



ST. WILFRID'S
Care Home

Resident's Satisfaction Survey

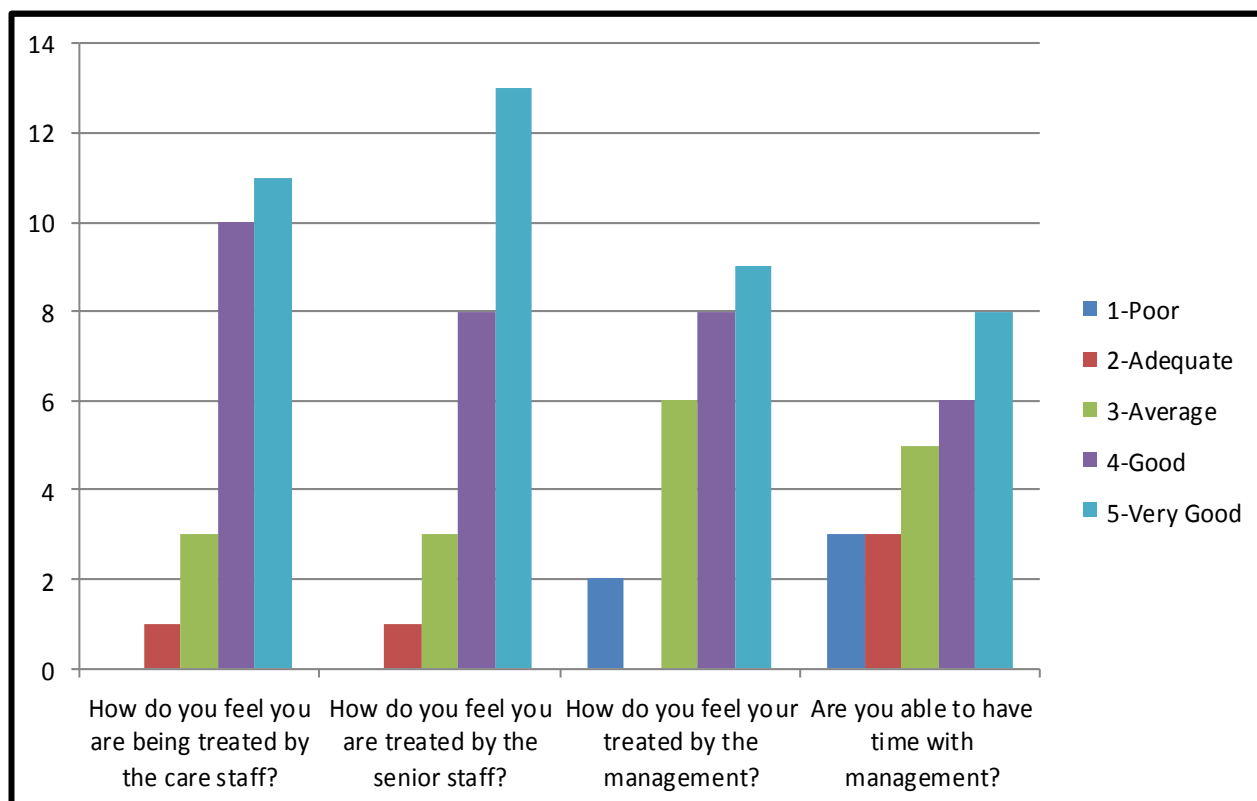
June 2017

