



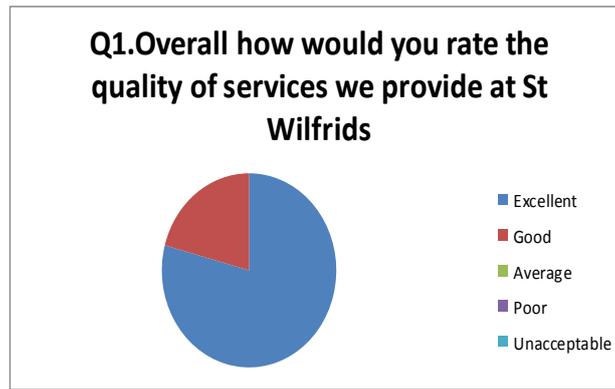
## Relative's Satisfaction Survey

March 2012

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

We received 25 completed forms.

## Section A—Overall Satisfaction

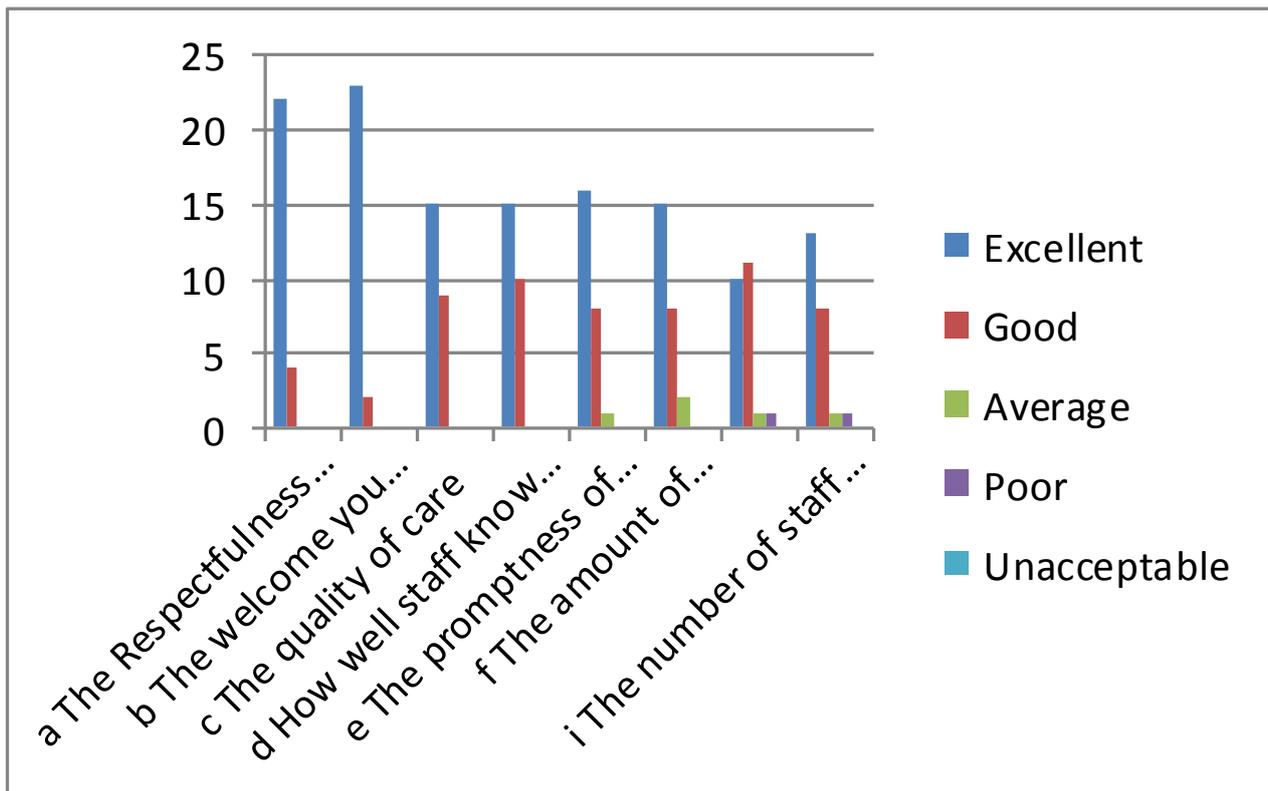


### What specifically is it about the service that makes you rate it in this way?

- Very good cheerful staff
- A great sense of kindness
- Patient, kind carers and staff are all very helpful
- Quietly calm & efficient
- Constancy throughout
- Caring, respectful of individuals dignity
- Staff are gentle to residents and friendly to visitors
- The staff are always helpful and welcoming
- The friendly atmosphere
- The respect and kindness shown towards the residents at all times.
- Standard of care is superb—staff are excellent in their genuine care & patience.

## Section B. Staff in the Home

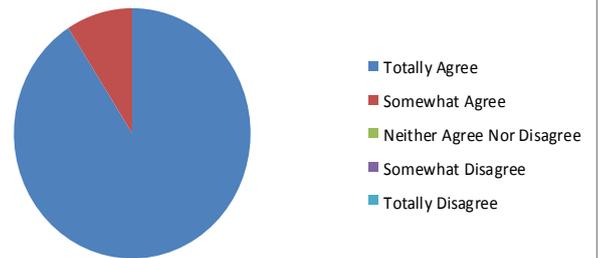
The following statements are about the staff in the Care Home. How do you rate.....?



