



ST. WILFRID'S
Care Home

Resident's Satisfaction Survey

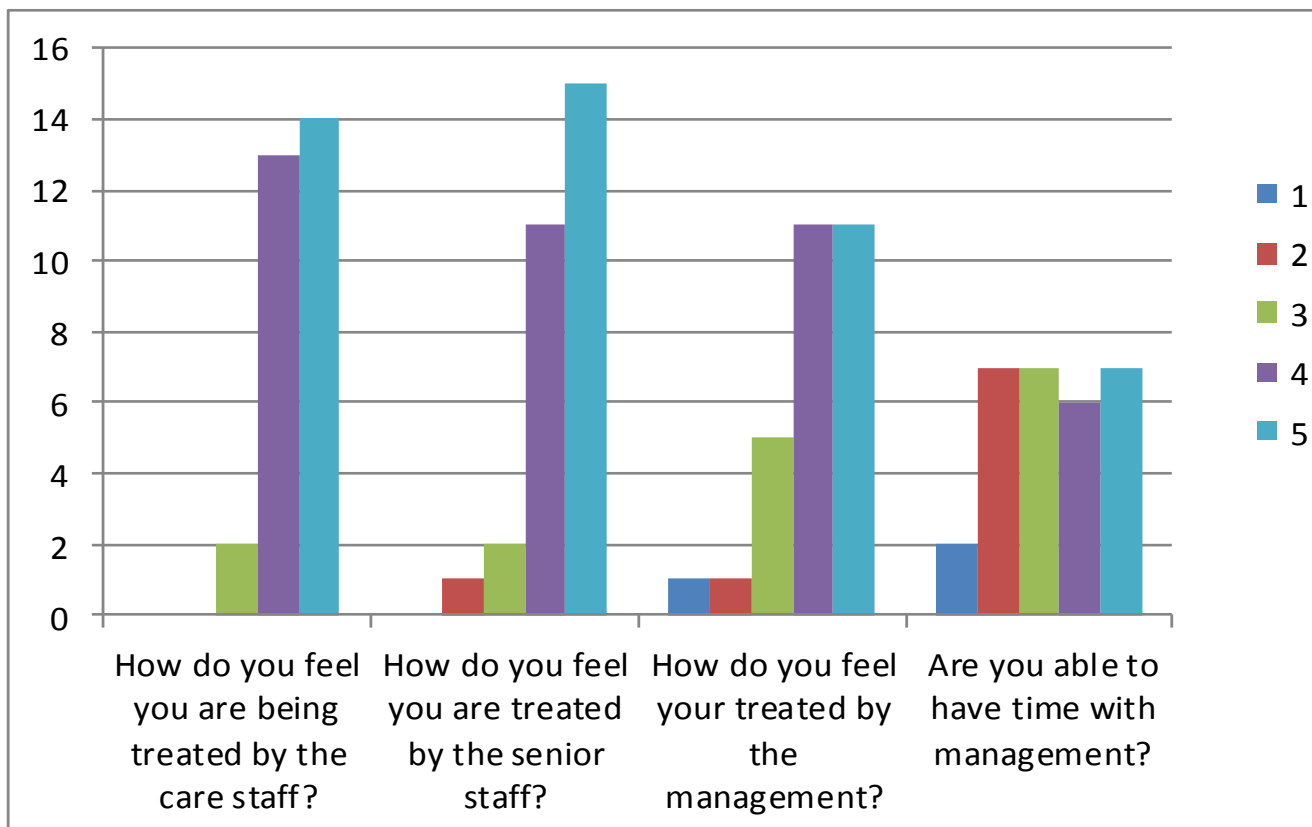
May 2015

For the purpose of this survey we asked 34 residents the following questions.