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

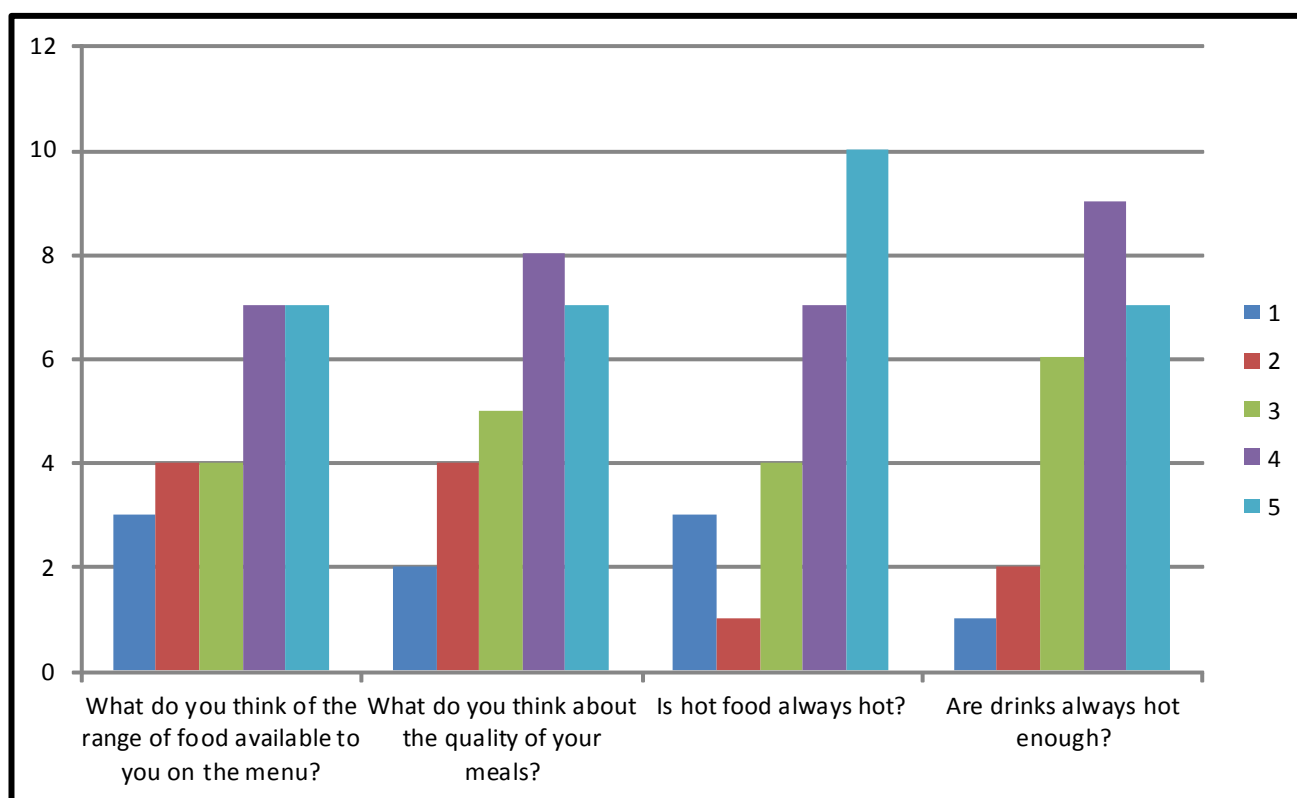
7 residents were unable to complete the survey

