



ST.WILFRID'S
Care Home

Resident's Satisfaction Survey

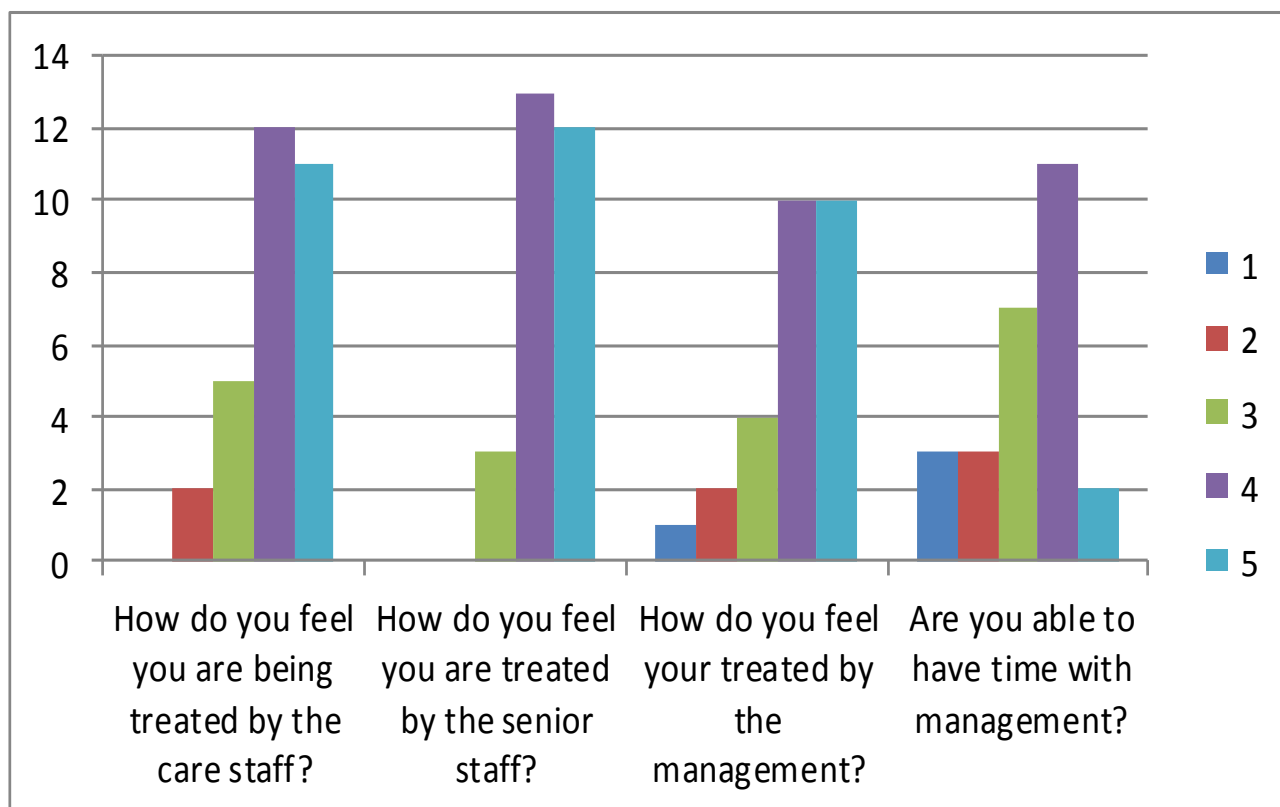
May 2014

For the purpose of this survey we asked 31 residents the following questions.