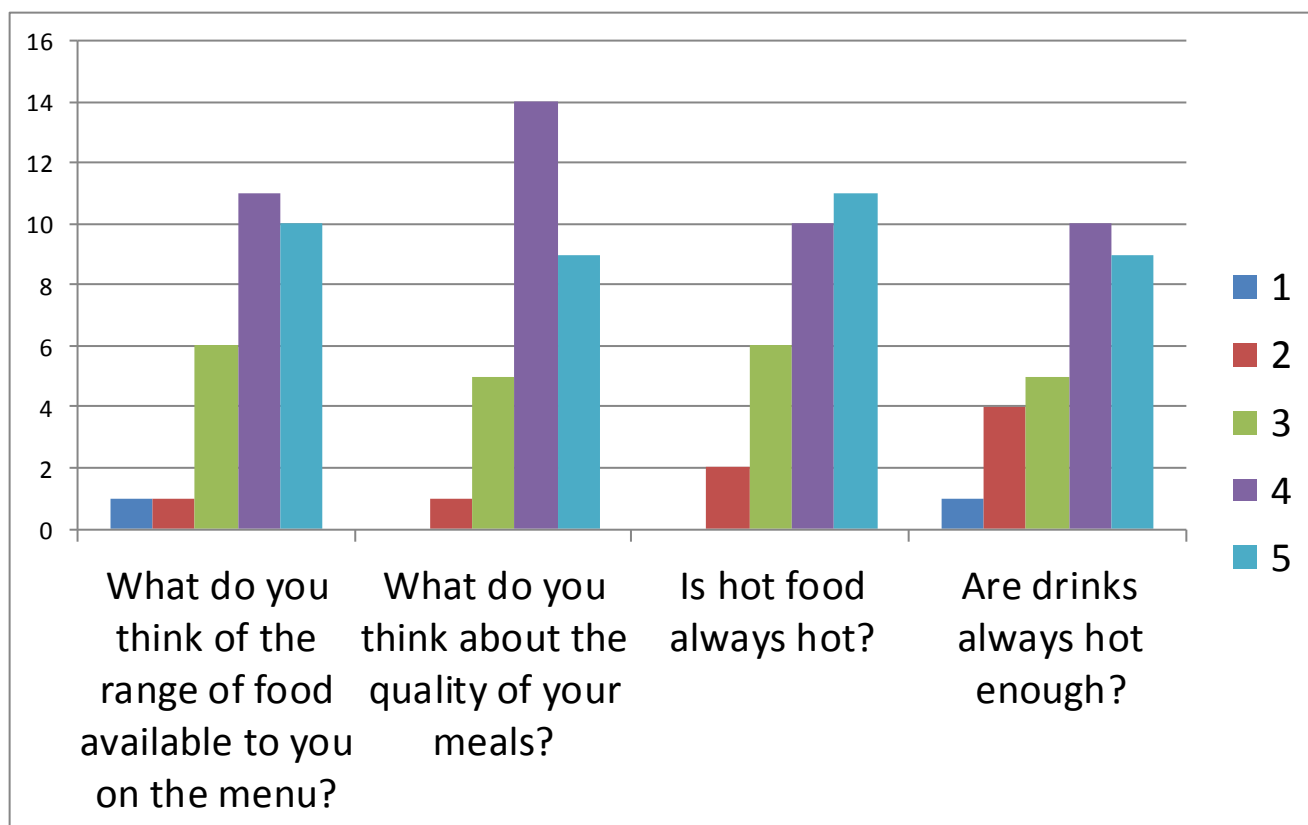
5 residents were unable to complete the survey