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

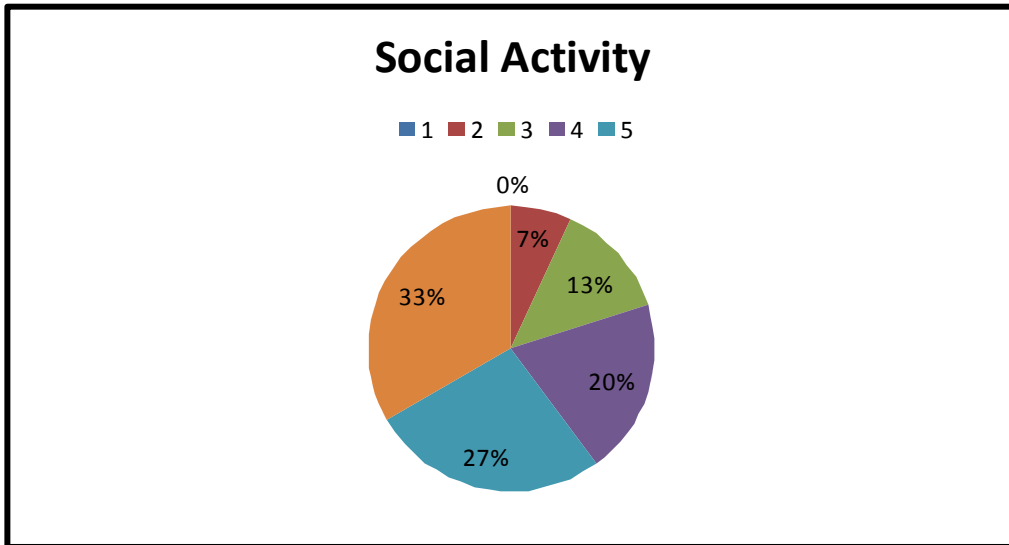
Section 1. Staff



Section 2. Food



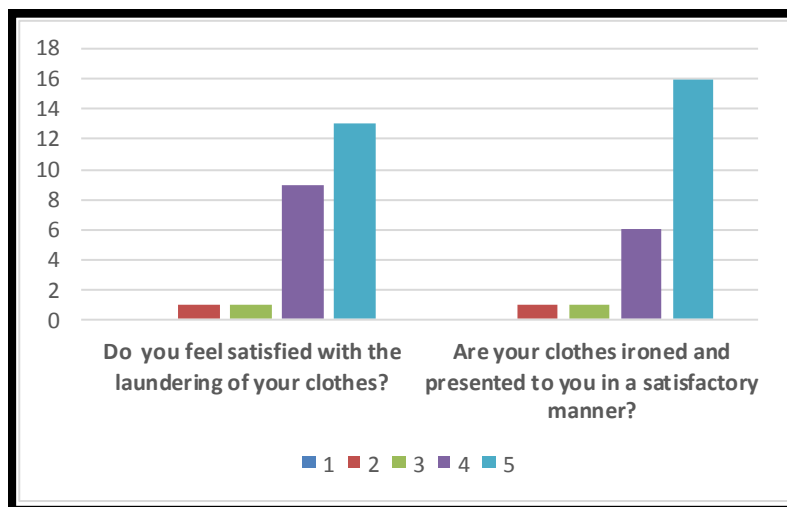
Section 3. Social Activity



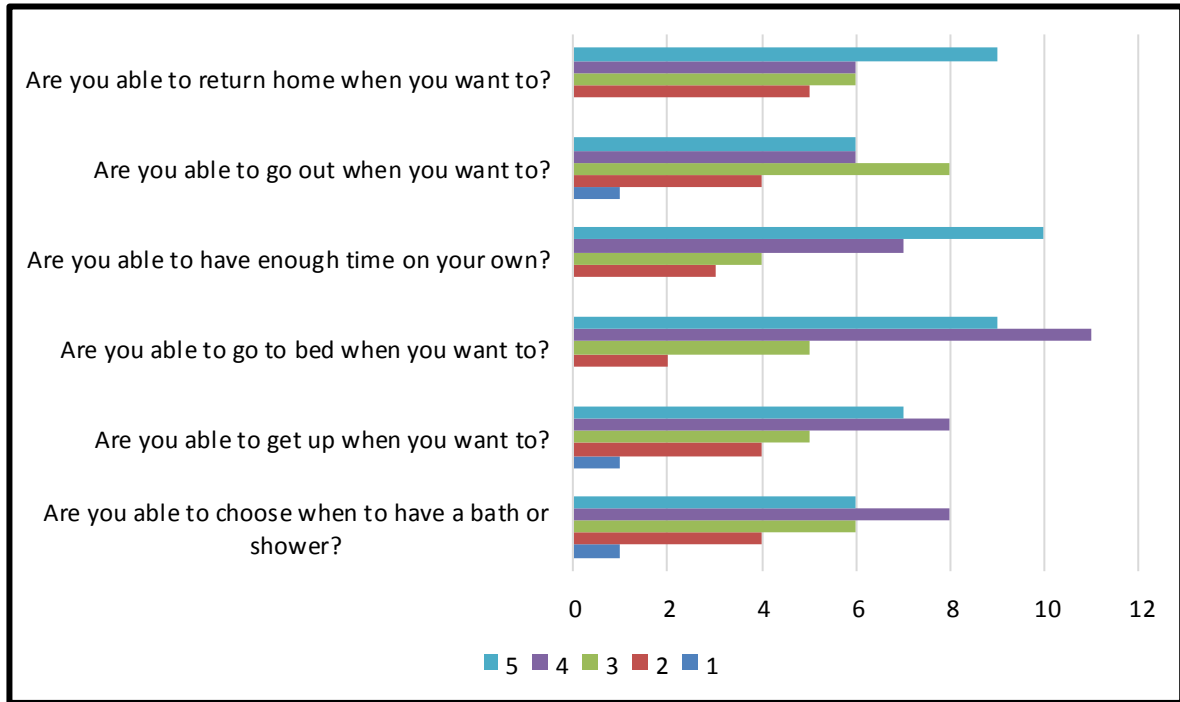
Are there hobbies or interests that you would like to be able to follow which are not catered for in the home?

