



ST. WILFRID'S
Care Home

Resident's Satisfaction Survey

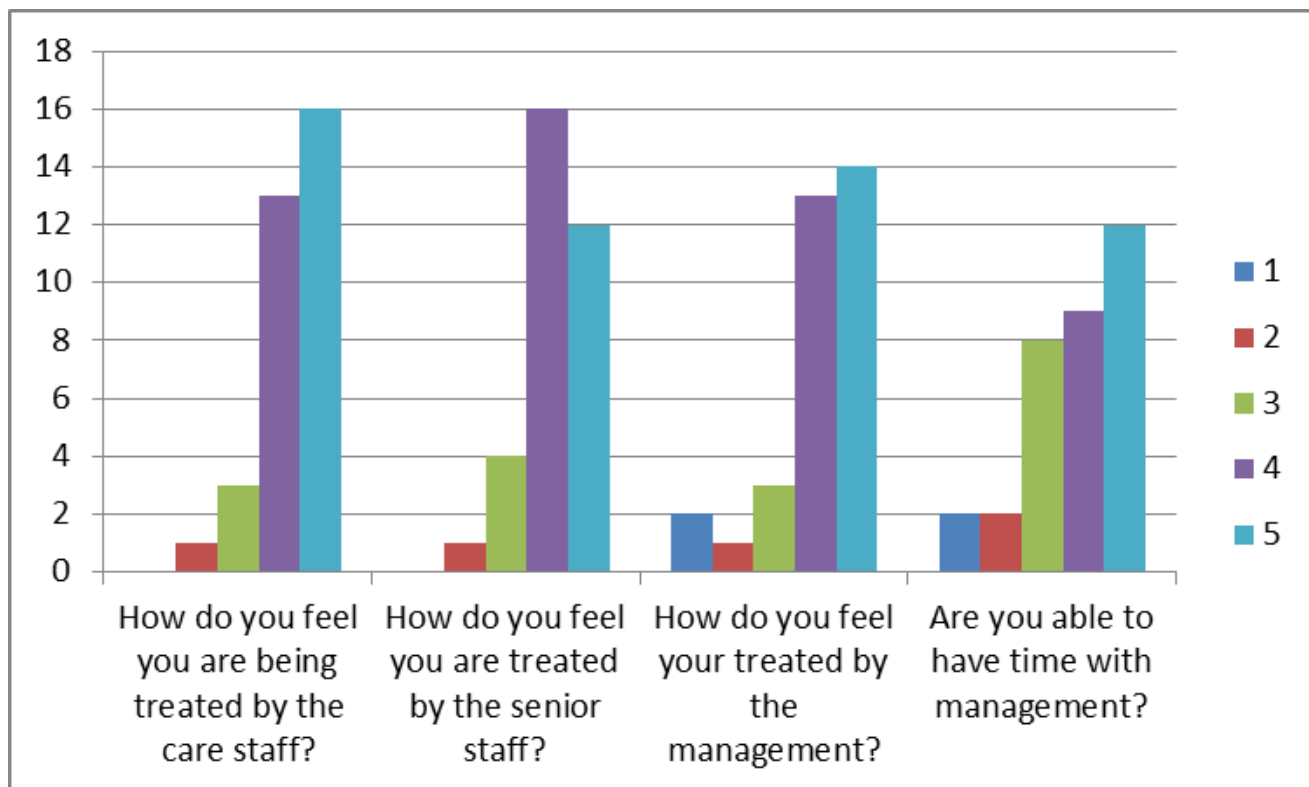
June 2016

For the purpose of this survey we asked 37 residents the following questions.

