



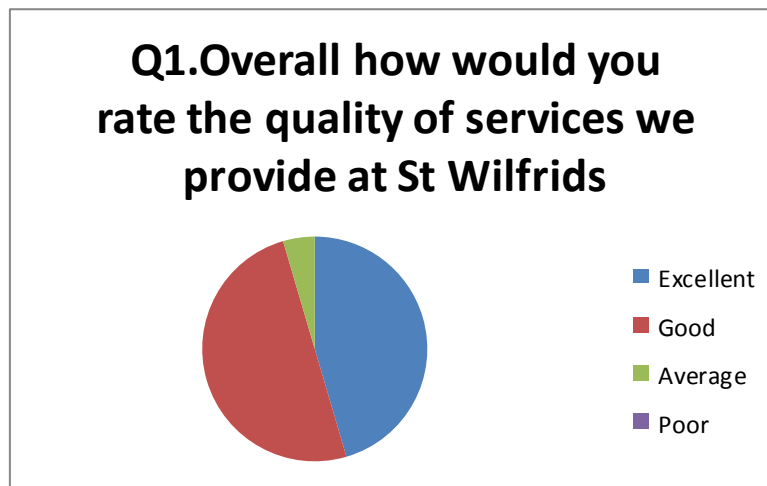
ST.WILFRID'S
Care Home

Relative's Satisfaction Survey
July 2016

For the purpose of this survey we sent out 39 survey questionnaire forms to relatives and friends

We received 24 completed forms. The charts that follow show these results.

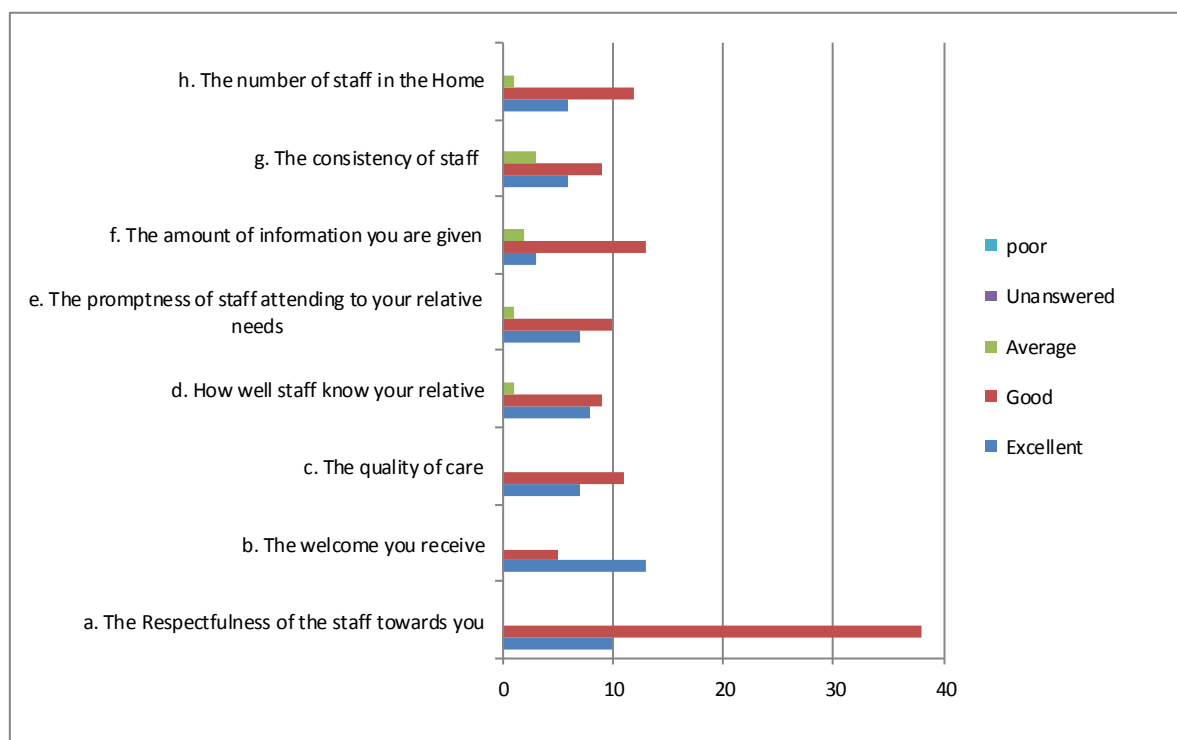
Section A – Overall Satisfaction



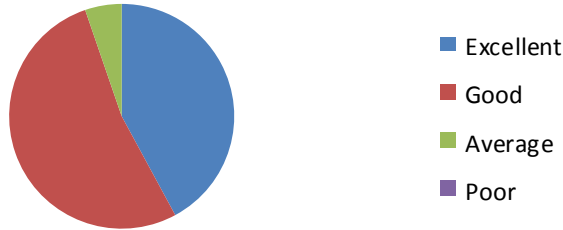
What specifically is it about the service that makes you rate it this way?

