



ST. WILFRID'S
Care Home

Resident's Satisfaction Survey

March 2012

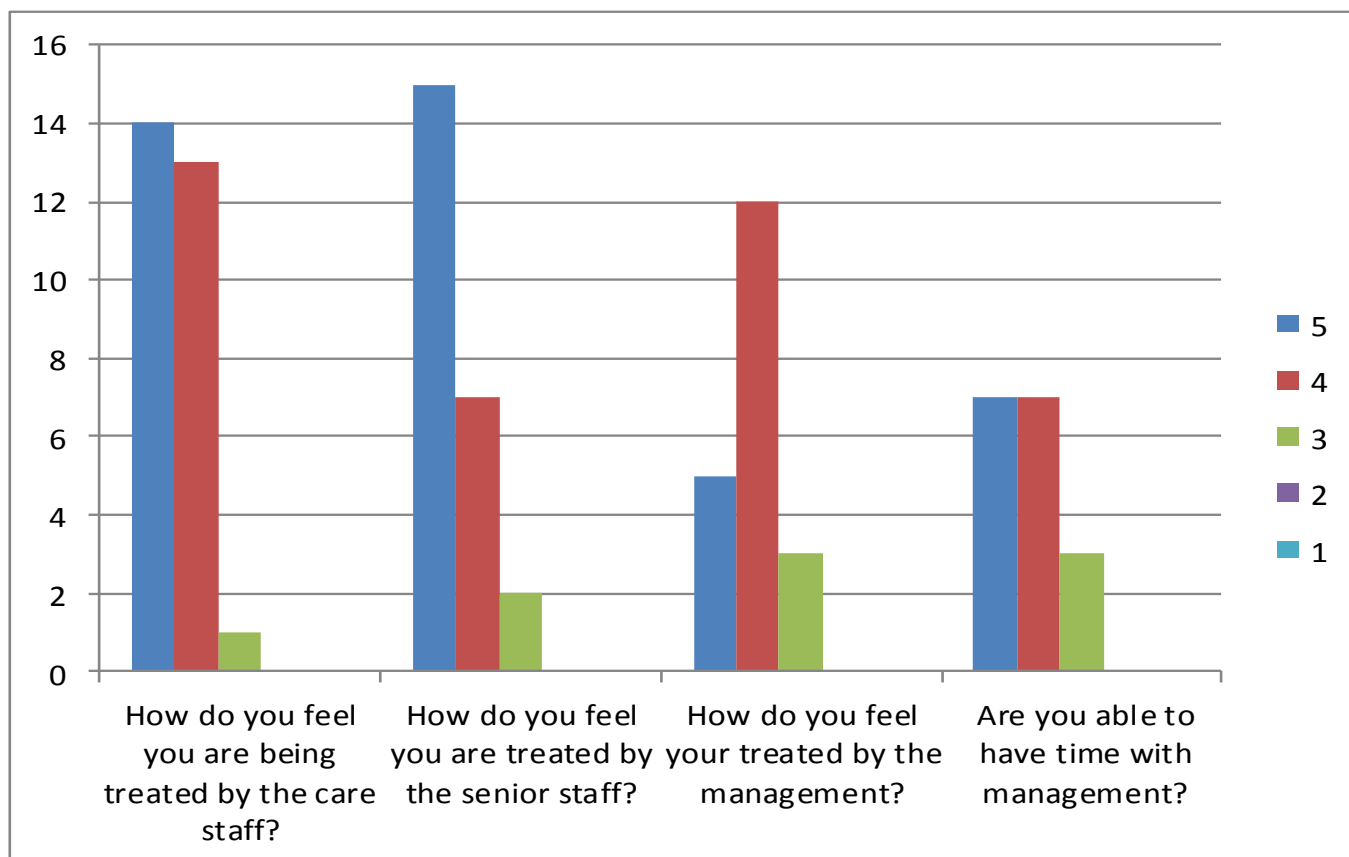
For the purpose of this survey we handed out 44 survey questionnaire forms to residents.

We had 28 forms returned.