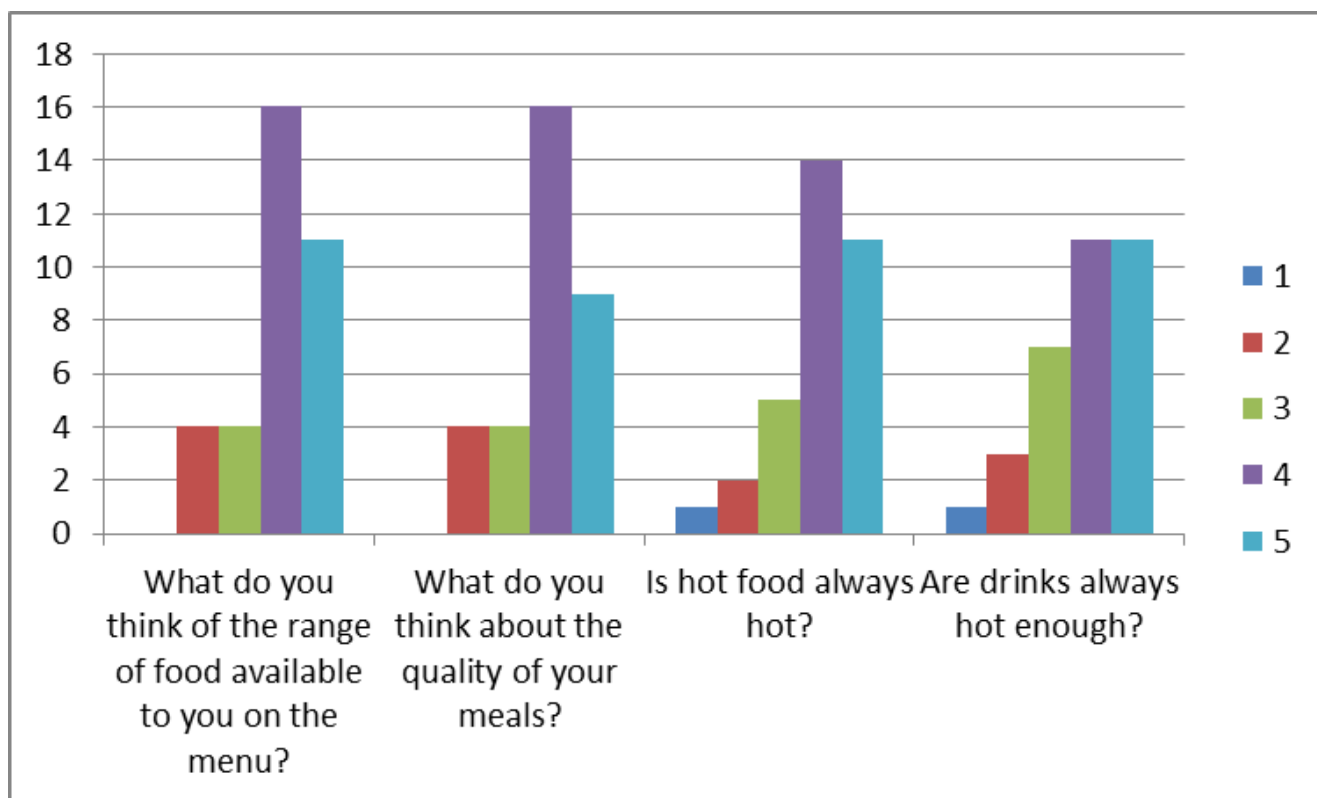
4 residents were unable to complete the survey

