

ISSUE				Total	Number of	%
	YES	NO	N/A	Reply	Questions	Reply
					13	
Were you given the opportunity to discuss choices and plans for End of Life Care in advance of the situation arising?	1	2	0	3	13	23%
If so, was this sensitively and professionally managed, and were you satisfied with the information that you were given?	1	0	2	3	13	23%
Did we ensure that any plans or wishes made in advance were respected?	2	1	0	3	13	23%
As your relative's condition changed did we keep you informed, and involve you in making any decisions?	2	0	1	3	13	23%
Were staff able to answer any queries that you had promptly?	2	0	1	3	13	23%
Did you feel confident in the abilities of staff and that they were adequately trained?	3	0	0	3	13	23%
Do you think that we understood your relative's individual physical, emotional and cultural needs?	3	0	0	3	13	23%
Did you feel that your relative was treated with respect and dignity?	3	0	0	3	13	23%
Were you happy that advice was sought from medical professionals appropriately?	3	0	0	3	13	23%
Were you satisfied that suitable aids, adaptations and equipment were available to support your relative's needs?	3	0	0	3	13	23%
Were you made to feel comfortable while visiting and did staff offer you drinks and snacks?	3	0	0	3	13	23%
Did you feel supported by staff and management throughout your relative's illness and after they passed away?	3	0	0	3	13	23%
Was there anything that we could have done differently that would have helped you in any way? If so, please give details overleaf.	0	3	0	3	13	23%
					13	
Please tell us about your overall view of the End of Life Care given to your Relative	0	0	0		13	
I was very happy with all aspects of care that my relative received.	1	0	0	1	13	8%
I was fairly happy with most aspects of care that my relative received, although some aspects could be improved.	1	0	0	1	13	8%
I think that many aspects of care that my relative received could be improved.	0	0	0	0	13	0%
	31	6	4	0	26	0%