

QUESTIONS				Number of		Reply %
	YES	NO	N/A	Replies Received	Surveys Issued	
Information (Only answer the following question if you have moved to William House in the past 18 months)						
Prior to you moving to William House, did you have enough information about William House and Wyggeston's in general?	9	1	2	12	63	19%
Promoting Dignity						
Do we respect your right to privacy and support you in a way that maintains your dignity?	37	0	0	37	63	59%
Do we encourage you to be as independent as possible and help you to make the most of your abilities?	36	0	0	36	63	57%
Do we encourage and support you to make decisions and to contribute to decisions about how William House is run?	34	1	0	35	63	56%
Promoting Well-Being						
Are you satisfied with the activities and support with hobbies and interests that we provide?	38	0	0	38	63	60%
Do you feel relaxed and comfortable?	38	0	0	38	63	60%
Involvement & Communication						
Do we ask you about your preferences about how we help you and respect your wishes?	35	2	0	37	63	59%
Do you feel confident in raising issues or concerns with staff and management?	38	0	0	38	63	60%
Do you know how to make a complaint if you needed to?	38	0	0	38	63	60%
Do you feel that if you had a problem or complaint we would resolve it quickly and appropriately?	36	2	0	38	63	60%
Premises & Equipment						
Are you happy with the cleanliness and décor of the building?	35	0	0	35	63	56%
Are you satisfied with the heating, lighting and ventilation provided?	33	4	0	37	63	59%
Are you satisfied with the staff's response to the emergency call system?	35	0	1	36	63	57%
Staff and Management						
Do you find staff approachable, professional and courteous?	37	0	0	37	63	59%
Do you feel confident in the abilities of staff and that they are trained to meet your needs?	35	1	0	36	63	57%
Do you feel that there are sufficient staff on duty to meet your needs?	34	1	0	35	63	56%
Are you satisfied with the level of access to a member of the management team?	34	1	0	35	63	56%
Overall						
I am very happy with all the help and care that I receive.	26	0	0	26	63	41%
I am mostly happy with the help and care that I receive.	11	0	0	11	63	17%
I am fairly happy with the help and care that I receive, although some aspects could be improved.	1	0	0	1	63	2%
I am unhappy with the standard of help and care that I receive, and many aspects could be improved.	0	0	0	0	63	0%