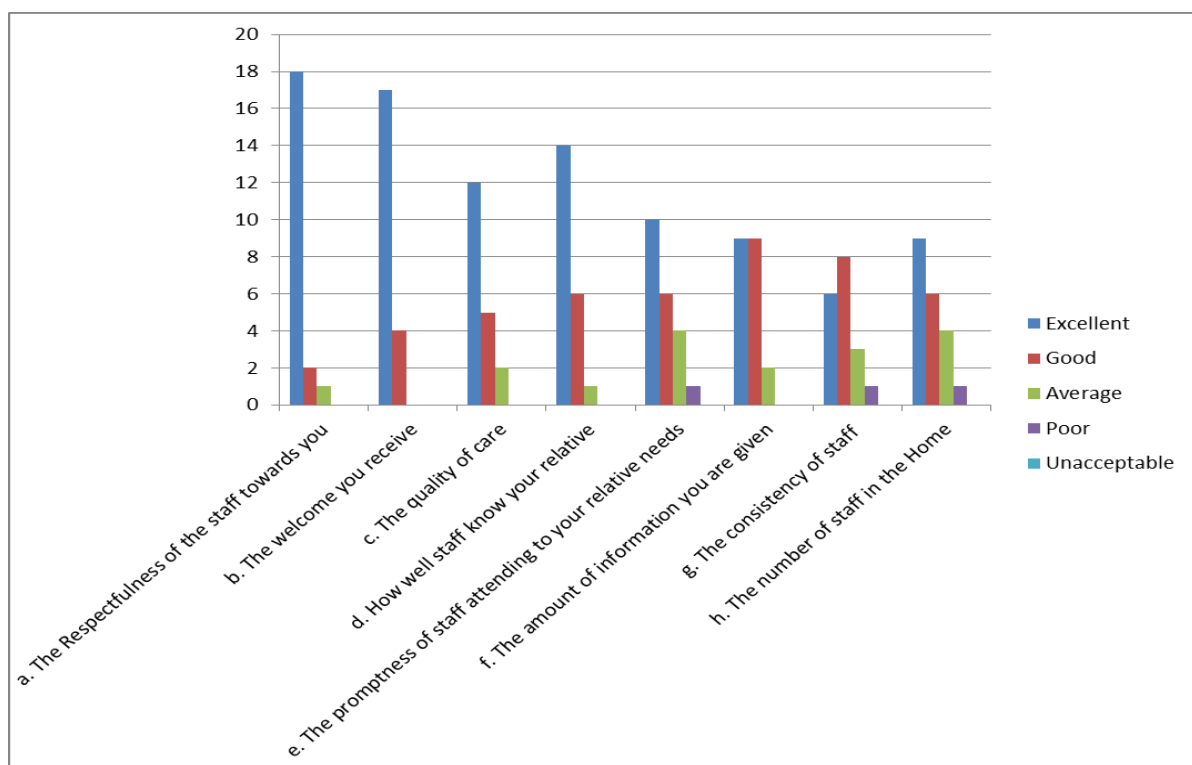


### What specifically is it about the service that makes you rate it in this way?

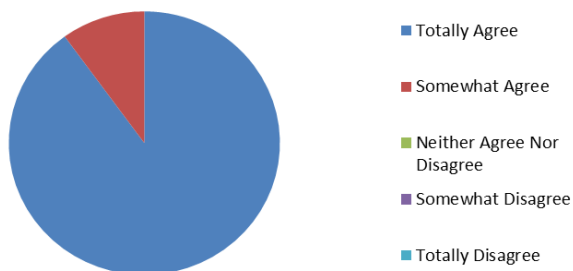
- “I think the care staff are wonderful”
- “My mother is content, safe and relatively healthy at St Wilfrid's”
- “The fact that my aunt is reasonably happy & comfortable at St Wilfrid's”
- “Feeling that my father is safe & well cared for”
- “Smiling, friendly staff who care”
- “The professionalism of the staff”
- “The fact that we can rate most sections with either excellent or good”
- “My fathers general sense of contentment plus the way he is treated by staff when I am there. Additionally I am made to feel welcome”
- “My mother has settled well and is very happy, so it must be excellent”

## Section B. Staff in the Home

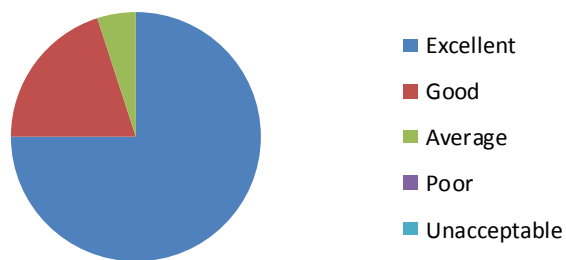
The following statements are about the staff in the Care Home. How do you rate.....?