- *“I enjoy the exercise classes”*
- *“I would enjoy more outings”*

Section 4. Laundry

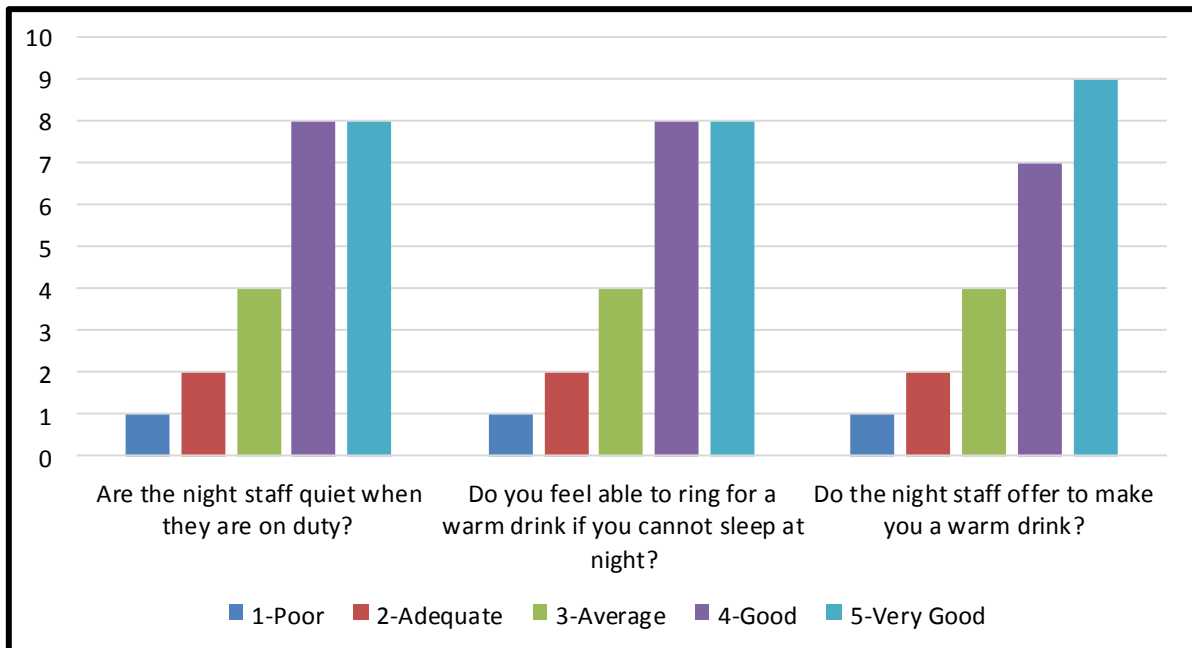


Section 5. Freedom & Choice



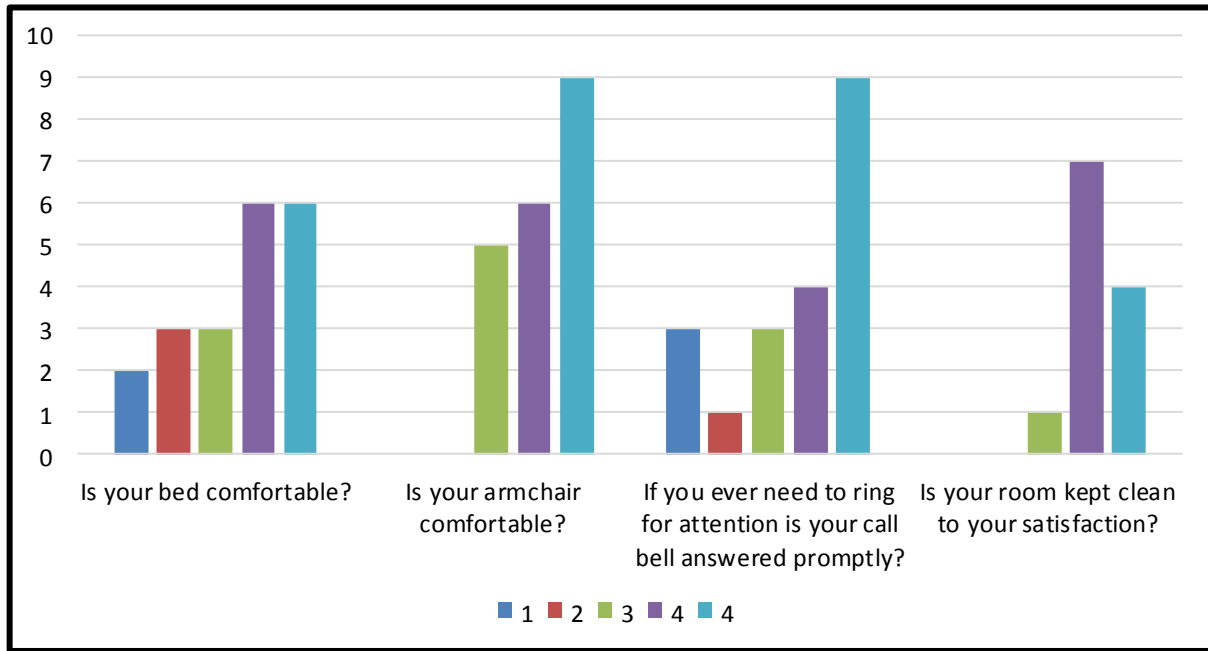
Several residents stated that they do not go out and so did not answer the questions relating to going out. Others stated that they are unable to go out unaided and as such this impacts on when they can go out.