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

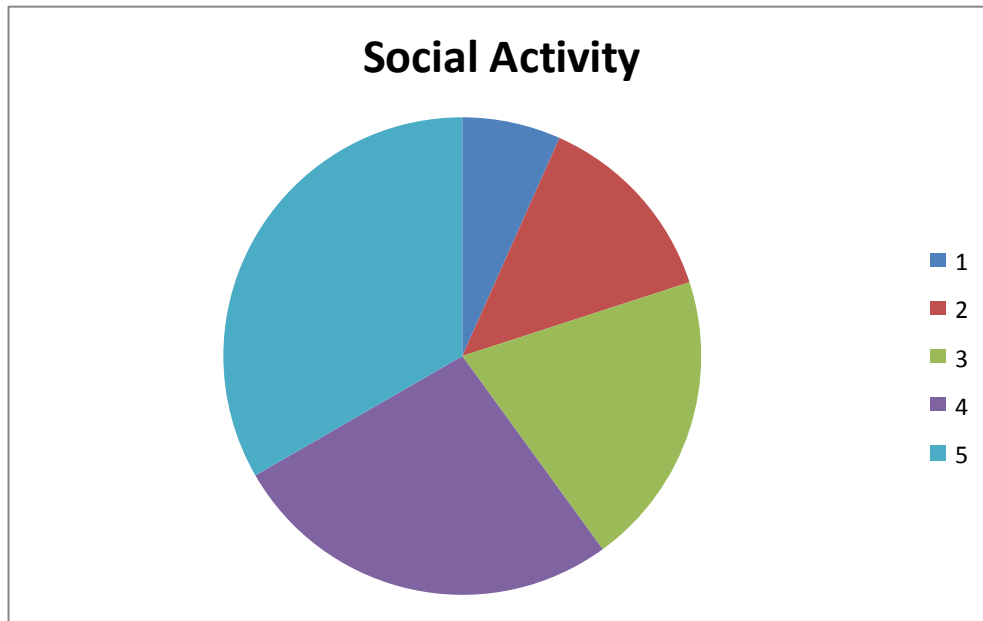
Section 1. Staff



Section 2. Food



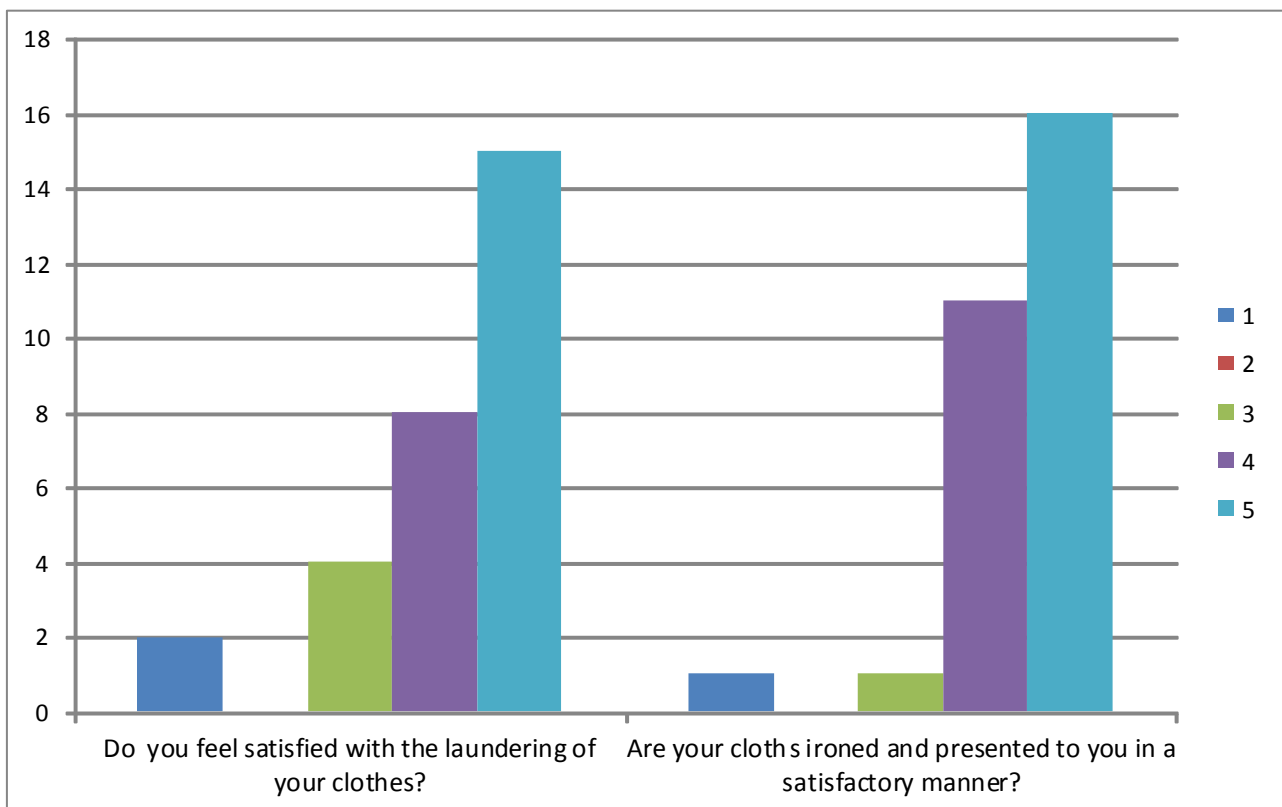
Section 3. Social Activity



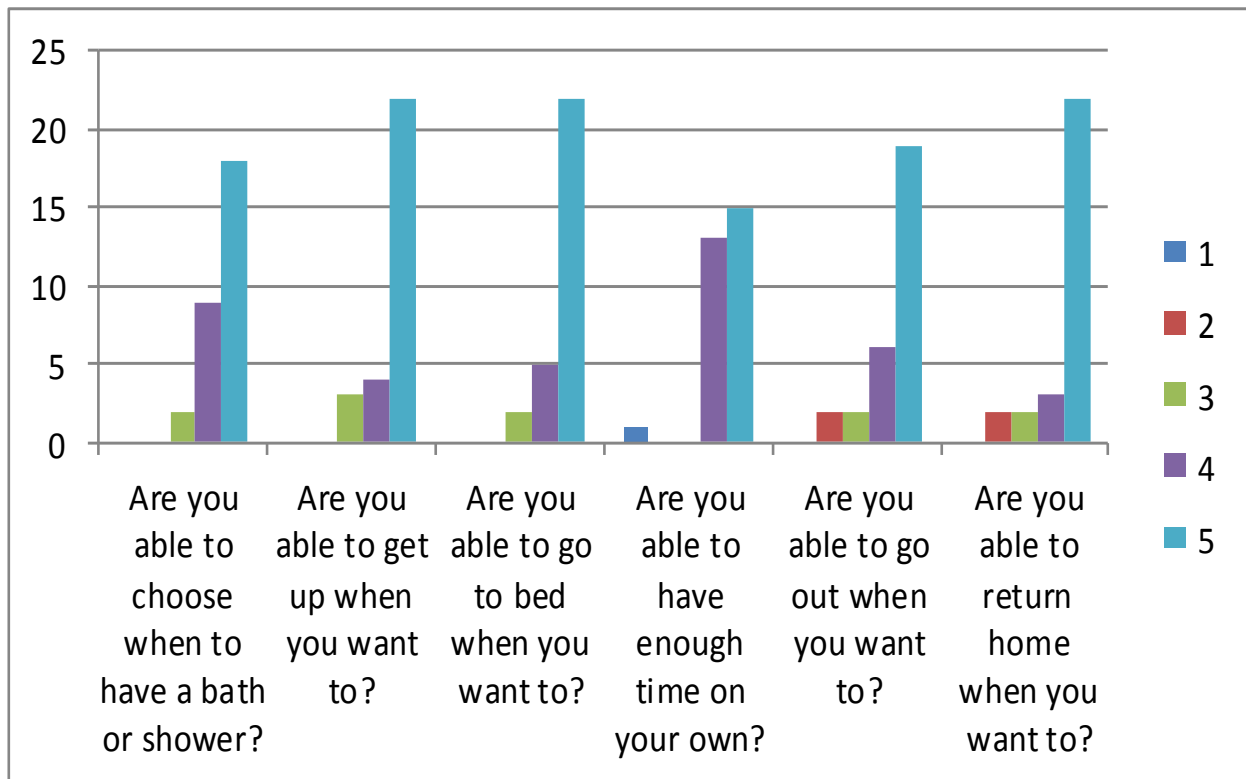
Are there hobbies or interests that you would like to be able to follow which are not catered for in the home?

- *"I would like to play more Bridge"*
- *" I have some idea's for films we could watch"*
- *"I would like to play rummy".*
- *"I would like more social activities outside"*