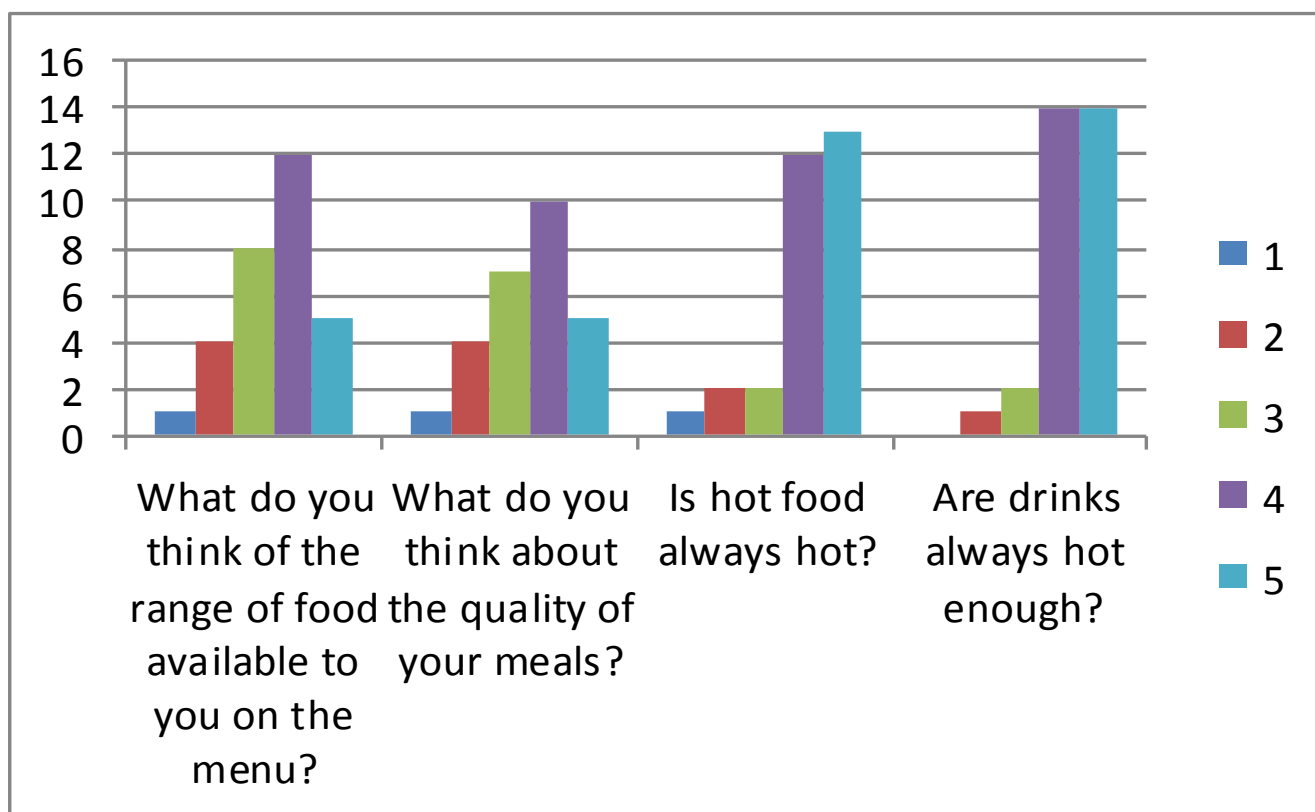
3 residents were unable to complete the survey