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

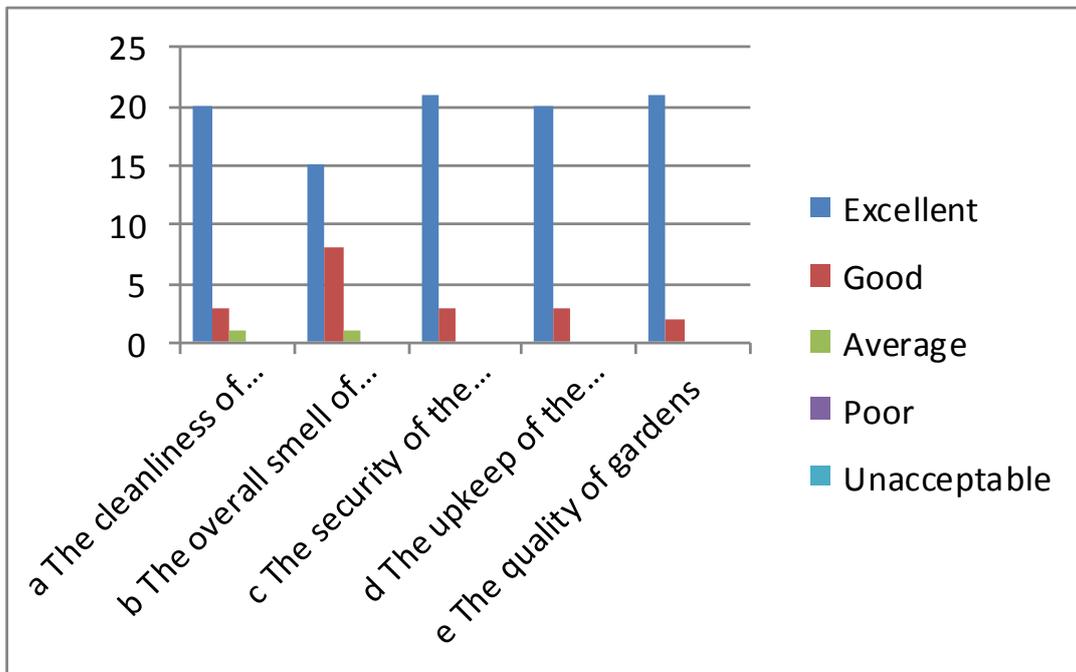


**How much do you agree or disagree that the home treats your relative as an individual?**



**Section C – The Building and Surroundings**

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