Section 6. Night Staff



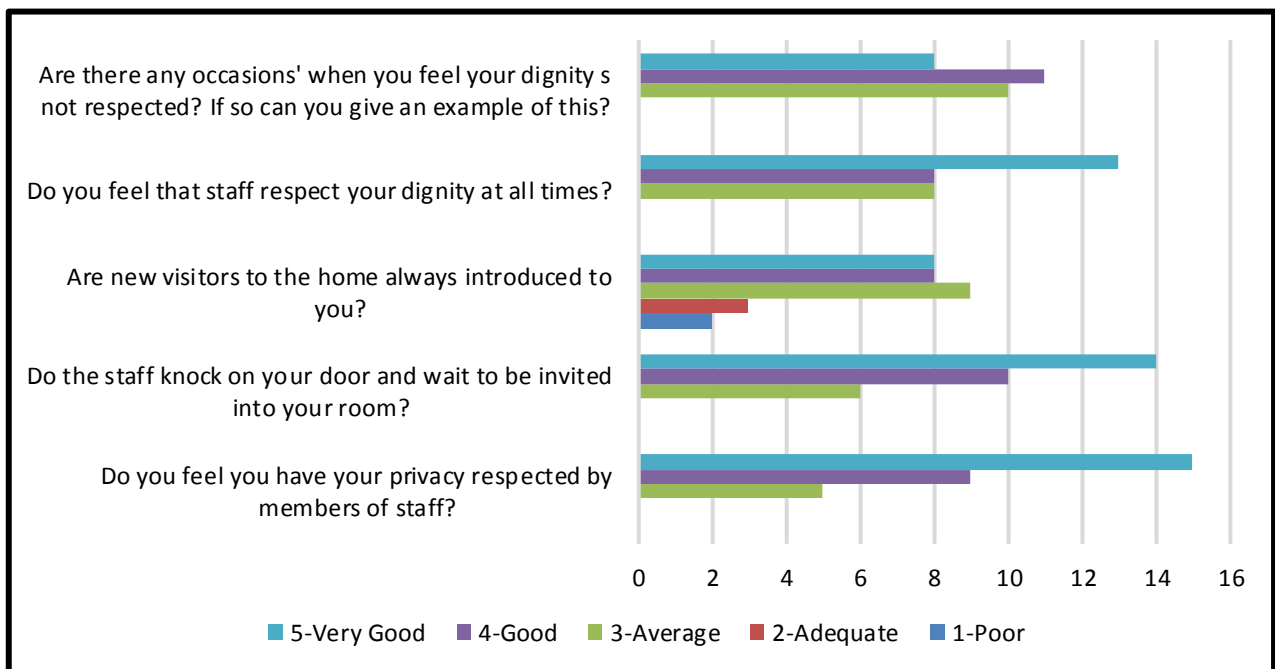
“ Staff are always attentive at night”

Section 7. Comfort & Cleanliness



- *“My room is very comfortable”*

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?

- *“Sometimes staff could be quicker to answer the bell”*
- *“ All staff are lovely”*