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

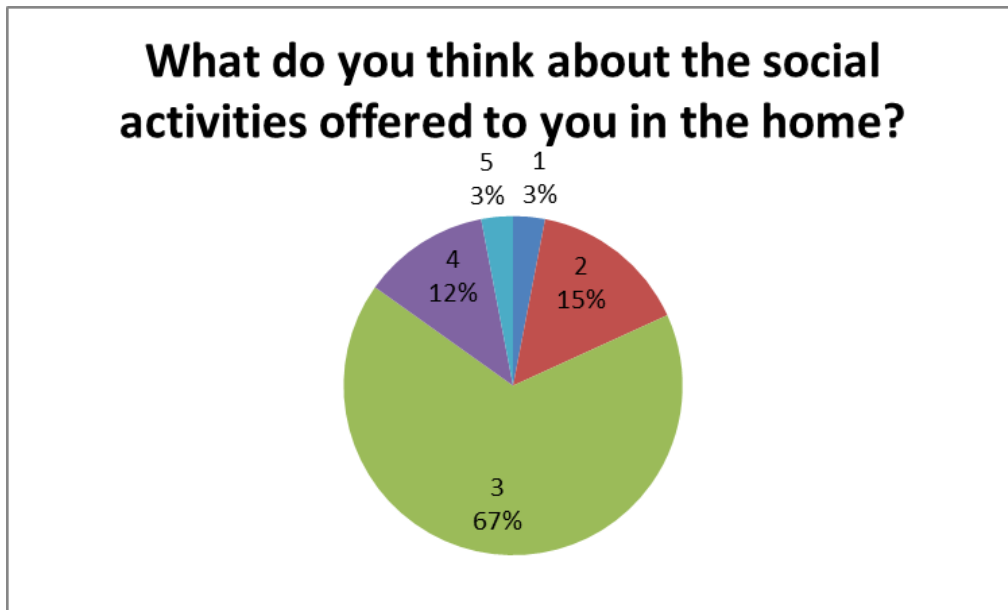
Section 1. Staff



Section 2. Food



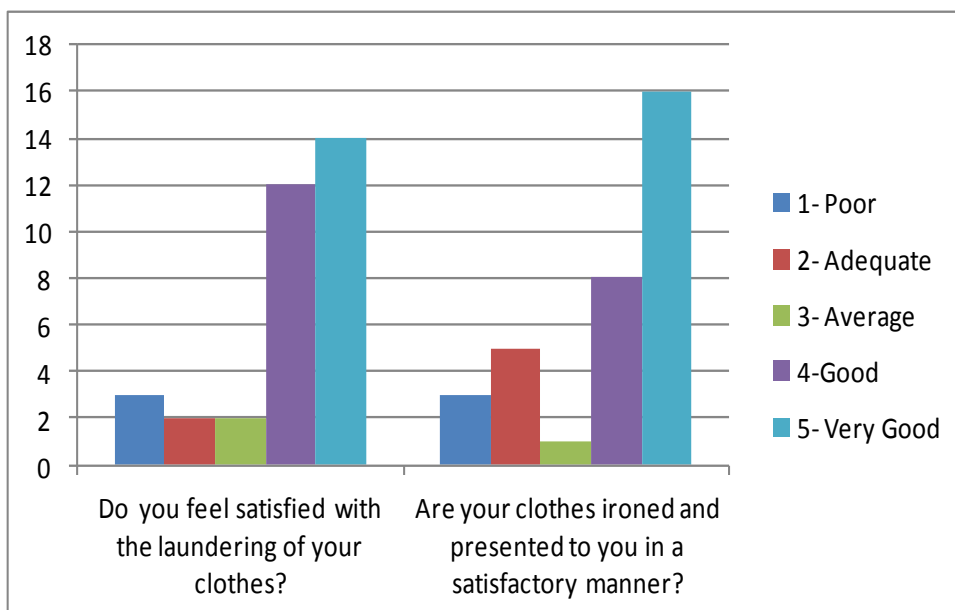
Section 3. Social Activity



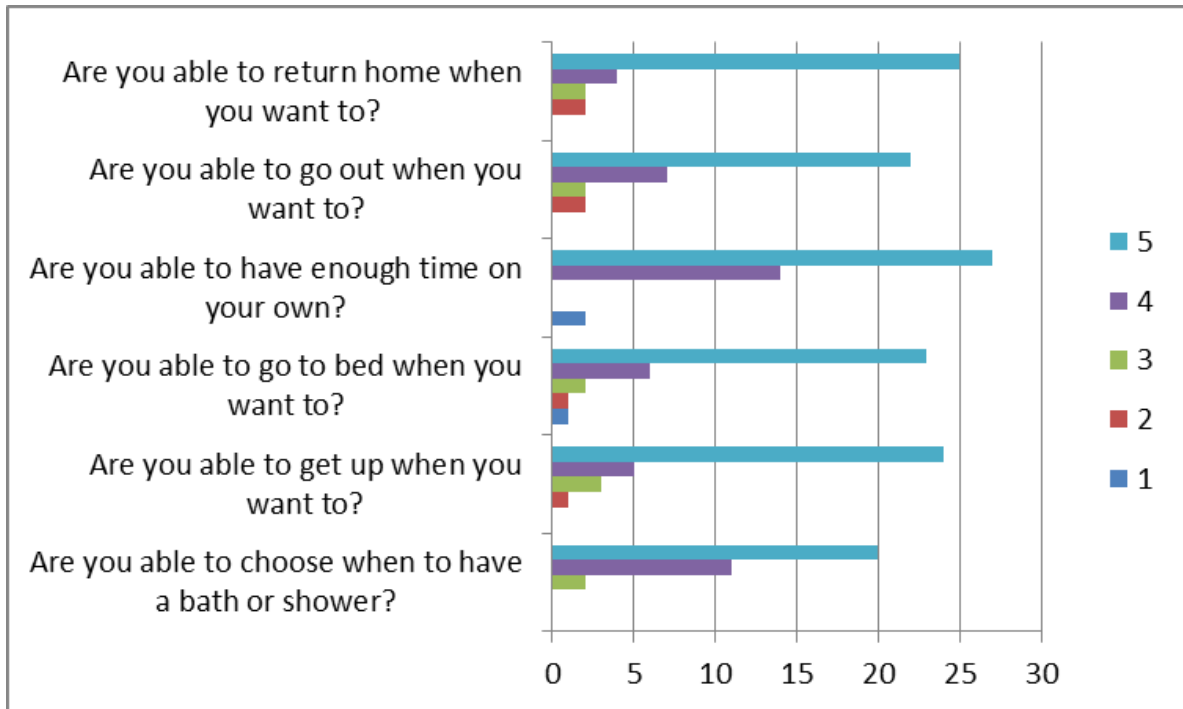
Are there hobbies or interests that you would like to be able to follow which are not catered for in the home?