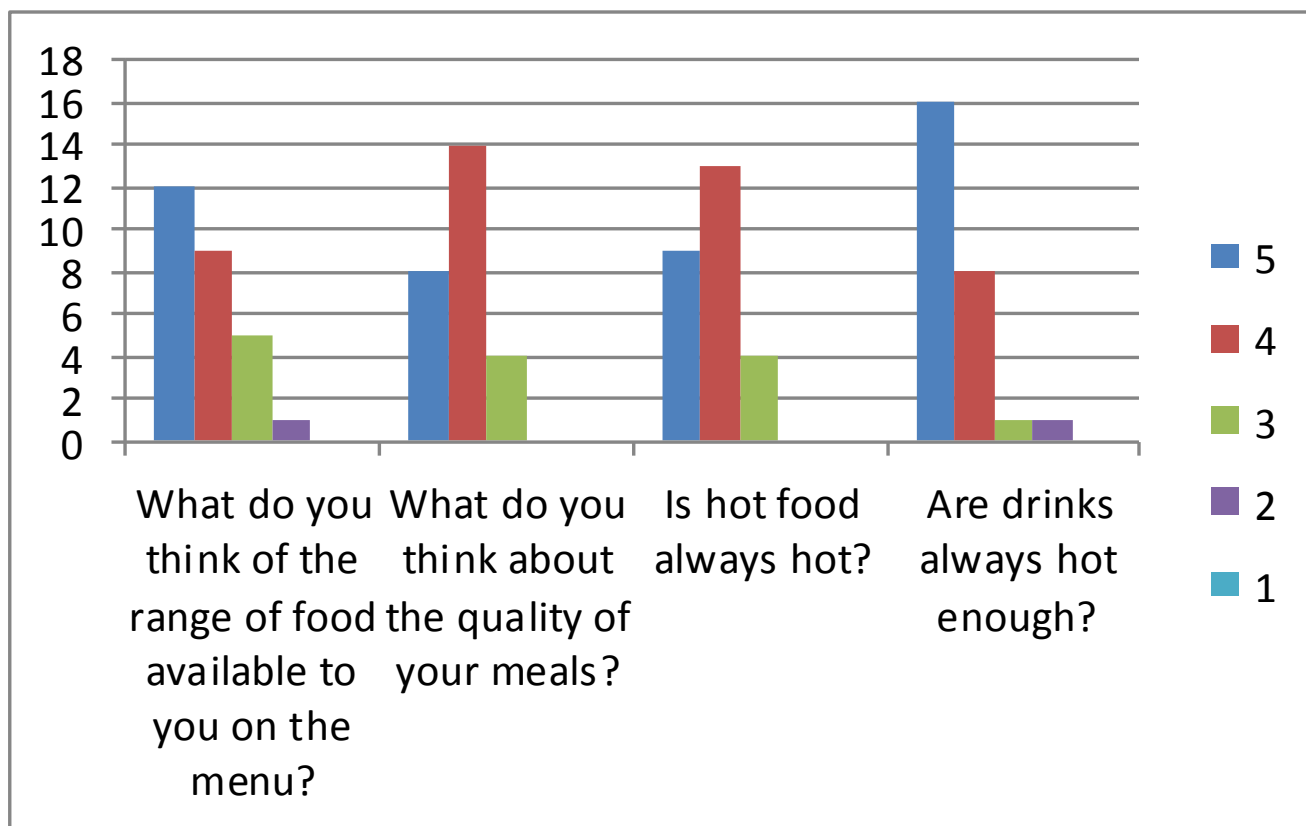
16 residents declined the offer to complete the survey

All questions were rated on a scale of 1-5 with 1 being poor and 5 being excellent

