

2015 Quality Survey

The results from the 2015 Quality Survey are shown in the accompanying tables and graphs. Of the 13 Residents, 10 were able to respond meaningfully, and 2 of them did so unassisted.

Residents' Survey

The results from the Residents' 2015 survey show a general trend of improvement over the last survey conducted in 2013, as evidenced by the bar graph showing the results side by side at the end of this report. This type of survey is somewhat prone to variation depending upon how questions are asked, and indeed the mood of the day, so the numeric results cannot be relied on too heavily in such a small sample.

We investigated any aspects that were less than either excellent or good. There was no particular bias regarding any one of the five aspects of life in the Home which dominated the less than "excellent" responses.

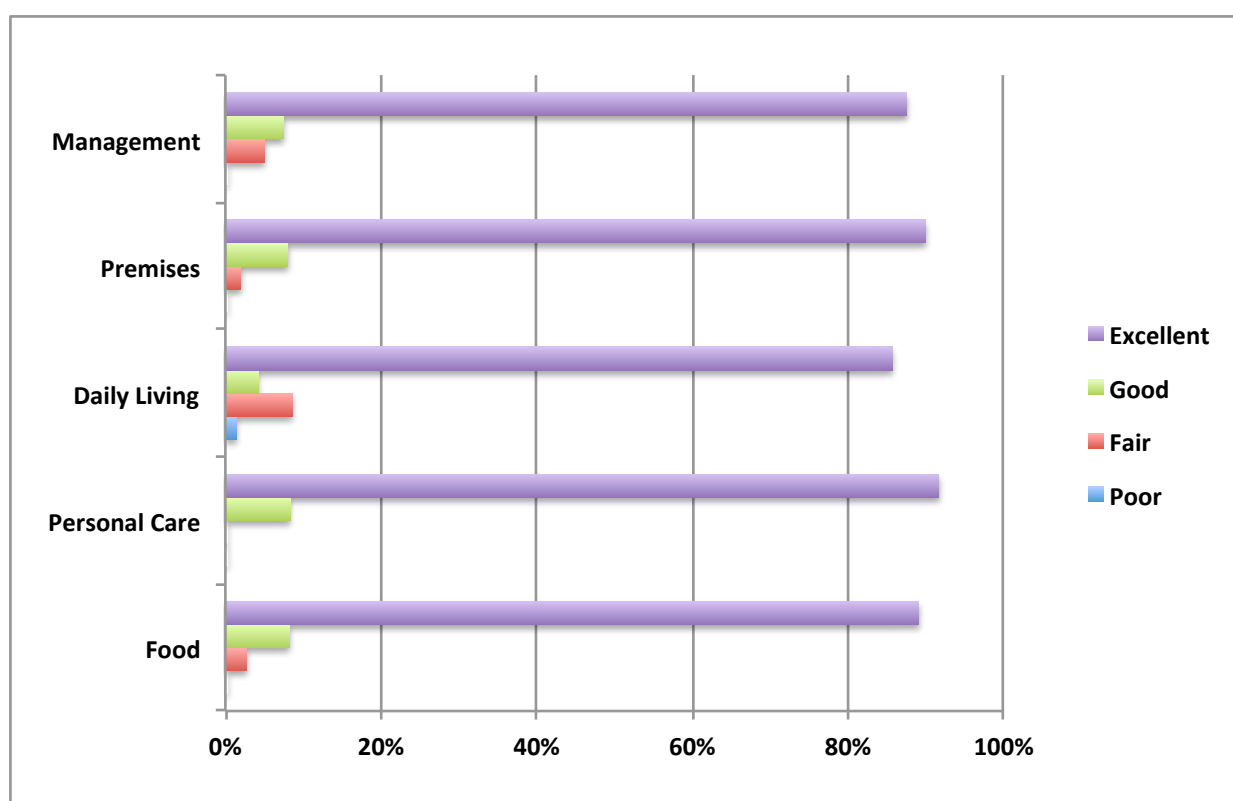
We will be looking at the specific points raised, such as menu planning, timing of some meals, social activities and residents' involvement in the home's affairs.

Some of the few comments made:

"Staff are very friendly and helpful, the atmosphere is generally happy"

"I am very satisfied overall with the Home and the care I receive"

"Lunch is a little too early on Sundays"





Stakeholder Survey 2015

We received 17 responses, mainly from relatives, but a few from visitors such as entertainers, personal care practitioners and two GPs. The survey questionnaire was quite detailed and a basic graphic of the overall trend of responses is shown below. There was a very high level of satisfaction with all aspects of what we do. Respondents were asked to list the 3 best things about the Home, and also the 3 least impressive ones.

On the positive side, the most common praise was that of the friendly family atmosphere, the chef and food, and the overall caring attitude of the manager and staff.

