

# St Wilfrid's Care Home

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

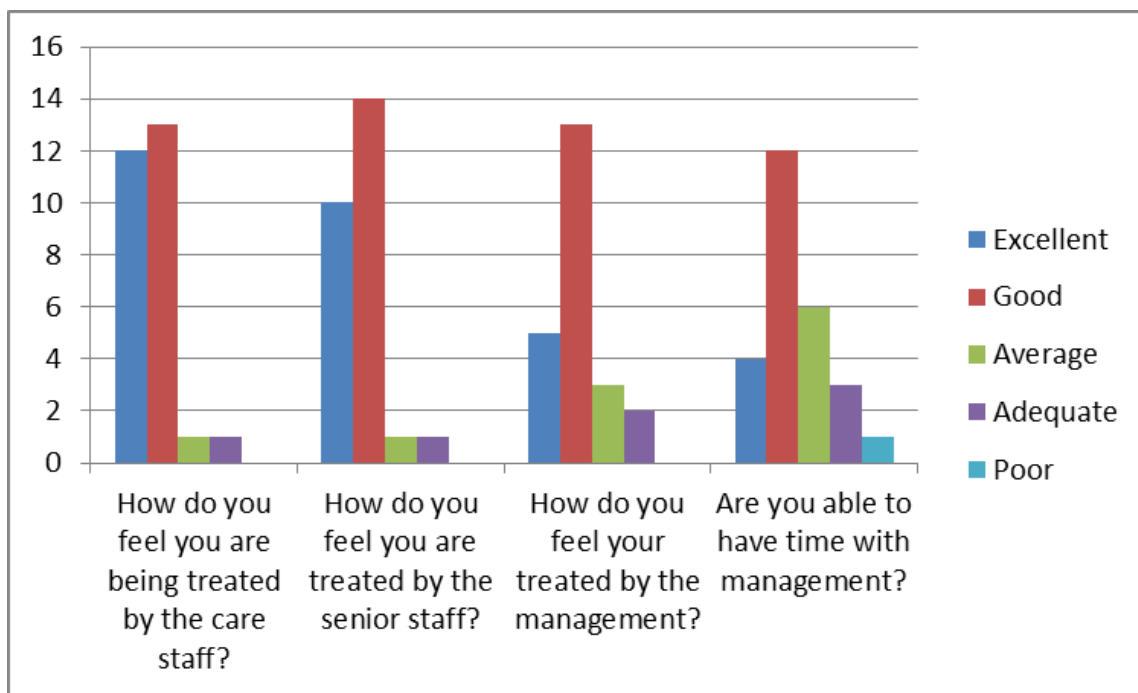
## Resident's Satisfaction Survey

March 2011

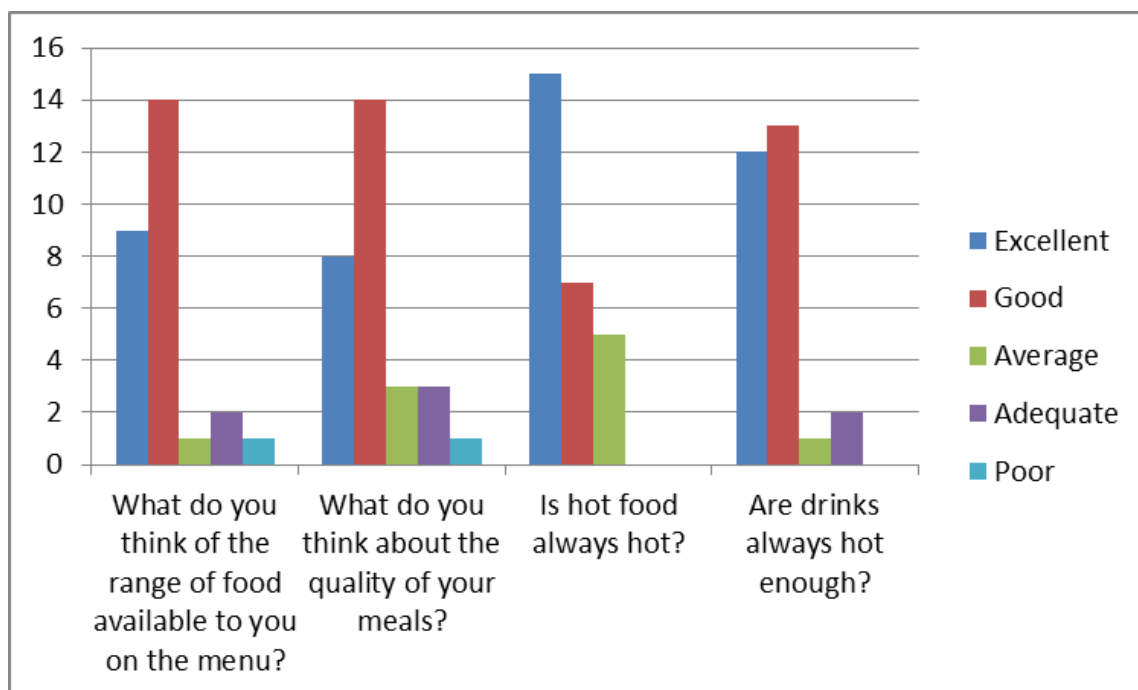
For the purpose of this survey we handed out 41 survey questionnaire forms to residents.

