

RESULTS OF VISITORS' SURVEY

A separate questionnaire is available in the Entrance Hall for visitors to take, complete and place in the Suggestion Box at any time of the year.

Topic	Never	Sometimes	Usually	Always
1. Do you feel that the Home is kept clean and hygienic?	0%	0%	8%	92%
2. Do you get the opportunity to visit with your friend/relative in private if you wish?	0%	0%	8%	92%
3. Do you feel included in the care of your friend/relative?	0%	0%	10%	90%
4. Do you feel the staff have the right skills and experience to look after your relative/friend?	0%	0%	17%	83%
5. Do you feel you are given information in the right manner when there is a change to your friend/relatives health?	0%	0%	27%	73%
6. Do you feel the staff are welcoming and friendly when you visit?	0%	0%	9%	91%
7. If you ask staff for information do you feel you get the relevant information?	0%	0%	42%	58%
8. If you wanted to make a complaint would you feel able to?	0%	0%	8%	92%
9. Do you feel the Home provides a good level of activities	0%	8%	33%	59%
Which areas do we do well?	The Home is fine – lovely sitting room and gardens. Every area is great – keep up the great work. A caring atmosphere whenever we visit. Excellent Home – would always recommend if I knew someone was looking for a Home.			
How do you think we could improve?	Very pleased with the care my relative is receiving. She is happy and content and obviously well looked after. Thank you.			

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 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

RESULTS OF HEALTHCARE PROFESSIONALS' SURVEY

A separate questionnaire is available in the Entrance Hall to take, complete and place in the Suggestion Box at any time of the year.

Topic	Never	Sometimes	Usually	Always
1. Do you feel that the Home is kept clean and hygienic?	0%	0%	17%	83%
2. Do you get the opportunity to see the resident you are visiting in private?	0%	0%	0%	100%
3. Do you feel the staff give you the relevant information when you ask?	0%	0%	0%	100%
4. Do you feel the staff have the right skills and experience to look after the resident you are visiting?	0%	0%	0%	100%
5. Do you feel the staff are welcoming and friendly when you visit the Home?	0%	0%	0%	100%
6. Do you feel we answer the door or telephone quickly enough?	0%	0%	33%	67%
7. Which areas do you feel we do well?	Always nice to visit and see regular staff who know residents well. Staff are very attentive to residents' needs. There is always an area for me to work with a screen for privacy.			
8. How do you think we could improve?	I would say well done. I think the Home runs smoothly as it is.			

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