- *“I would like more Opera shows”*
- *“ I enjoy the exercise classes”*
- *“I would enjoy more lectures”.*
- *“More notice could be given for upcoming events ”*

Section 4. Laundry

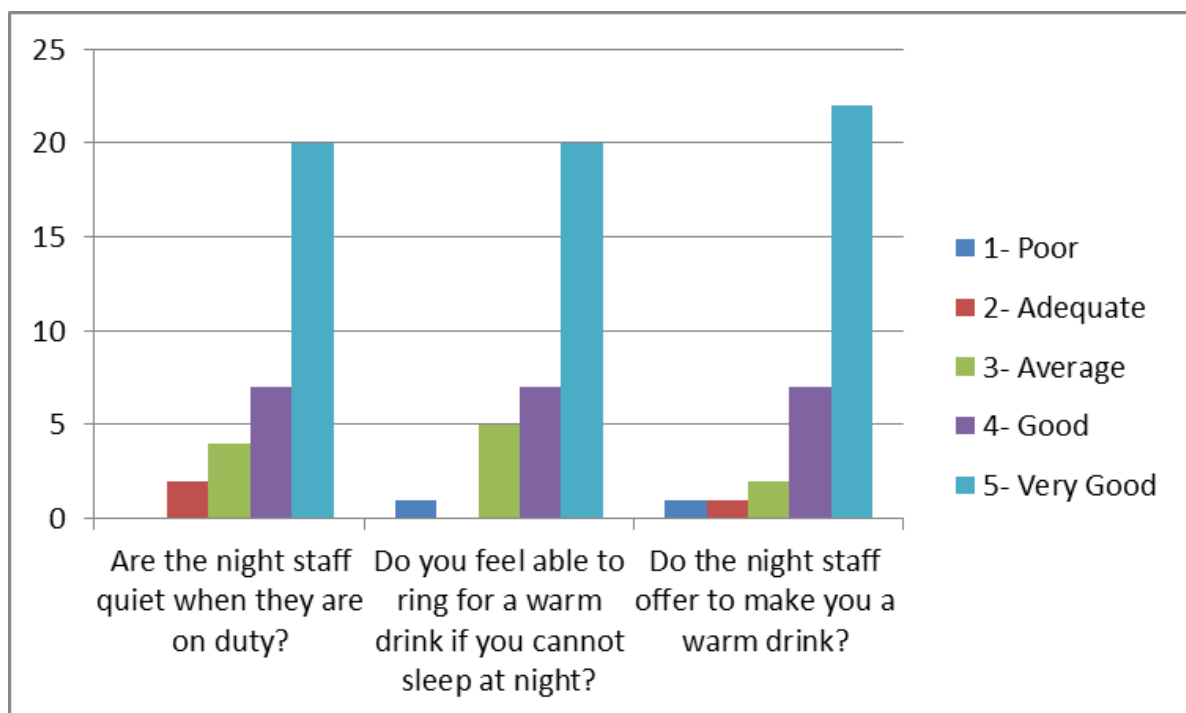


Section 5. Freedom & Choice



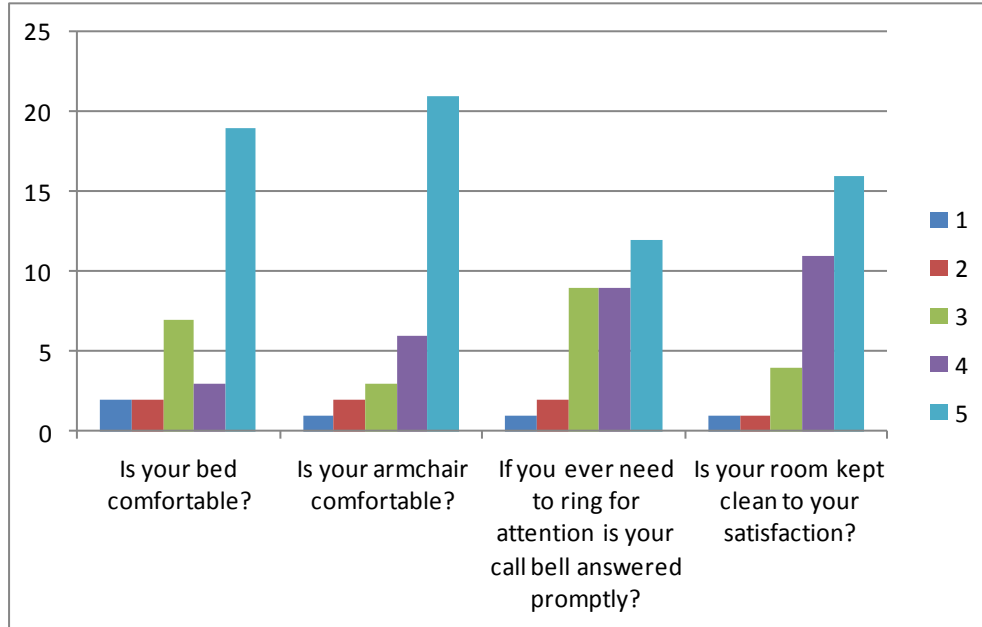
Several residents stated that they do not go out and so did not answer the questions relating to going out. Others stated that they are unable to go out unaided and as such this impacts on when they can go out.