Section 1. Staff

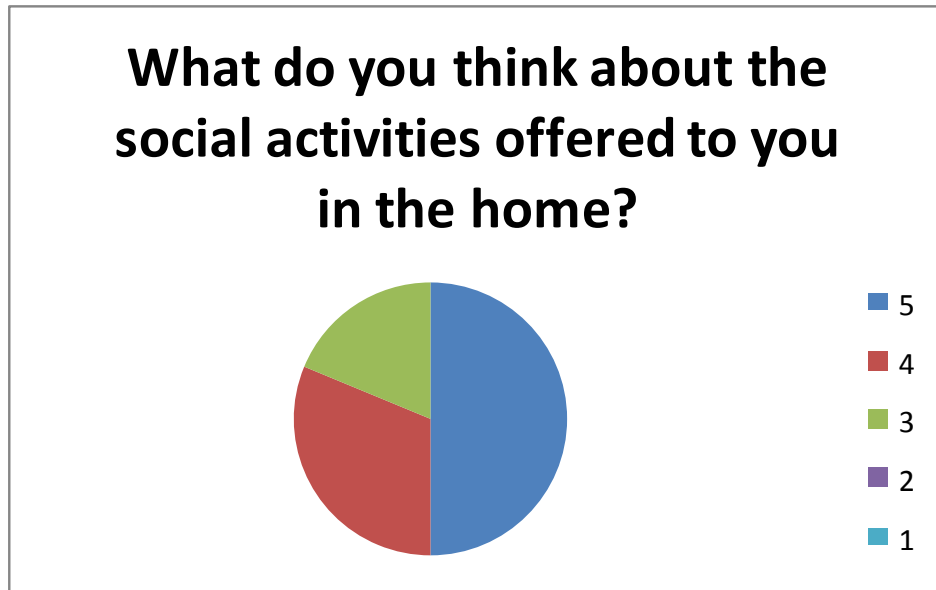


Section 2. Food



- *"The food is presented nicely"*

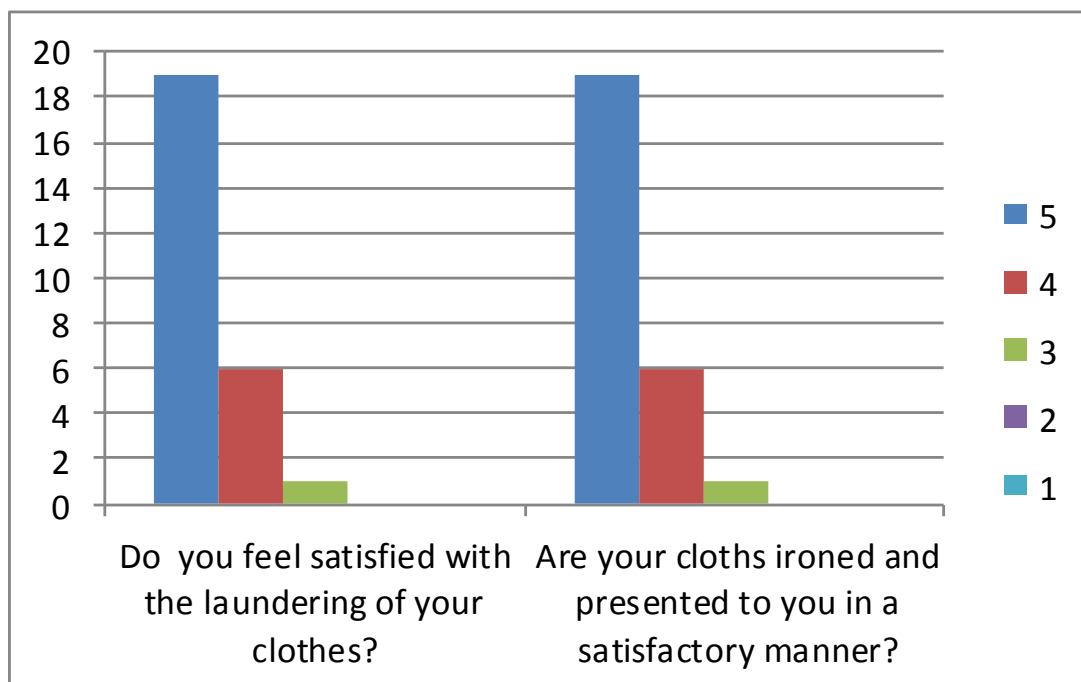
Section 3. Social Activity



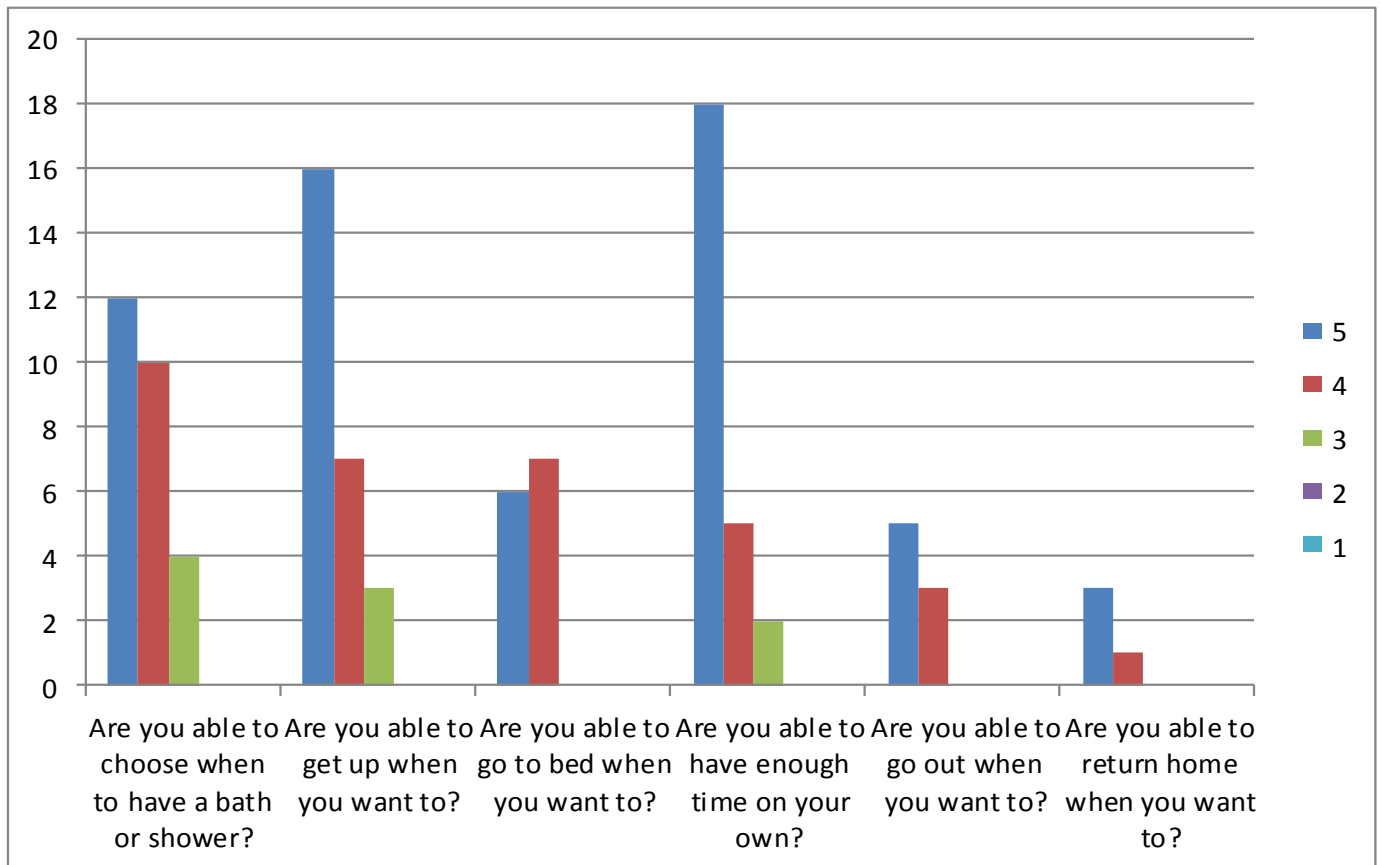
Are there hobbies or interests that you would like to be able to follow which are not catered for in the home?

- *"I would like to help (the activities co-ordinator) with the activities."*
- Art
- *"There are plenty of activities but I don't wish to participate"*