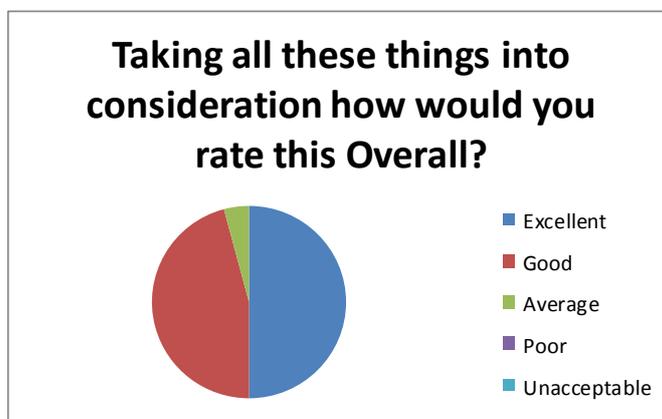
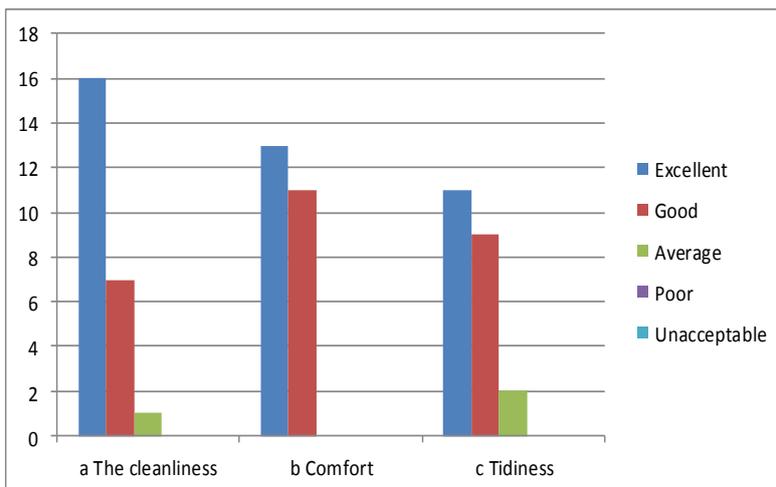


**Taking all these into consideration, how would you rate the building and...**



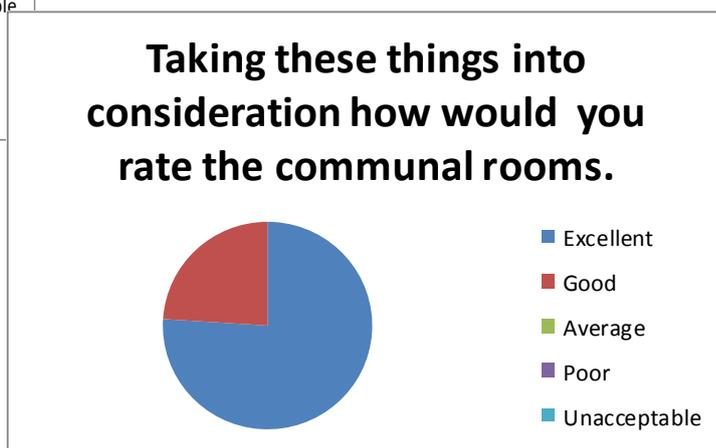
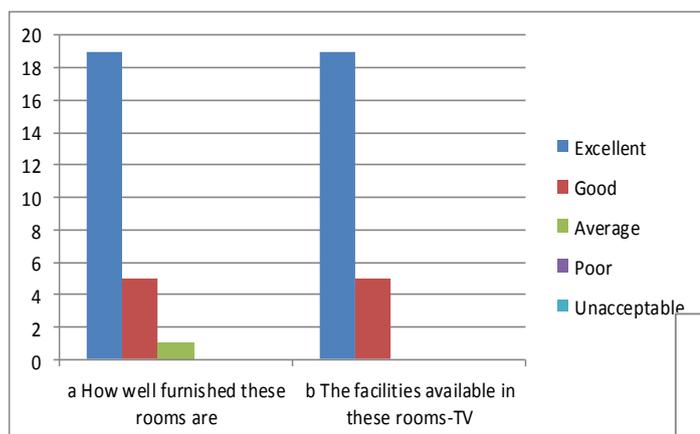
## Section D—Your Relative’s Room