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

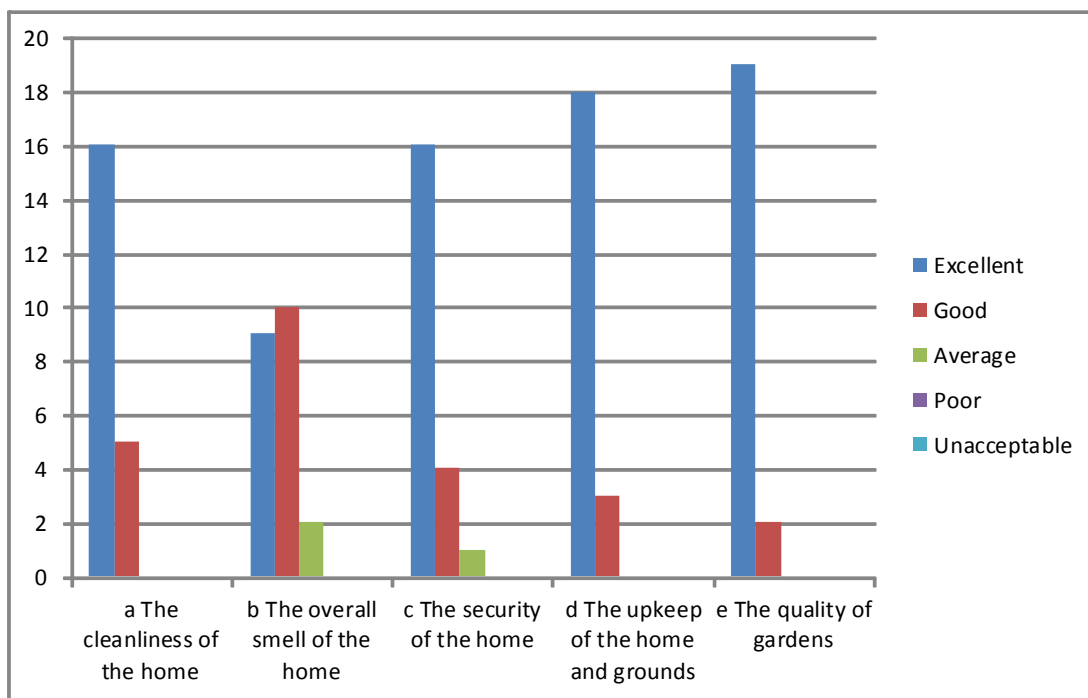


**Taking all these things into consideration, how would you rate the staff at the Care Home Overall**



**Section C —The Building and Surroundings**

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

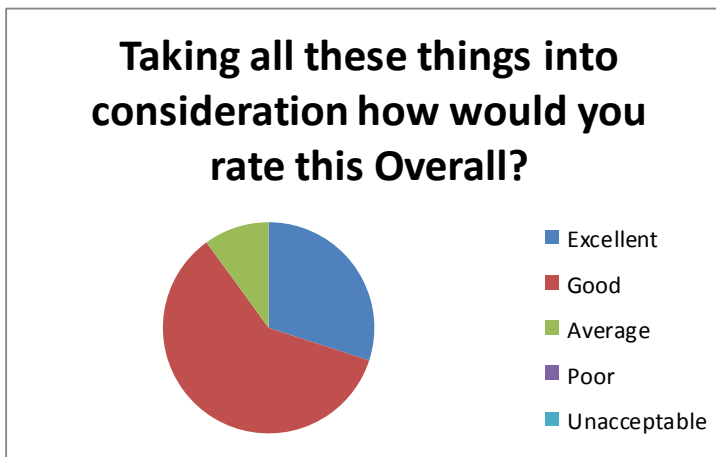
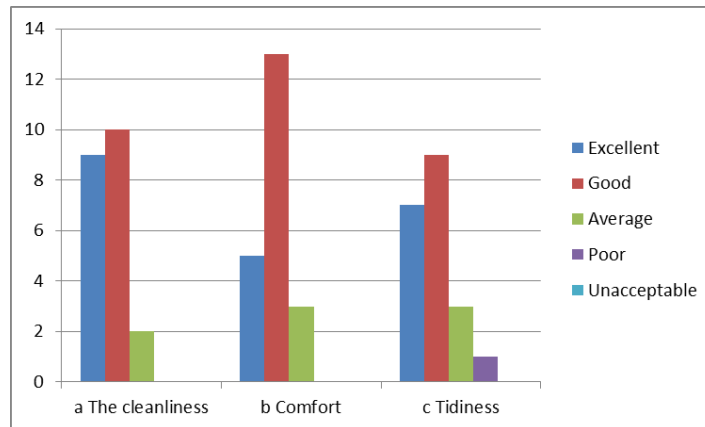