Section 4. Laundry

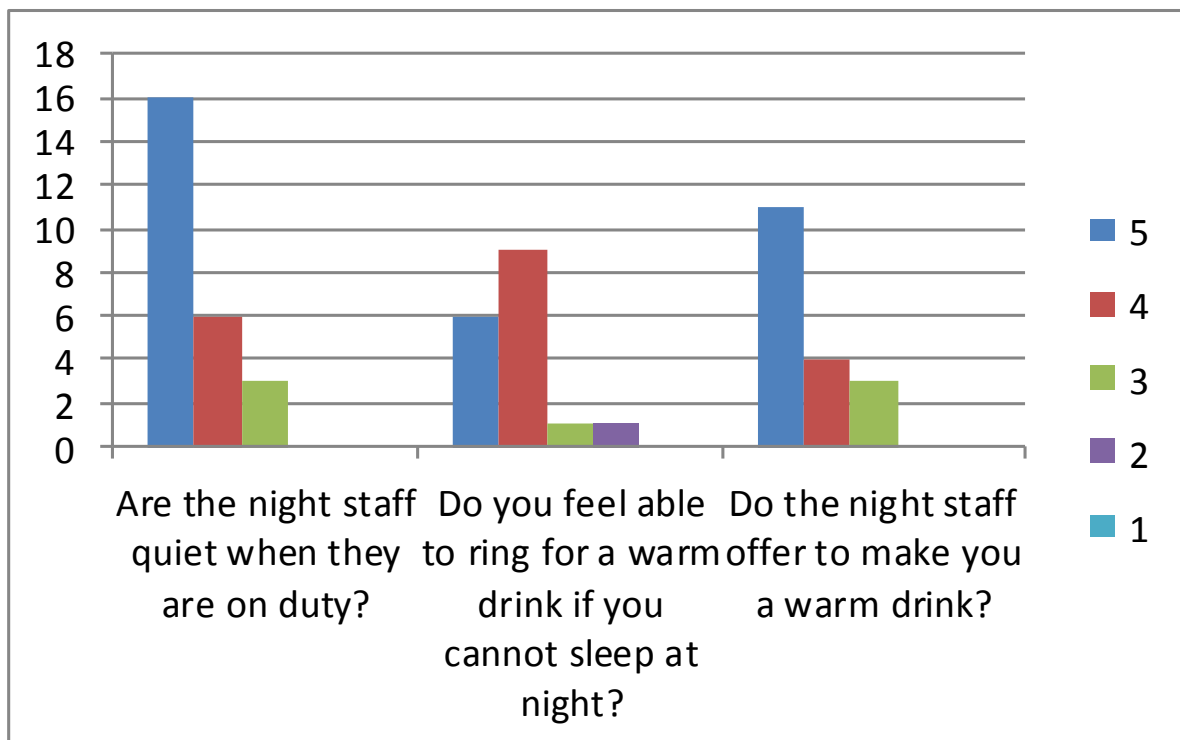


Section 5. Freedom & Choice



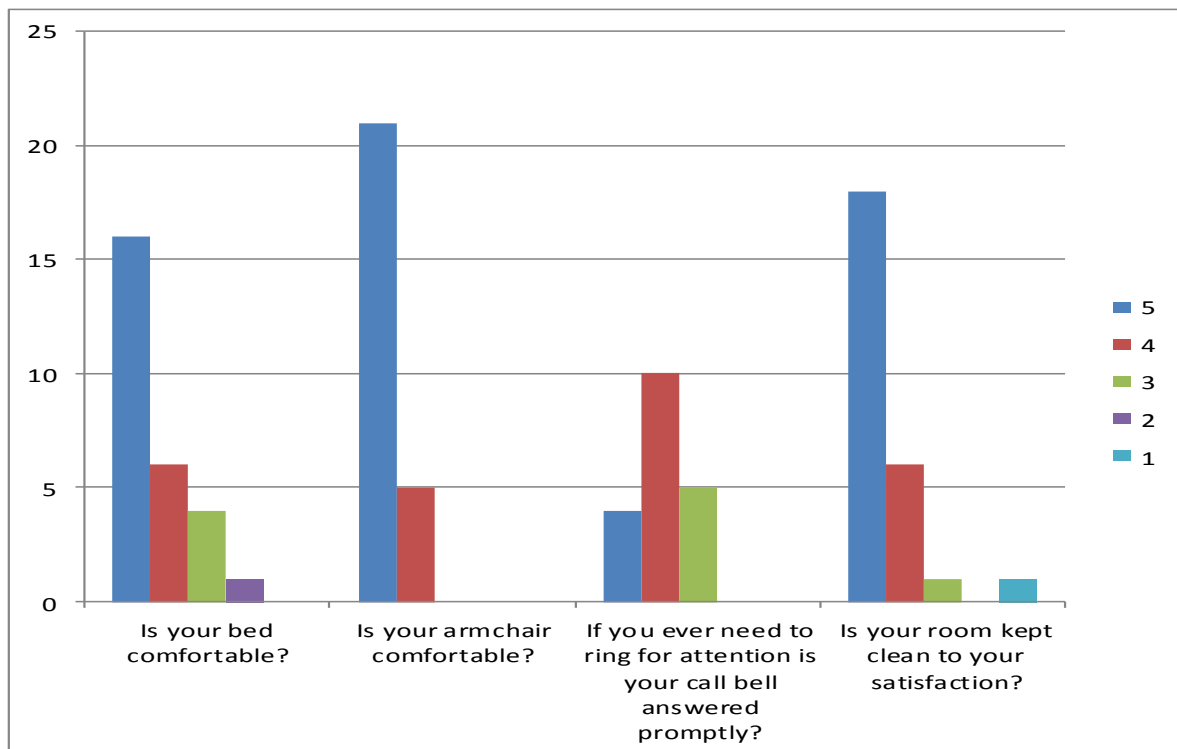
Several residents commented that they do not wish to go out and so did not answer the questions relating to going out.