Some of the comments made:

"The home is small and friendly, clean and warm , the garden is lovely and all aspects of care are good"

"The staff and owners are very friendly, I am always offered refreshment"

"I feel the staff and managers have a genuine affection for all the residents, even the difficult ones"

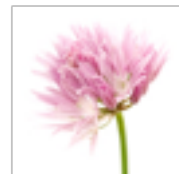
"I believe that the owners and staff do everything to make the Residents live happy and comfortable lives, and I would also say what an asset the chef is – so good with the Residents"

Looking at comments for improvements, a few of the perennials arose, as these generally concern things which we have to live with, for example the configuration of the old house. We will look at some of the matters arising regarding entertainment, practical activities and outings.

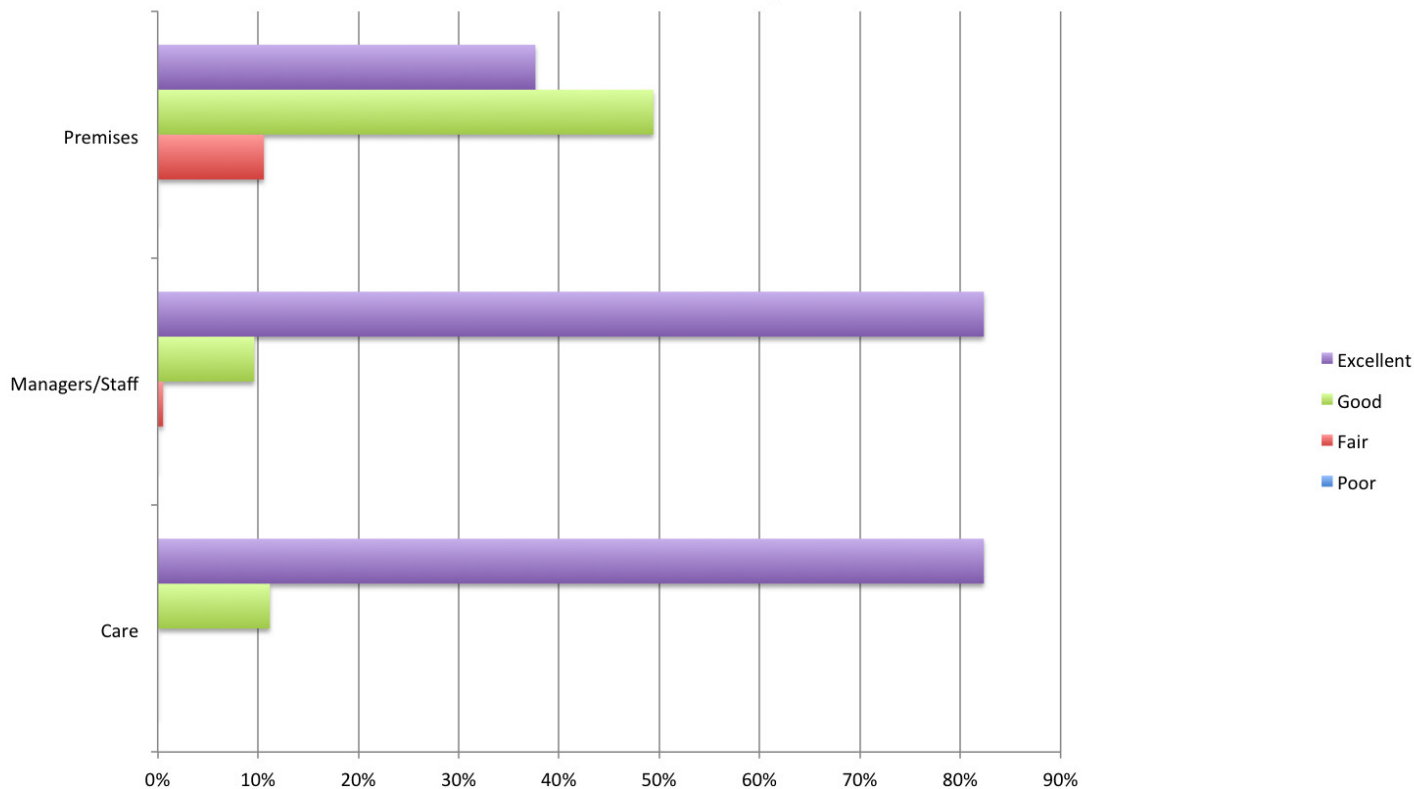
Since the last survey, we have repainted the outside of the property, resurfaced the driveway, refurbished the lounge and dining room with new curtains and paintwork, and installed an automatic awning over one of the main outside seating areas to offer shade from the sun and rain.

We have introduced more activities over the past year, broadening the scope and frequency of peripatetic entertainers and motivational activities.

On the next page is the Stakeholder result from 2015, and also a comparison of Residents' survey results between 2013 and 2015.



Stakeholder Responses



Resident Survey Comparison 2013 to 2015