**Taking all these into consideration, how would you rate the building and grounds of this care home Overall?**



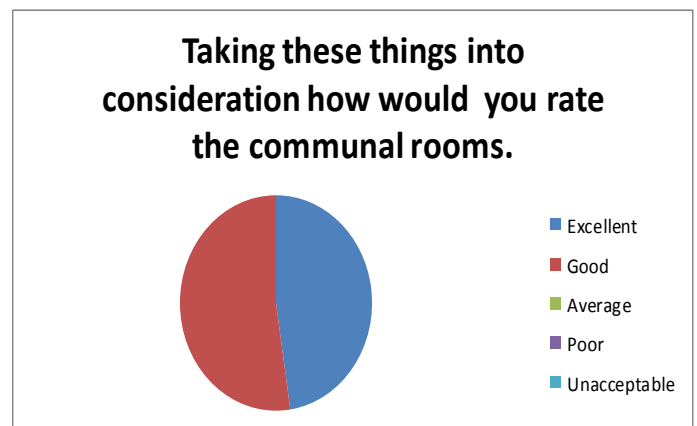
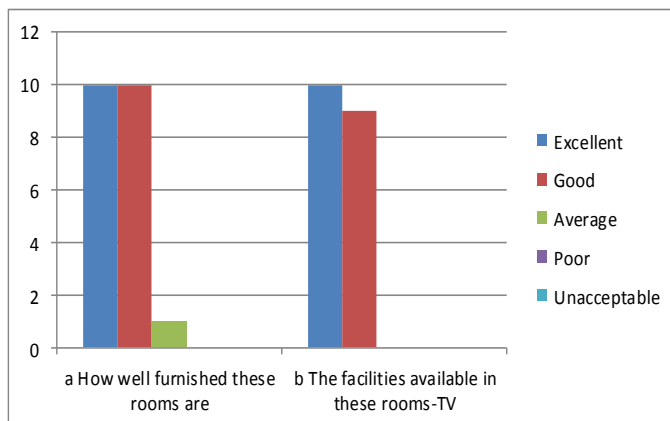
## Section D—Your Relative’s Room

