

RESULTS OF RESIDENTS' ANNUAL SURVEY

Topic	Never	Sometimes	Usually	Always
Do you feel the home is kept clean and hygienic?	0%	0%	25%	75%
Do you get a choice of menu at mealtimes?	0%	8%	8%	84%
Do you feel the staff value yours rights, privacy, dignity and choice? Are you listened to?	0%	8%	42%	50%
If you need to see a Healthcare Professional such as a GP, do the staff make the necessary arrangements for you?	0%	0%	8%	92%
If you have a visitor are you able to see them in private if you wish?	0%	0%	0%	100%
If you wanted to make a complaint would you feel able to?	0%	20%	20%	60%
Do you feel the Home provides a good level of activities, entertainment and outings to places of interest?	0%	0%	27%	73%
Which areas do you feel we do well?	Personal care. Food is always good and a good selection nicely served up. I feel the Home is a good one. On my respite stay I am always made to feel very welcome by the staff & management.			
How do you think we could improve?	Laundry – I never get all my clothes back from the laundry. More contact with management.			

A copy of this report is submitted to the Directors and, during the coming weeks, management will be looking further into specific comments made.

A copy of this report is also available to the Care Quality Commission and will be seen by potential residents and their carers.

If you would like a copy of the detailed analysis on which this summary report is based, please let me know.

..... **Diane DePadova**
Company Secretary **24th July 2017**