

ISSUE				Number of Replies Received	Number of rooms	% Reply
	YES	NO	N/A			
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.	9	0	1	10	26	38%
Prior to you moving to Agnes House, were you able to visit the home?	8	1	1	10	26	38%
Promoting Dignity						
Do we respect your right to privacy and support you in a way that maintains your dignity?	11	0	0	11	26	42%
Do we support your individual physical, emotional and cultural needs?	9	1	0	10	26	38%
Do we encourage you to be as independent as possible and help you make the most of your abilities?	10	0	0	10	26	38%
Do we encourage and support you to make decisions and to contribute to decisions about how the home is run?	7	1	2	10	26	38%
Promoting Well-Being						
Are you satisfied with the activities and support with hobbies and interests that we provide?	9	1	0	10	26	38%
Are you satisfied that we provide a healthy and nutritious diet which meets your needs and preferences?	9	2	0	11	26	42%
Do you have access to drinks and snacks when you want them?	9	1	1	11	26	42%
Do you feel relaxed and comfortable?	10	0	0	10	26	38%
Arrangements for Health Care						
Do staff help you to access medical attention when you need it, and explain any treatment that may be prescribed?	10	0	0	10	26	38%
Are you satisfied with the arrangements for visiting opticians, dentists, chiropodists etc.?	10	0	1	11	26	42%
Are you satisfied with the support provided in attending appointments for health care?	8	0	2	10	26	38%
needs?	6	2	2	10	26	38%
If so, was this sensitively and professionally managed, and were you satisfied with the information that you were given?	7	0	2	9	26	
Involvement & Communication						
Do we ask you about your preferences about how we help you and respect your wishes?	9	1	0	10	26	38%
Do we provide you with enough information to help you to make decisions and choices about your care?	6	1	1	8	26	31%
Do you feel confident in raising issues or concerns with staff and management?	8	0	0	8	26	31%
Do you know how to make a complaint if you needed to?	10	0	0	10	26	38%
Do you feel that if you had a problem or complaint we would resolve it quickly and appropriately?	9	0	0	9	26	
Premises & Equipment						
Are you happy with the cleanliness and décor of the building?	11	0	0	11	26	42%
Are you satisfied with your bedroom/personal space?	8	3	0	11	26	42%
Are you satisfied with the heating, lighting and ventilation?	10	1	0	11	26	42%
Are you provided with suitable aids, adaptations and equipment to support you?	10	0	1	11	26	42%
Are you satisfied with the staff's response to the call system?	7	2	1	10	26	
Staff and Management						
Do you find staff approachable, professional and courteous?	11	0	0	11	26	42%
Do you feel confident in the abilities of staff and that they are trained to meet your needs?	11	0	0	11	26	42%
Do you feel that there are sufficient staff on duty to meet your needs?	6	4	0	10	26	38%
Are you satisfied with the level of access to a member of the Management Team, and the way in which the home is run?	9	0	1	10	26	38%
Overall						
I am very happy with all the help and care that I receive.	4	0	0	4	26	15%
I am mostly happy with the help and care that I receive.	4	0	0	4	26	15%
I am fairly happy with the help and care that I receive, although some aspects could be improved.	2	0	0	2	26	8%
I am unhappy with the standard of help and care that I receive, and many aspects could be improved.	0	0	0	0	26	0%