- Kind, caring, respectful staff, a well organised home.
- Staff give all around attention.
- The home is run efficiently, I receive quick responses to queries and requests.
- Caring staff and good food.
- Staff are respectful and welcoming and provide a good quality of care
- My Nan is well looked after and staff always keep me well informed.
- The friendliness towards my mother.

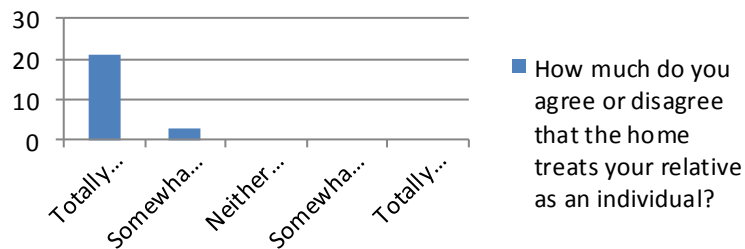
Section B – Staff in the Home



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

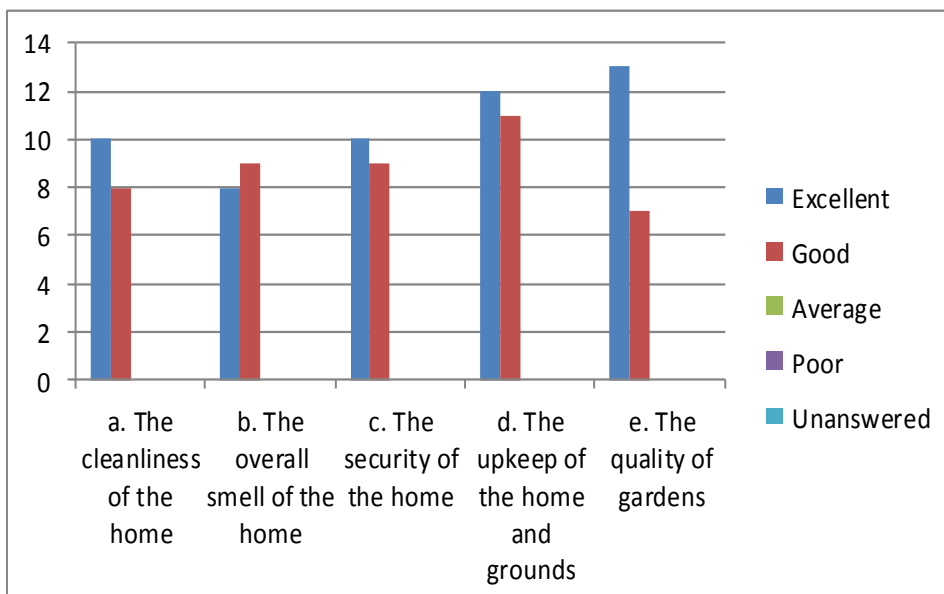


How much do you agree or disagree that the home treats your relative as an individual?