We had 34 forms returned.

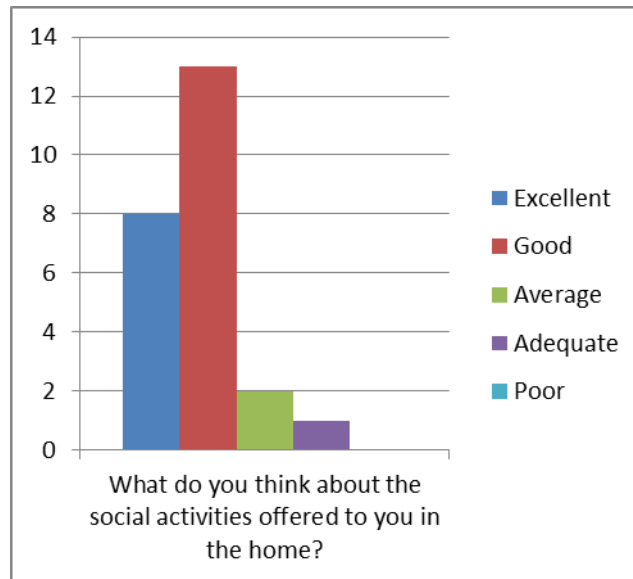
## Section 1. Staff



## Section 2. Food



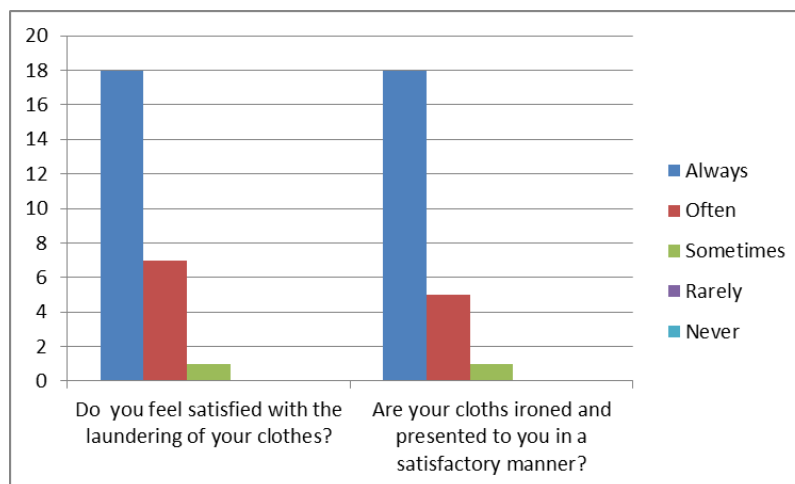
### **Section 3. Social Activity**



### **Are there hobbies or interests that you would like to be able to follow which are not catered for in the home?**

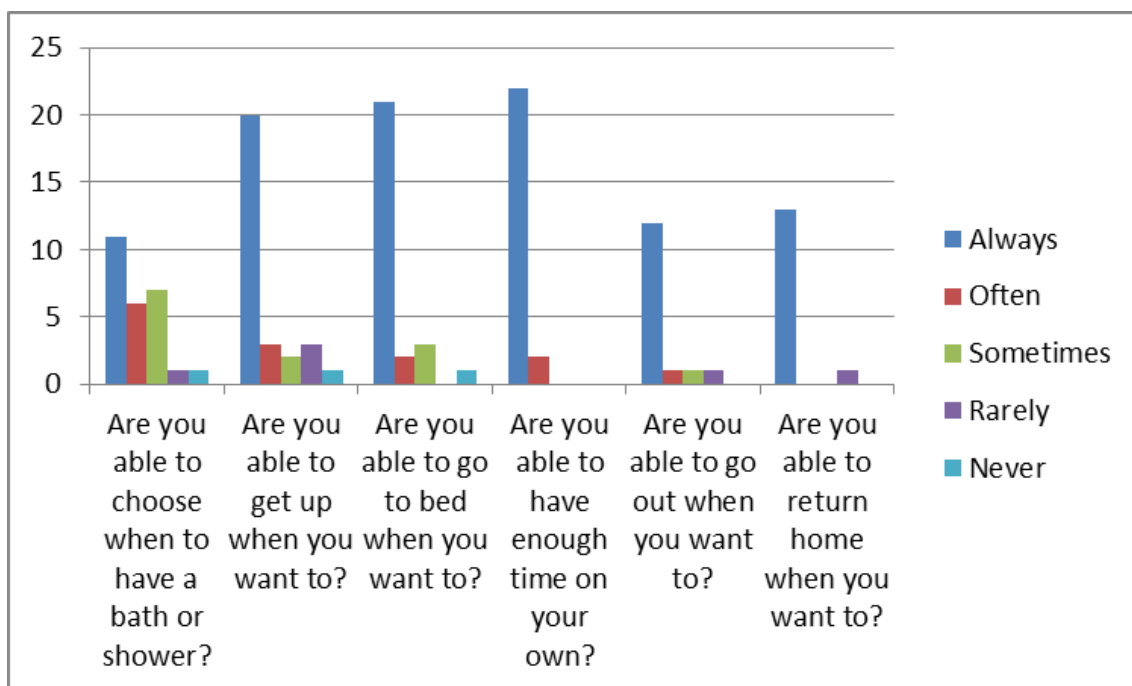