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



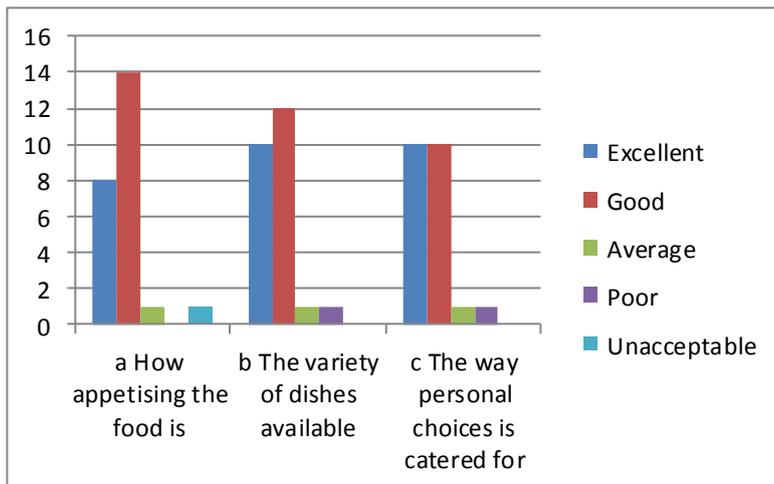
## Section E—Communal Rooms in the Home

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....?



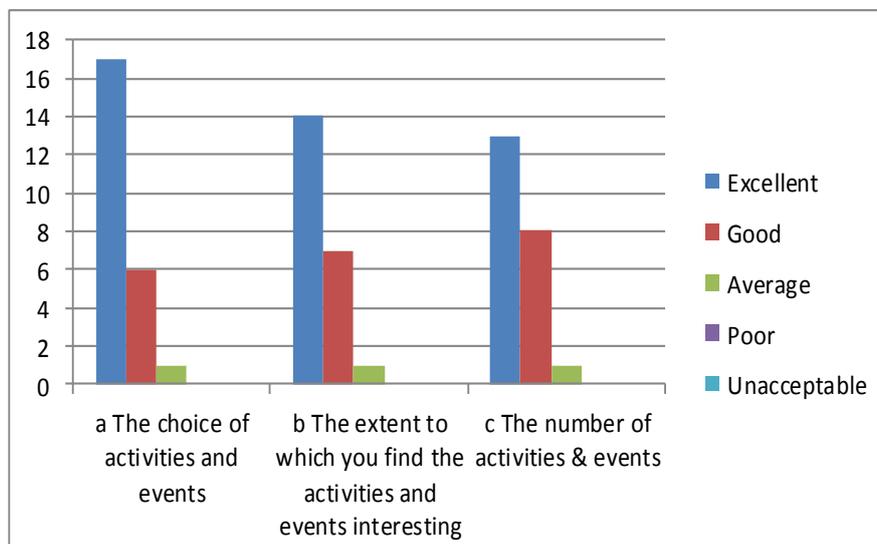
- “Good food and service in the dining room”
- One relative described the food as poor but did not give any comments to state why they felt this way about the food. As the surveys are intended to be anonymous there is no way to follow up for a reason for these scores.
- “The food is very good if it’s taken into account that personal preference and difficulties with eating vary hugely among the residents. “
- “This is always very difficult to get right for so many people.”

**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 recreational activities & events at the Care Home overall?**



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

- No improvement necessary
- Dog shows and visits from Arthur (*activities co-ordinators dog*) are highlights. I hear about a great deal.
- All is well at St Wilfrid's—thank you
- There has been a massive improvement in this aspect and all involved are to be congratulated.
- More use of the conservatory (i.e. serve afternoon tea there) encourage the use of the outstanding garden.

**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?**

- My mother very much enjoys the church services
- Our first impressions are excellent, thank you
- Staff do their best to support residents in all sorts of ways.