Section 4. Laundry

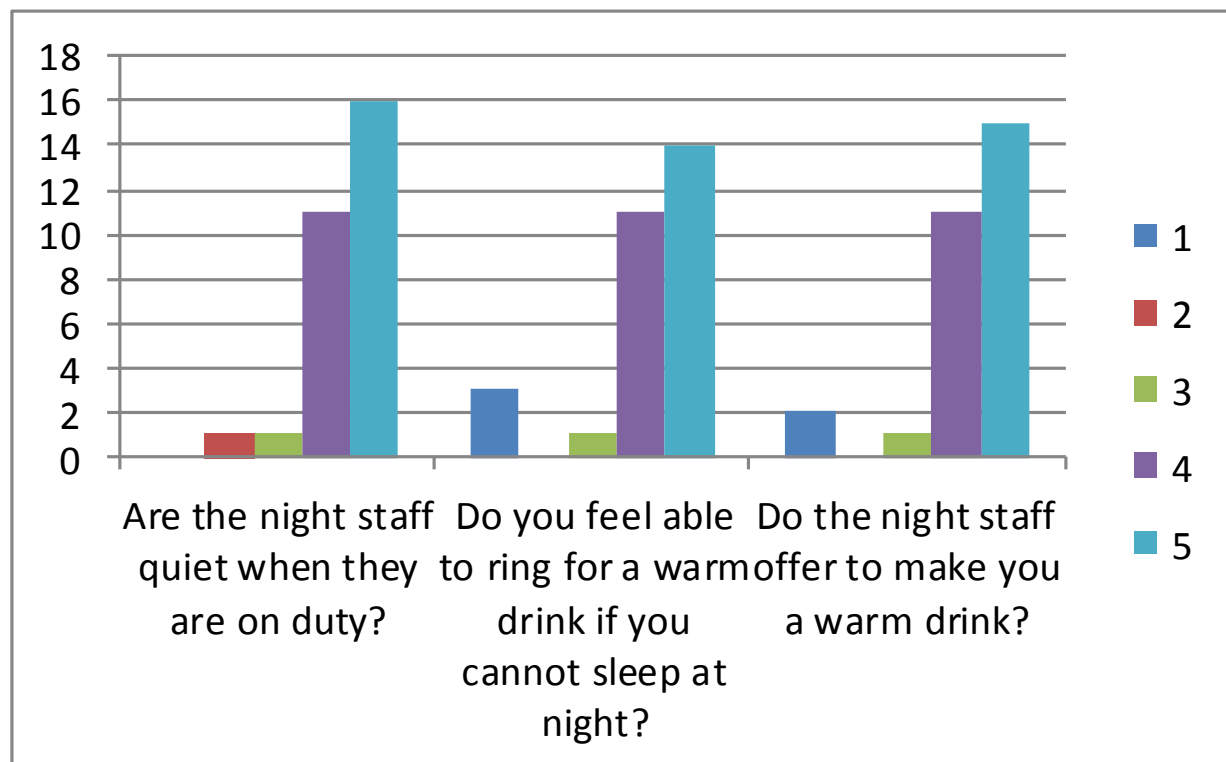


Section 5. Freedom & Choice

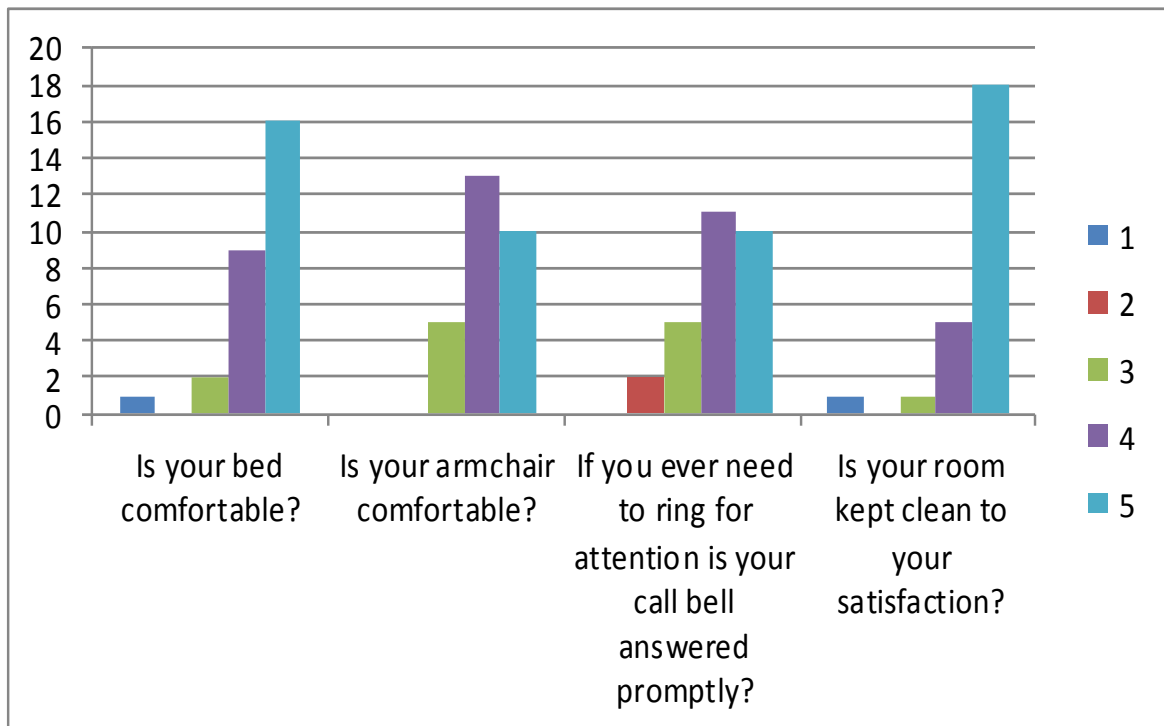


Several residents stated that they do not go out and so did not answer the questions relating to going out. Others stated that they are unable to go out unaided and as such this impacts on when they can go out.

Section 6. Night Staff



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 always feel respected"*
- *"staff do the best they can"*
- *"Not really, maybe bed making"*