- "A ride around London"
- "More Bridge"
- "Embroidery"
- "More Quiz"
- "Paula takes good care of the residents"
- "Really enjoyed the Burn's day celebrations"
- "Gardening"
- "Sometimes a Latin mass in chapel please"

### **Section 4. Laundry**



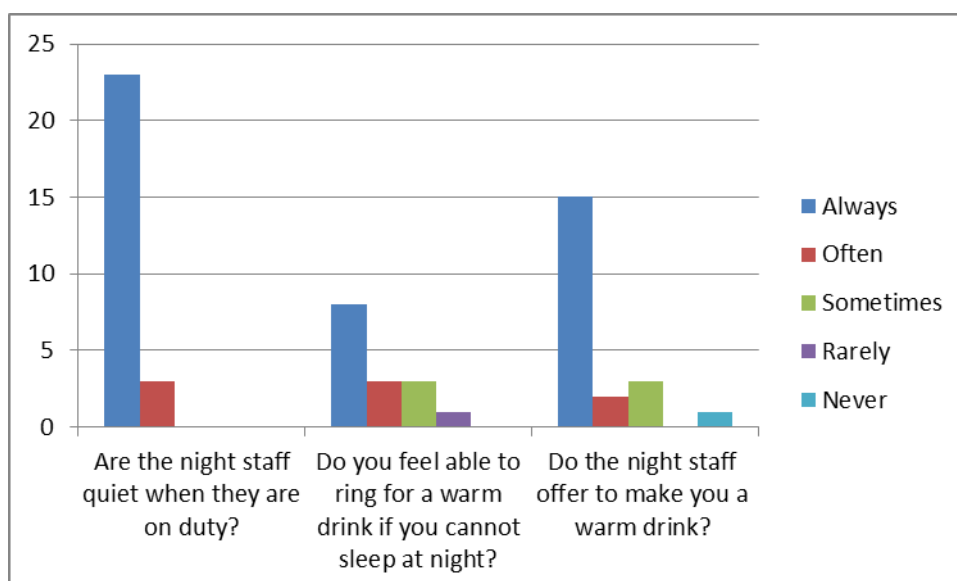
- "My clothes come back like new"

