

RELATIVES/VISITORS QUESTIONNAIRE RESULTS

19 questionnaires were returned in February 2011.

	Yes	No	Don't Know
1. Do the staff/ management welcome you in the Home at any time?	100%	0%	0%
<ul style="list-style-type: none"> • It is sometimes difficult to get the phone answered out of office hours. 			
2. Can you visit your relative/ friend in private?	100%	0%	0%
<ul style="list-style-type: none"> • Mostly • If I ask for news 			
3. Are you kept informed of important matters affecting your relative/ friend?	95%	5%	0%
<ul style="list-style-type: none"> • Mostly • If I ask for news 			
4. Are you happy with the standard of care your relative/ friend receives?	100%	0%	0%
<ul style="list-style-type: none"> • It's great 			
5. Are you happy with the staff who deliver your relative's/ friend's care?	100%	0%	0%
<ul style="list-style-type: none"> • Would like my relative to have a larger room when one becomes available 			
6. Are you happy with the quality of the food, its presentation, service and the amount?	100%	0%	0%
<ul style="list-style-type: none"> • No opinion 			
7. Are you happy with the room your relative/ friend has?	100%	0%	0%
<ul style="list-style-type: none"> • No opinion 			
8. Are you happy with the standard of the Home's laundry?	95%	0%	5%
<ul style="list-style-type: none"> • No opinion 			
9. Do you feel the Home offers the right type of entertainment, activities and outings?	95%	5%	%
<ul style="list-style-type: none"> • In general yes • Good • More outings would be nice • Not sure how much use of the garden my relative would get if we did not take him out there • I am sure with more encouragement that my relative would attend more of the activities. 			

10. Are you happy with the standard of cleaning in the Home?	95%	5%	0%
11. Are you happy with the way in which general repairs and maintenance are carried out?	89%	0%	11%
12. If there is any aspect on the running of the home you would like to make a comment on, please feel free to do so below.			
<ul style="list-style-type: none"> • Since the library stopped I have put a lot of effort into supplying my mother with books, it would be nice if the library could be re-introduced. • Some of the Sunday roasts dinners have been below standard of late. • The selection of vegetables are sometimes an odd mix. • Sometimes my mother's possessions disappear, either staff carelessly throw away things she wants to keep, or there is some other motive for their disappearance. In all other ways the Home is excellent. • Would be nice to have the room decorated after the recent new radiators being installed. • One cashmere jumper shrank. • The concerts and entertainment are very good. • My mother has shown significant progress in her health since being at St John's. • I would like my mother to be accompanied around the garden more with the supervision of a carer. • I understand that it is difficult to give each resident enough time but more stimulation for my relative would be great. • Could staff wear name badges so we as family could learn staff's names? • Not sure who is dad's main carer at the moment could this be made clear somewhere? • Everything seems to be absolutely fine. • My relative is very slow in speaking, and finds it difficult on asking for help maybe a little more time with him will enable him to communicate better. • My relative and I are very contented with everything about St John's and we are very happy to be part of the lovely atmosphere here. • My uncle is very happy at St John's as he mentioned this is all the letters he writes to me. I have no concerns at all. 			