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



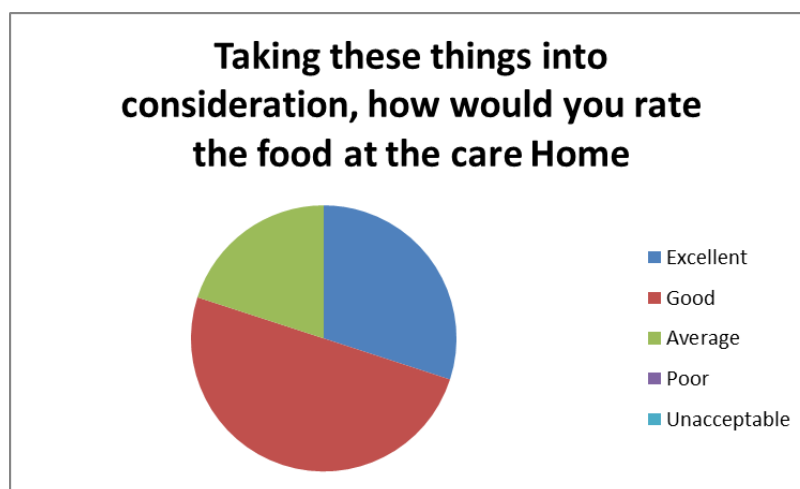
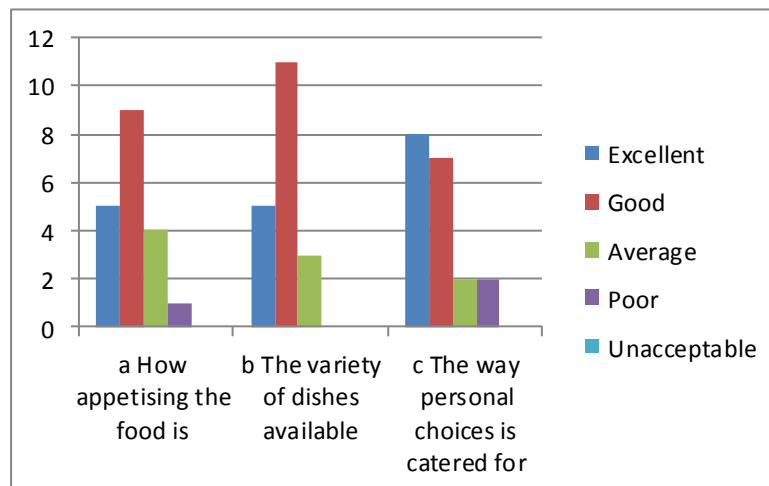
## Section E—Communal Rooms in the Home

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



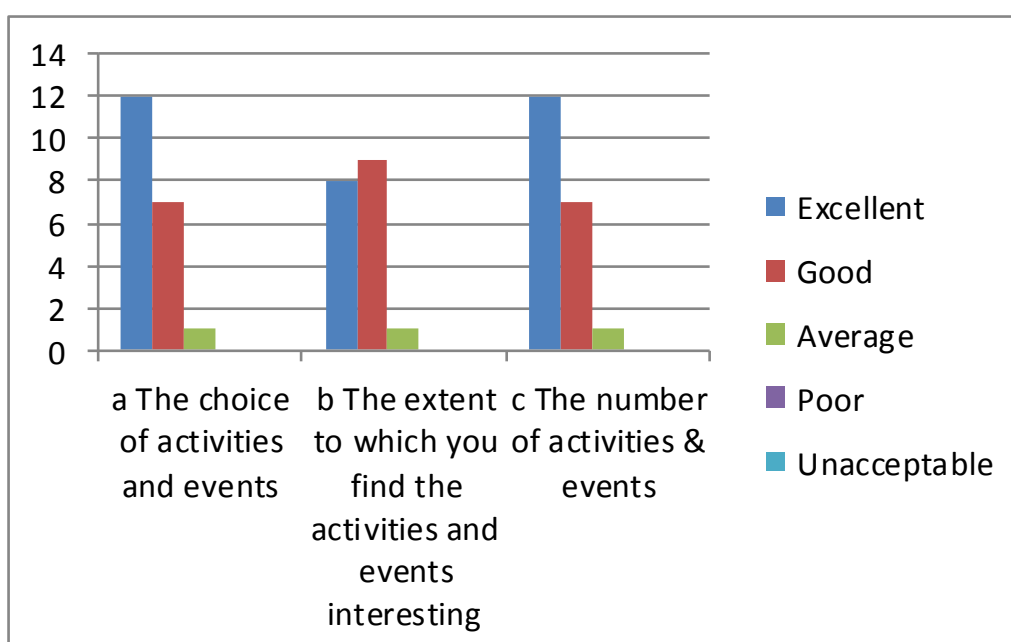
## Section F — Food

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....?



**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?**

- “Maybe more one to one activities”
- “Maybe a few more outings though this is obviously not easy”
- “No, just keep to what you are doing at present”
- “The Classical concerts and films are greatly enjoyed by my father. It’s great you celebrate annual events such as Burn’s Night, Chinese New Year”

**Section H — Wellbeing**

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



**Do you have any comments or suggestion on how we can improve this?**

- “The spiritual needs are well catered for”
- “You do a wonderful job and achieve what I couldn’t when my father was at home, Thank you”
- “You do well, I always get the feel good factor when I visit—well done”
- “The Doctor who sees my mother tells everyone St Wilfrid’s is the best care home in London”