Section C– The Building and Surroundings

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

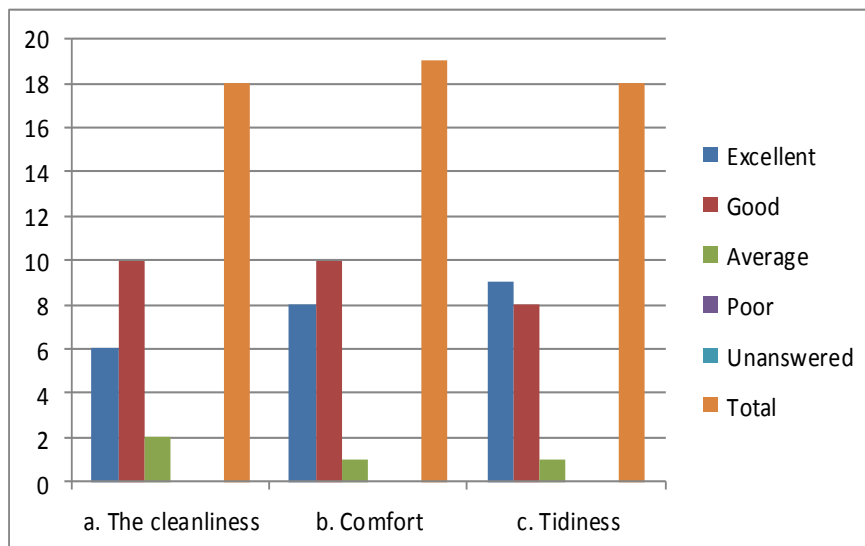


**Taking all these into consideration,
how would you rate the building and
grounds of this care home Overall?**



Section D— Your Relative’s Room

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

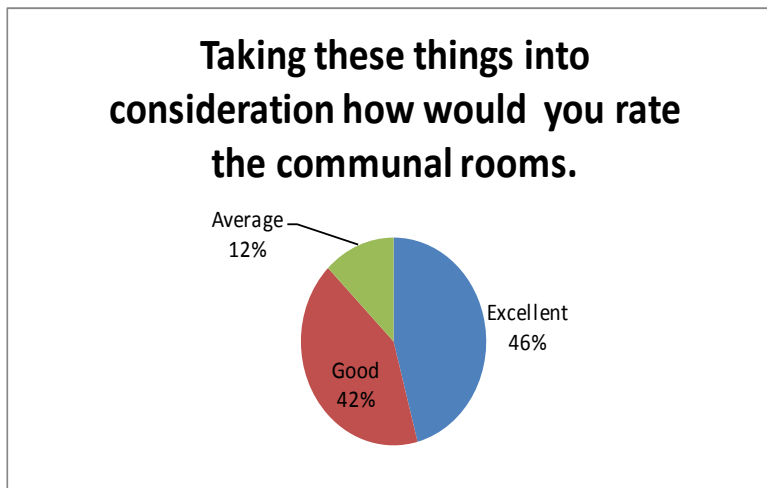
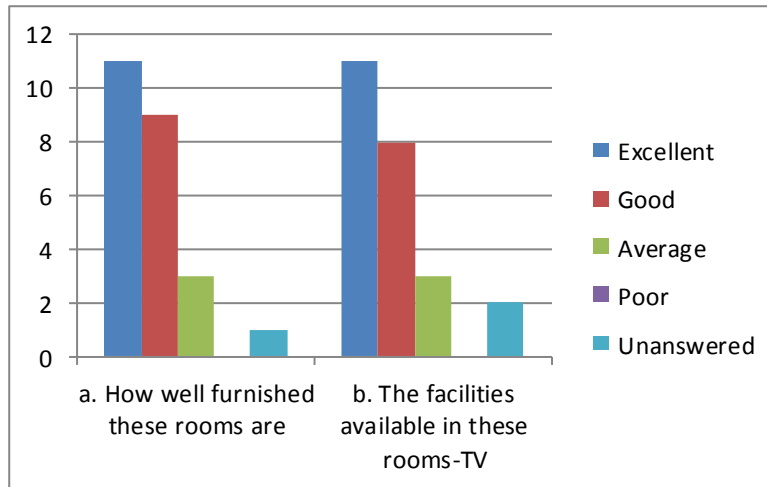


**Taking these things into
consideration how would you
rate the communal rooms.**



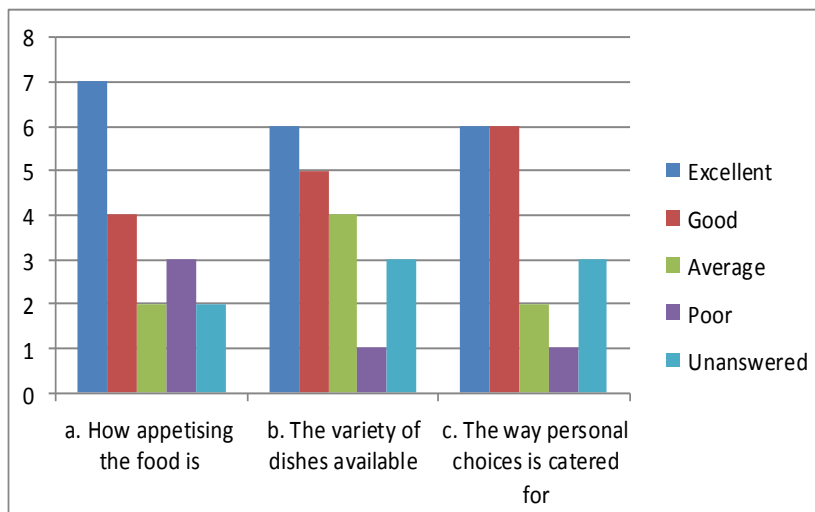
Section E— Communal Rooms in the Home

The following statements are about the communal rooms (E.g. The lounge and dining area) in the Care Home. How do you rate...?

