

ISSUE				Total	Number of	%
	YES	NO	N/A	Reply	Rooms	Reply
					26	
Information (only answer the following 2 questions if your relative has moved to Agnes House in the past 18 months)					26	
Prior to your relative moving in to Agnes House, did you have enough information about the services that we provide?	1			1	26	4%
Prior to your relative moving in to Agnes House, were they offered the option to visit the home themselves?			1	1	26	4%
Promoting Dignity						
Do you believe that we respect your relative's right to privacy and support them in a way that maintains their dignity?	1			1	26	4%
Do you think that we understand your relative in such a way as to be able to support their individual physical, emotional and cultural needs?	1			1	26	4%
Do you believe that we encourage your relative to be as independent as possible and help them to make the most of their abilities?	1			1	26	4%
the day to day running of the home?			1	1	26	4%
Promoting Well-Being						
Are you satisfied with the activities and support with hobbies and interests that we provide?		1		1	26	4%
Are you satisfied that we provide a healthy and nutritious diet which meets the needs and preferences of your relative?	1			1	26	4%
Do you feel that we provide adequate monitoring of your relatives nutritional intake and that any risks are identified?	1			1	26	4%
Arrangements for Health Care						
Are you confident that staff recognise when medical attention needs to be sought, respond appropriately and inform you of any outcomes?	1			1	26	4%
Are you satisfied with the arrangements for visiting opticians, dentists, chiropodists etc.?			1	1	26	4%
Are you satisfied with the support provided to residents in attending appointments for health care?	1			1	26	4%
Have you been given the opportunity to discuss choices and plans for future care needs, including End of Life care?			1	1	26	4%
If so, was this sensitively and professionally managed, and were you satisfied with the information that you were given?			1	1	26	
Involvement & Communication with Relatives						
Do you feel that your views and opinions are adequately sought and respected?	1			1	26	4%
their care?	1			1	26	4%
Are you happy with the level of your involvement in your relative's care and care planning?	1			1	26	4%
Are you made to feel welcome when you are visiting?	1			1	26	4%
Do you feel confident in raising issues or concerns with staff and management?	1			1	26	
Do you know how to make a complaint if you needed to?	1			1	26	4%
Do you feel that if you had a problem or complaint we would resolve it quickly and appropriately?	1			1	26	4%
Premises & Equipment						
Are you happy with the cleanliness and décor of the building?	1			1	26	4%
Are you satisfied with your relative's bedroom/personal space?	1			1	26	4%
Are you satisfied with the heating, lighting and ventilation provided?	1			1	26	
Are you satisfied that suitable aids, adaptations and equipment are available to support your relative's needs?	1			1	26	4%
Are you satisfied with the staff's response to the call system,?	1			1	26	4%
				0		
Staff & Management						
Do you find staff approachable, professional and courteous?	1			1	26	4%
Do you feel confident in the abilities of staff and that they are trained to meet the needs of residents?	1			1	26	4%
Do you feel that there are sufficient staff on duty to meet your relative's needs?	1			1	26	4%
Are you satisfied with the level of access to a member of the Management Team, and the way in which the home is run?	1			1	26	4%
Overall						
I am very happy with all aspects of care that my relative receives.				0	26	0%
I am fairly happy with most aspects of care that my relative receives, although some aspects could be improved.				0	26	0%
I think that many aspects of care that my relative receives could be improved.				0	26	0%