Section 6. Night Staff



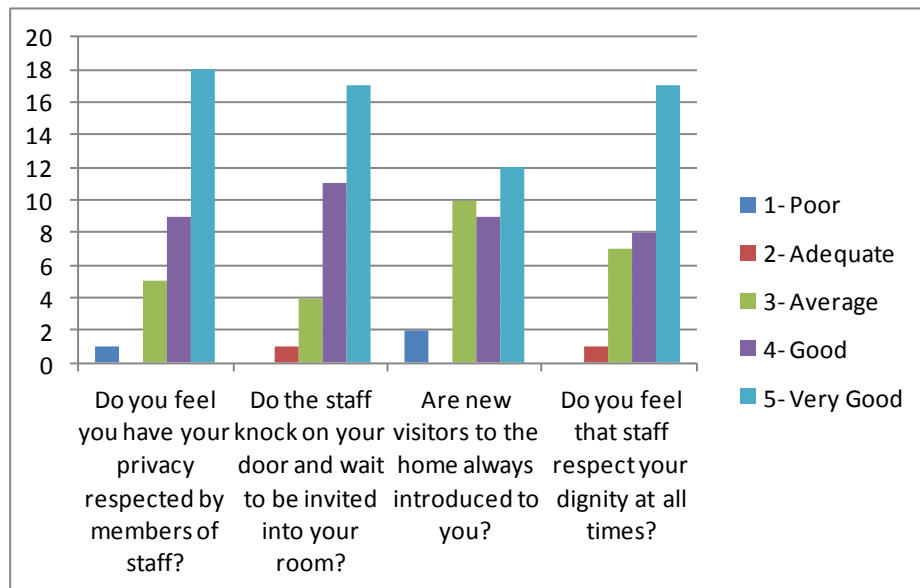
“ Staff are always nice to me”

Section 7. Comfort & Cleanliness



- *“I am much impressed with my new reclining seat”*

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?

- *“In general I would say its good living here”*
- *“ I am still settling in but so far I am happy”*
- *“ Better TV would be good, perhaps sky TV”*