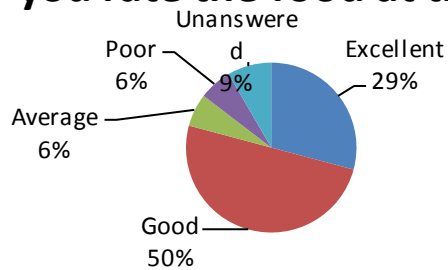


Section F — Food

The following statements are about the food at the Care Home. How do you rate...?

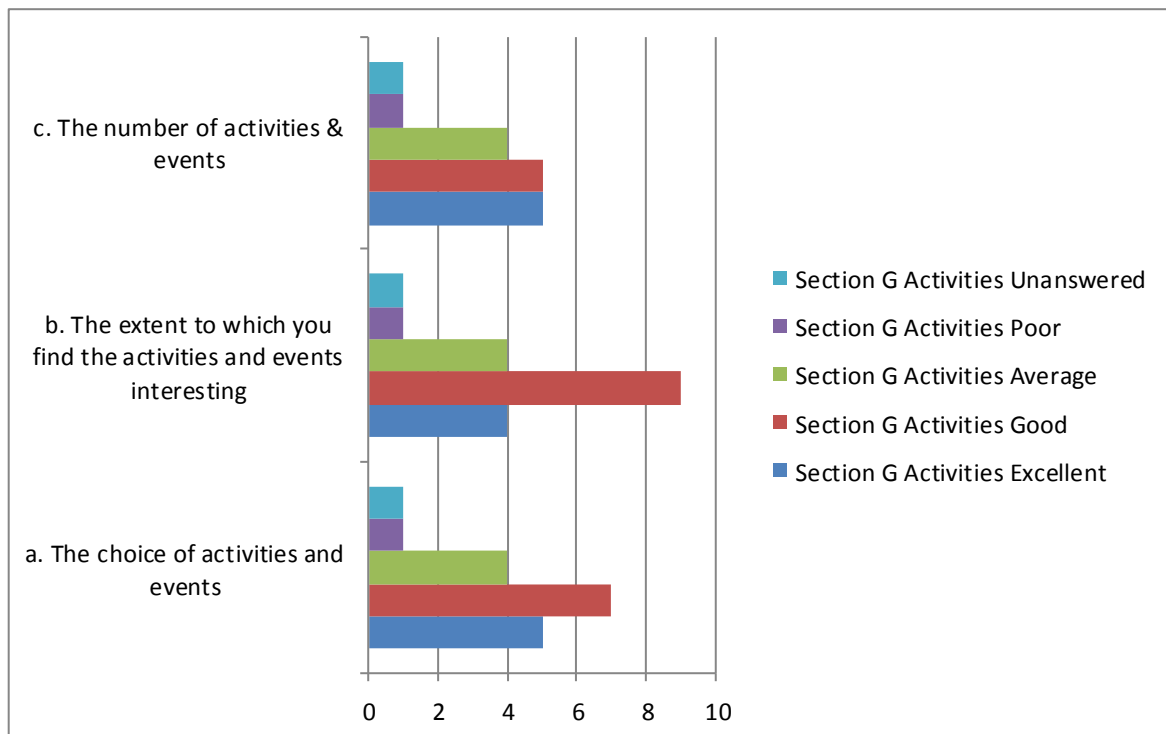


Taking these things into consideration, how would you rate the food at the...



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...?

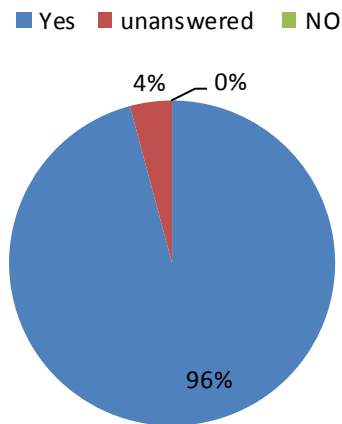


Are there any improvements or suggestions you wish to make?

- Maybe an exercise teacher or water painting.
- More lectures or demonstrations, the concerts are very much enjoyed.
- More musical events would be good.
- Sister Margaret takes residents on lovely outings .
- Pottery is very much enjoyed.

Section H – Wellbeing

Do you feel the spiritual needs and sense of wellbeing are being maintained to you and your relative's satisfaction?



Any Further Comments

- St Wilfrid's is a very good home. The staff are consistently kind and caring to my mother and welcoming to me
- The pottery classes are very good my mother really enjoys them.
- The care at St Wilfrid's is very good and the home is clean and inviting.
- It is important that my mother lives in a warm and caring place, you achieve this very well thank you.
- The residents may enjoy coming together and choosing a dish of the week.
- There is a positive and purposeful atmosphere at St Wilfrid's, with a good emphasis on spiritual wellbeing.
- St Wilfrid's is effectively run and a pleasure to visit.