

ISSUE				Total	Number	%
	YES	NO	N/A	Reply	of quest	Reply
					26	
Promoting Dignity						
Are resident's afforded privacy to discuss issues with you, and to receive care/treatment from you?	4	0	0	4	26	15%
Do staff communicate with residents in such a way that ensures that they understand their care/treatment options?	4	0	0	4	26	15%
Do you believe that we encourage and support resident's to make decisions about their care and/ or treatment, wherever possible?	4	0	0	4	26	15%
Where a resident is unable to make decisions about their care or treatment, do we gather enough relevant information for you to be able to make a decision in their best interests?	4	0	0	4	26	15%
Have we supported resident's to access advocacy services, if appropriate to do so?	2	0	2	4	26	15%
Care & Welfare						
Are you satisfied with the overall standard of care provided?	4	0	0	4	26	15%
Are you confident that we support resident's to consider advance care planning, and report their wishes and preferences to you?	3	1	0	4	26	15%
Do you feel that we provide adequate monitoring of resident's nutritional & fluid intake and that any risks are identified and reported to you?	4	0	0	4	26	15%
Do you feel that resident's holistic needs are properly understood and met?	4	0	0	4	26	15%
Co-operation						
Are you confident that staff recognise significant changes and report them to you appropriately?	4	0	0	4	26	15%
Are staff able to answer any queries that you have?	4	0	0	4	26	15%
Do we comply with any requests for further action/information including basic screening etc.?	4	0	0	4	26	15%
Are you satisfied with the support provided to residents in attending consultations with you?	4	0	0	4	26	15%
Do you feel that we co-operate with you fully, in the care, treatment and support of our residents?	4	0	0	4	26	
Safeguarding & Security						
Are you satisfied with the cleanliness of the building?	4	0	0	4	26	15%
Are you satisfied that working practices maintain good standards of infection control?	4	0	0	4	26	15%
Are you satisfied that medication (including homely remedies) are properly administered and that any difficulties with compliance are reported to you?	4	0	0	4	26	15%
Are you satisfied with the competency of staff in monitoring the effectiveness of medication and do they report any concerns, including side effects and adverse reactions?	4	0	0	4	26	15%
Are you satisfied that suitable aids, adaptations and equipment are available to support resident's needs, and that these are adequately maintained?	4	0	0	4	26	15%
Are you satisfied that our services and working practices are safe and reflect current good practice guidance?	4	0	0	4	26	15%
Staff & Management						
Do you find staff approachable, professional and courteous?	4	0	0	4	26	15%
Do you feel confident in the ability and competency of the staff team and that they are adequately trained to meet the needs of residents?	4	0	0	4	26	15%
Is there always a member of staff available to assist you?	4	0	0	4	26	15%
Do you feel that there are sufficient staff on duty to meet resident's needs?	4	0	0	4	26	15%
If you had any cause for concern, would you feel confident in approaching the manager?	4	0	0	4	26	15%
Overall, are you satisfied with the way that Agnes House is managed?	4	0	0	4	26	15%
How do you rate the overall provision of care and services at Agnes House?						
Poor	0	0	0	0	26	0%
Below Average	0	0	0	0	26	0%
Above Average	0	0	0	0	26	0%
Excellent	3	0	0	3	26	12%
How do you rate our care in achieving positive outcomes for residents?						
Poor	0	0	0	0	26	0%
Below Average	0	0	0	0	26	0%
Above Average	0	0	0	0	26	0%
Excellent	3	0	0	3	26	12%