

| ISSUE | | | | Number of | Number | % |
|--|-----|----|-----|------------------|----------|-------|
| | YES | NO | N/A | Replies Received | of rooms | Reply |
| | | | | | 26 | |
| Information (Only answer the following 2 questions if you have moved to Agnes House in the past 18 months) | | | | | | |
| Prior to you moving to Agnes House, did you have enough information about the services that we provide. | 0 | 0 | 0 | 0 | 26 | 0% |
| Prior to you moving to Agnes House, were you able to visit the home? | 8 | 0 | 0 | 8 | 26 | 31% |
| | | | | 0 | 26 | 0% |
| Promoting Dignity | | | | 0 | 26 | 0% |
| Do we respect your right to privacy and support you in a way that maintains your dignity? | 6 | 0 | 2 | 8 | 26 | 31% |
| Do we support your individual physical, emotional and cultural needs? | 4 | 0 | 5 | | 26 | |
| Do we encourage you to be as independent as possible and help you make the most of your abilities? | 0 | 0 | 0 | | 26 | |
| Do we encourage and support you to make decisions and to contribute to decisions about how the home is run? | 0 | 0 | 0 | 0 | 26 | 0% |
| Promoting Well-Being | | | | | | |
| Are you satisfied with the activities and support with hobbies and interests that we provide? | 6 | 0 | 2 | | | |
| Are you satisfied that we provide a healthy and nutritious diet which meets your needs and preferences? | 0 | 0 | 0 | | | |
| Do you have access to drinks and snacks when you want them? | 0 | 0 | 0 | 0 | 26 | 0% |
| Do you feel relaxed and comfortable? | 7 | 0 | 1 | 8 | 26 | 31% |
| Arrangements for Health Care | | | | | | |
| Do staff help you to access medical attention when you need it, and explain any treatment that may be prescribed? | 5 | 0 | 3 | 8 | | |
| Are you satisfied with the arrangements for visiting opticians, dentists, chiropodists etc.? | 8 | 0 | 0 | | | |
| Are you satisfied with the support provided in attending appointments for health care? | 0 | 0 | 0 | | 26 | |
| Have you been given the opportunity to discuss any choices and preferences that you may have regarding your future care needs? | 0 | 0 | 0 | 0 | 26 | 0% |
| If so, was this sensitively and professionally managed, and were you satisfied with the information that you were given? | 8 | 0 | 0 | 8 | 26 | 31% |
| Involvement & Communication | | | | | | |
| Do we ask you about your preferences about how we help you and respect your wishes? | 8 | 0 | 0 | | | |
| Do we provide you with enough information to help you to make decisions and choices about your care? | 0 | 0 | 0 | | | |
| Do you feel confident in raising issues or concerns with staff and management? | 0 | 0 | 0 | 0 | 26 | 0% |
| Do you know how to make a complaint if you needed to? | 8 | 0 | 0 | 8 | 26 | 31% |
| Do you feel that if you had a problem or complaint we would resolve it quickly and appropriately? | 8 | 0 | 0 | 8 | 26 | 31% |
| Premises & Equipment | | | | | | |
| Are you happy with the cleanliness and décor of the building? | 8 | 0 | 0 | 8 | 26 | |
| Are you satisfied with your bedroom/personal space? | 7 | 0 | 0 | | | |
| Are you satisfied with the heating, lighting and ventilation? | 0 | 0 | 0 | | 26 | |
| Are you provided with suitable aids, adaptations and equipment to support you? | 0 | 0 | 0 | 0 | 26 | 0% |
| Are you satisfied with the staff's response to the call system? | 0 | 0 | 0 | 0 | 26 | 0% |
| Staff and Management | | | | | | |
| Do you find staff approachable, professional and courteous? | 7 | 0 | 0 | | | |
| Do you feel confident in the abilities of staff and that they are trained to meet your needs? | 0 | 0 | 0 | | 26 | |
| Do you feel that there are sufficient staff on duty to meet your needs? | 0 | 0 | 0 | 0 | 26 | 0% |
| Are you satisfied with the level of access to a member of the Management Team, and the way in which the home is run? | 0 | 0 | 0 | 0 | 26 | 0% |
| Overall | | | | | | |
| I am very happy with all the help and care that I receive. | 7 | 0 | 0 | | | |
| I am mostly happy with the help and care that I receive. | 0 | 0 | 0 | | 26 | |
| I am fairly happy with the help and care that I receive, although some aspects could be improved. | 0 | 0 | 0 | 0 | 26 | |
| I am unhappy with the standard of help and care that I receive, and many aspects could be improved. | 179 | 0 | 19 | | 26 | |