## Section 5. Freedom & Choice



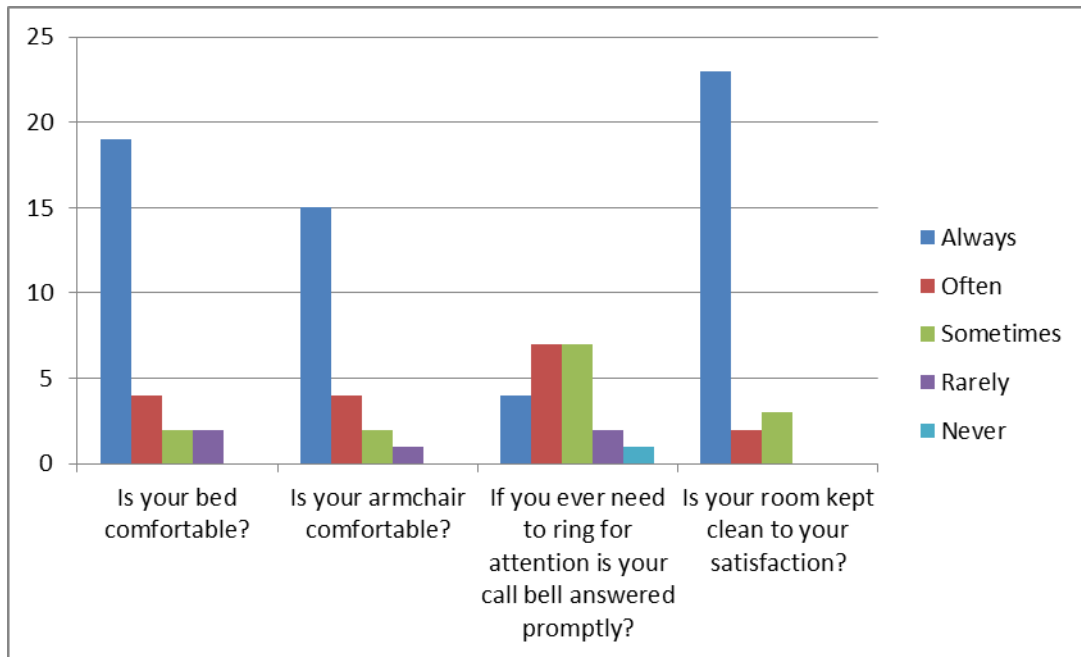
- "I would never go out alone"
- "I have all the time in the world"
- "I'm not confident in myself to go out by myself"
- "My leg prevents me from doing so" *going out on own*
- "Limited to carers availability" *going out*
- "When a carer is available" *going out*
- "Can't go out much as I can't walk so I'm satisfied with what I can do"
- "I watch TV until I want to then get into bed when I'm ready"
- "I'm not bothered, I only go out with my son. I'm quite happy staying in"

## Section 6. Night Staff



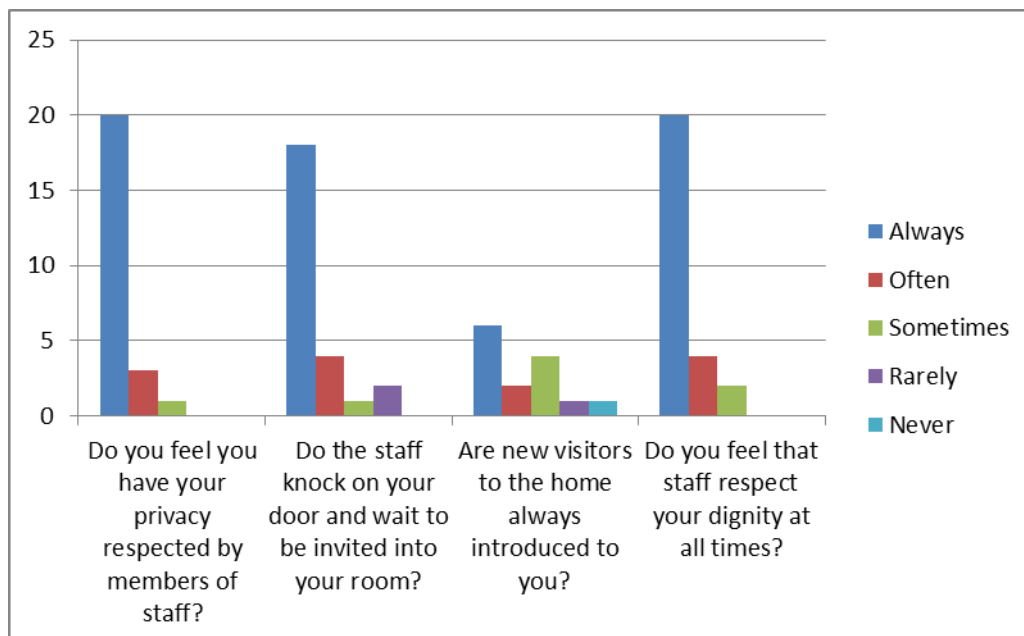
- "I've asked them not to" *offer a warm drink*
- "They don't wake me up"
- "All staff are obliging. It's a good team here"

## Section 7. Comfort & Cleanliness



- "I don't use it" *the call bell*
- "I haven't done that" *the call bell*
- "I haven't tried it" *the call bell*

## Section 8. Privacy, Respect & Dignity



**Are there any occasions' when you feel your dignity is not respected? If so can you give an example of this?**

- "Sometimes called to meals before they are served"