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

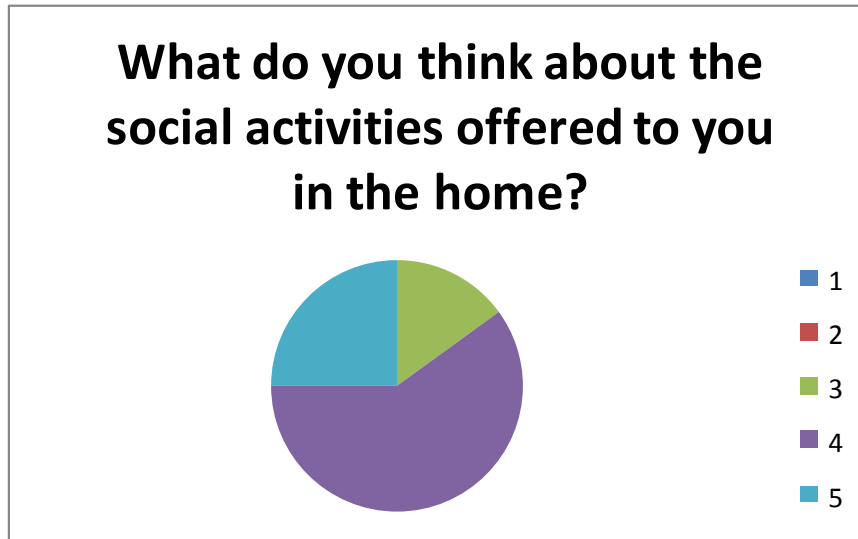
Section 1. Staff



Section 2. Food



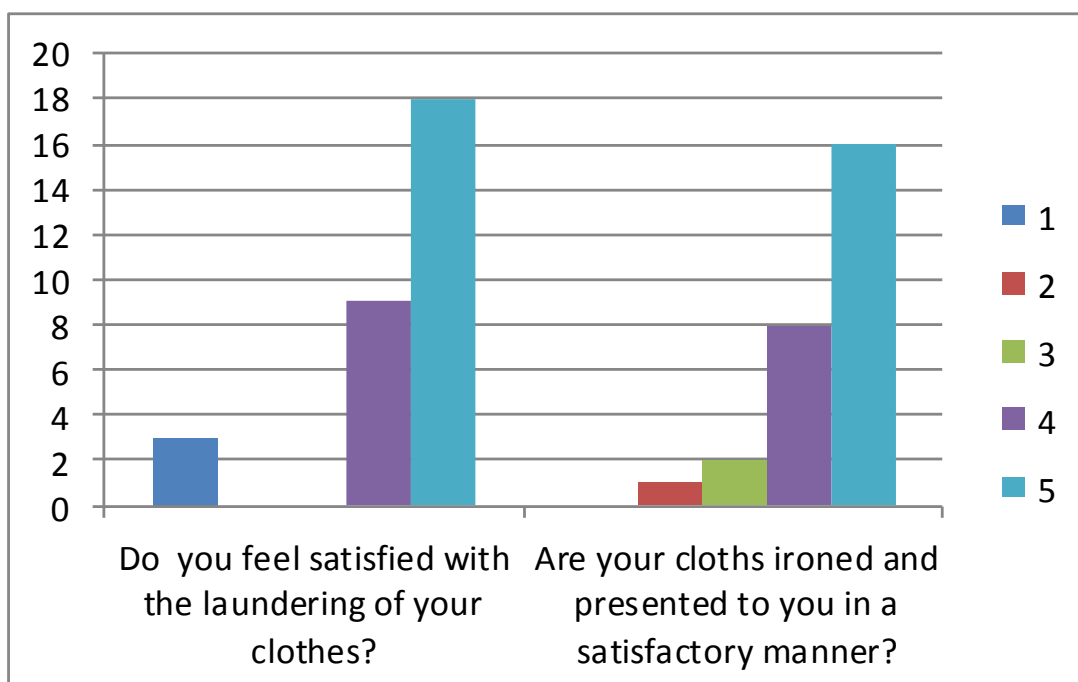
Section 3. Social Activity



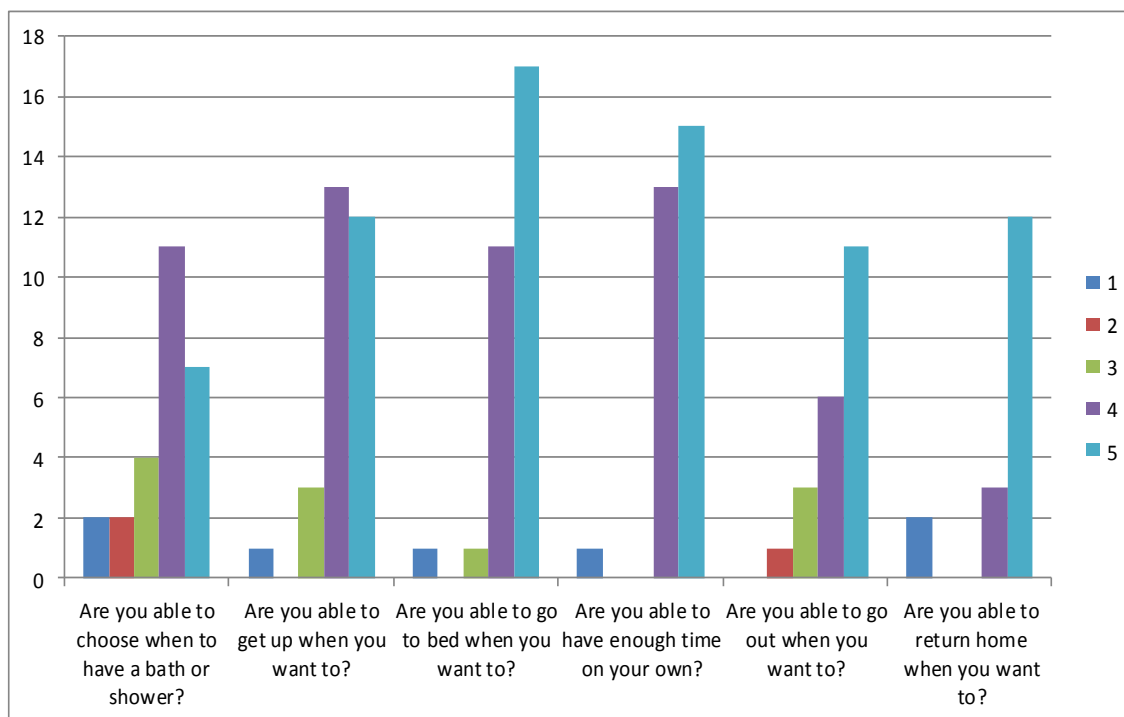
Are there hobbies or interests that you would like to be able to follow which are not catered for in the home?