Section 6. Night Staff



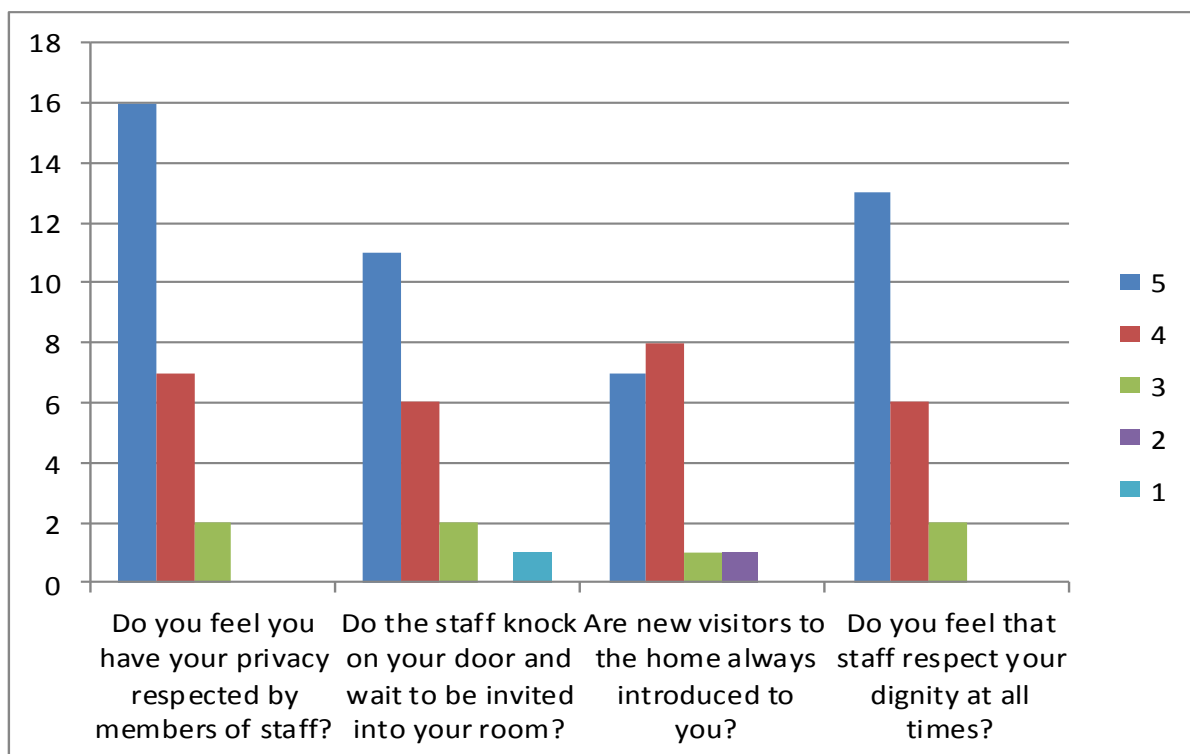
- "I've never needed to" - ring for a hot drink
- "Never occurred to me to do so" - ring for a hot drink

Section 7. Comfort & Cleanliness



- "I don't use it" - the call bell
- "I could stay there all day" - the bed
- "It marvellous they're always cleaning"

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?

- "St Wilfrid's is a wonderful home in so many ways"
- "I am very grateful to be a resident at St Wilfrid's"