- *“There are plenty, but I’m not always a social person”*
- *“I can’t think so... I’m quite happy with things the way they are”*
- *“I would like to do needlework and cross-stitch”.*
- *“I would prefer shorted activities”*

Section 4. Laundry

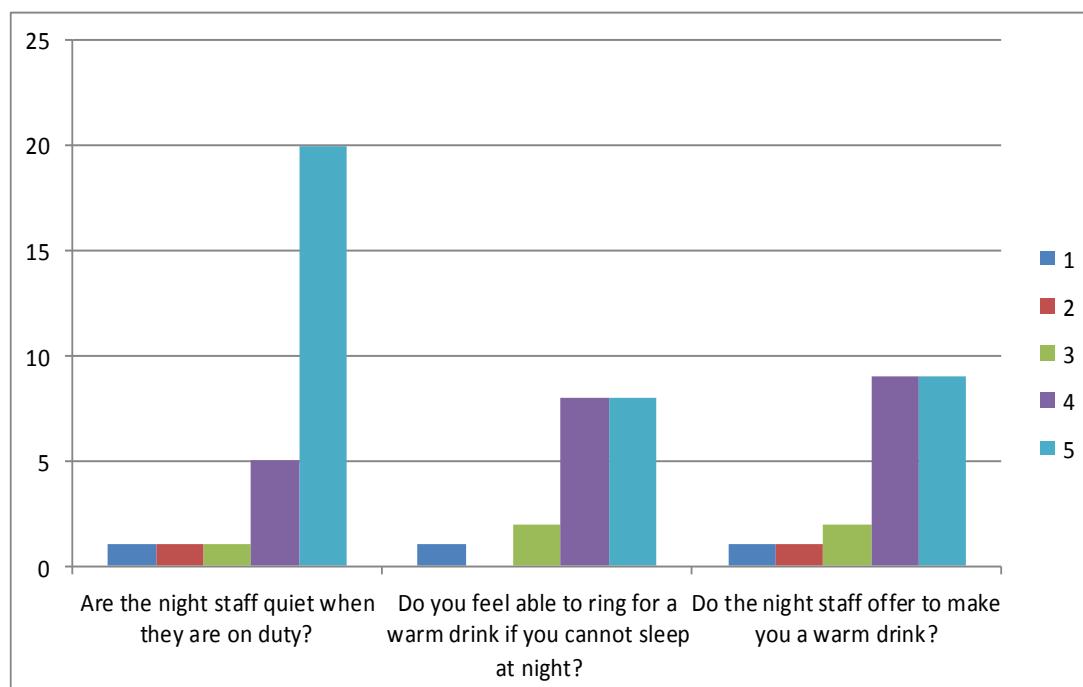


Section 5. Freedom & Choice



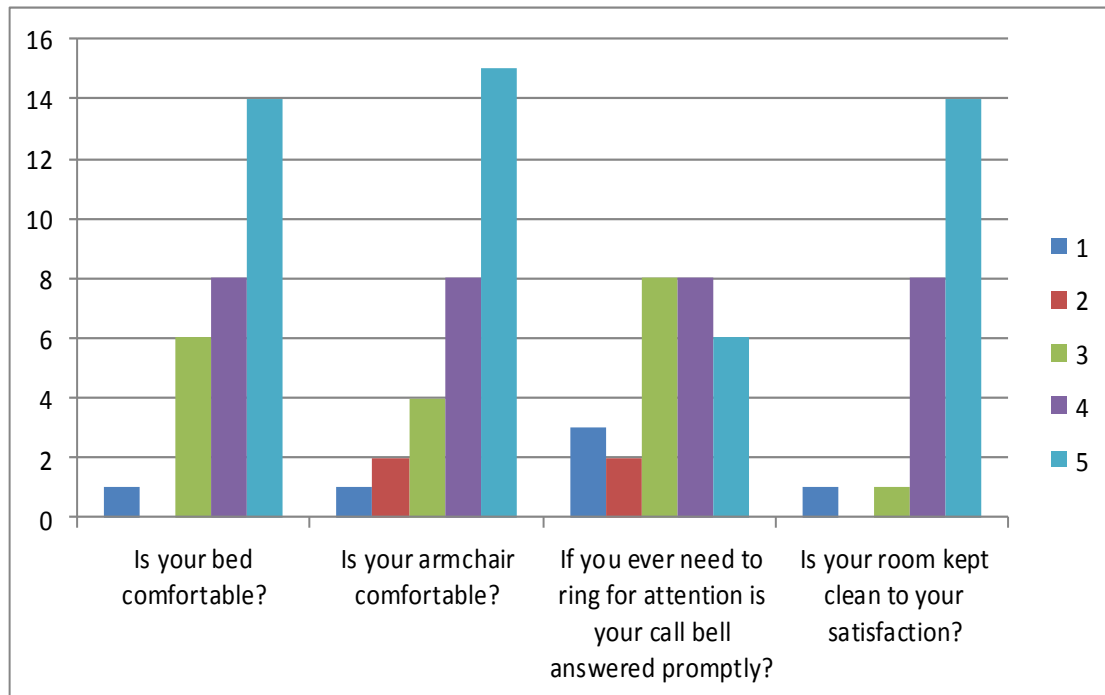
Several residents stated that they do not go out and so did not answer the questions relating to going out. Others stated that they are unable to go out unaided and as such this impacts on when they can go out.

Section 6. Night Staff



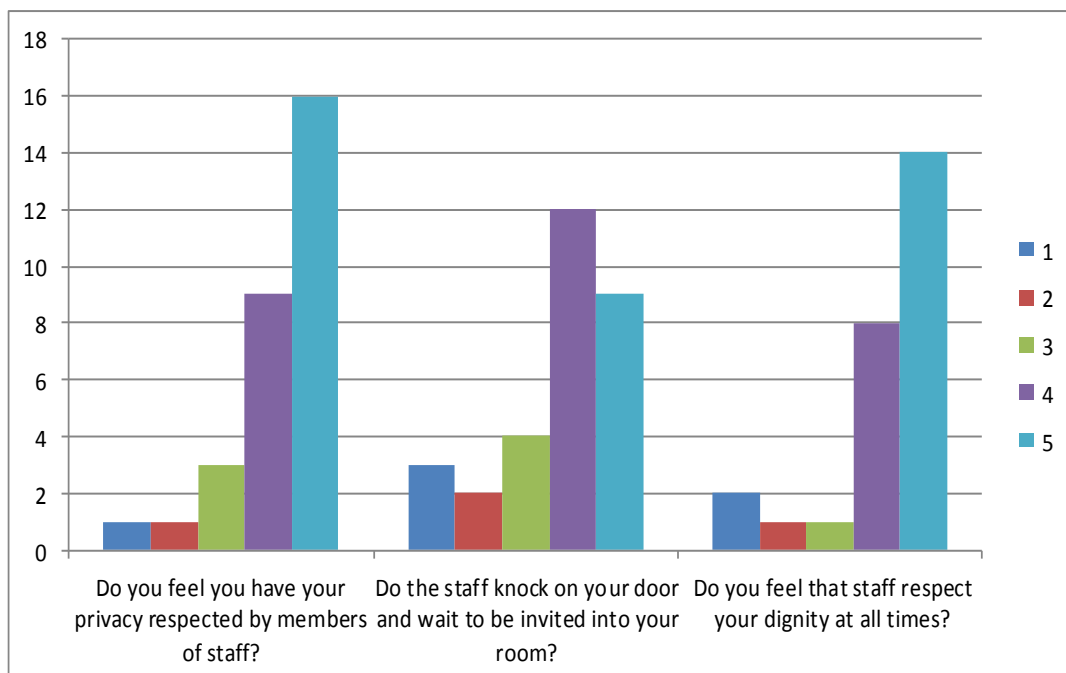
- "I do sometimes ask them (the night staff) for a drink"
- "They do (offer to make a warm drink) - always at 9pm"

Section 7. Comfort & Cleanliness



- *"I don't use 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?

- *"I can't think of any, no"*
- *"Nothing worth making a fuss over"*
- *"When I ring the call bell, sometimes I have to wait a long time for someone to come"*