

# RESIDENTS QUESTIONNAIRE RESULTS

Questionnaires were returned in February 2011

	Yes	No	No Answer
1. Are you happy with the standard of care you receive?	100%	0%	0%
<ul style="list-style-type: none"> <li>▪ Still feel that communication or changes in care advised by the District nurses or Doctor seems to be a little difficult</li> <li>▪ Very happy</li> </ul>			
2. Are you happy with the staff who deliver your care?	94%	0%	6%
3. Are you happy with the quality of the food you receive, its presentation and service, and the amount?	100%	0%	0%
<ul style="list-style-type: none"> <li>• Its excellent</li> <li>• Would be nice if the cauliflower cheese was cheesier</li> <li>• The soups are nice</li> <li>• Sometimes the soup seems like it has been diluted and is only tepid not hot</li> </ul>			
4. Are you happy with your room?	100%	0%	0%
<ul style="list-style-type: none"> <li>▪ Would be happier with a larger room</li> <li>▪ It will be better when re-decoration happens</li> <li>▪ Decoration and new curtains would be nice</li> </ul>			
5. Are you happy with the standard of our laundry?	94%	0%	6%
<ul style="list-style-type: none"> <li>▪ I do my own laundry, I only use St John's in an emergency</li> <li>▪ We have difficulty in getting new clothes marked</li> <li>▪ Buttons sometimes go missing</li> <li>▪ I have had a dressing gown go missing (it has since been found a few weeks later)</li> </ul>			
6. Are you happy with the standard of cleaning in the Home?	100%	0%	0%
<ul style="list-style-type: none"> <li>▪ We are, but more attention to the floor more than once a week (due to latest leg problems) would be nice</li> <li>▪ Cleaners tend to move my things about and they don't put them back in the same place</li> </ul>			

7. Are you happy with the way in which repairs and general maintenance are carried out?	100%	0%	0%
<ul style="list-style-type: none"> <li>• Room decoration following the heating update</li> </ul>			
8. Are you happy with the management of the Home?	94%	0%	6%
<ul style="list-style-type: none"> <li>▪ We are especially thankful for Naomi and Lesley the extra special consideration they share</li> <li>▪ I sometimes have outside appointments and I only get told at the last minute</li> <li>▪ Miss Mollie is very nice</li> </ul>			
9. Please list the type of entertainment and activities you would like to see in the Home, or suggestions for trips out you would like to see organised			
<ul style="list-style-type: none"> <li>▪ Would like to see more entertainment especially from outside speakers</li> <li>▪ Feels anxious about taking part in activities</li> <li>▪ Concerts</li> <li>▪ Ballet</li> <li>▪ Classical music afternoon</li> <li>▪ Pantomime</li> <li>▪ Trips outside Oxford</li> <li>▪ Notcutts garden centre</li> <li>▪ Waterperry Gardens</li> <li>▪ Cowley Centre</li> <li>▪ Poetry afternoons have been a success</li> <li>▪ More old musical films</li> <li>▪ Visit to Pegasus Theatre</li> <li>▪ Pub lunches</li> <li>▪ Afternoon teas out</li> <li>▪ Classical music</li> <li>▪ Musicians and singers</li> <li>▪ Songs from musicals</li> <li>▪ Quizzes</li> <li>▪ Learn how to use a computer</li> <li>▪ A trip to see concerts outside occasionally</li> <li>▪ Visit to the Ashmolean</li> <li>▪ Pub lunch-Sandford Lock</li> </ul>			

10. If there is any other aspect on the running of the Home you would like to make comment on, please feel free to do so below. This can be on absolutely anything that is causing you concern.

- Not at this time
- Food is too hot when it doesn't need to be
- I am very happy with the running of the Home everything is perfect
- We have noticed Joyce's frequent visits to the Dining Room
- We are grateful to the Senior's that they have time to see the Doctors and District Nurses and then communicate any changes with us.
- Thank you to all staff for the care and fun
- Could we have some new salt and pepper cruets sets, as the ones we have cannot be opened
- Very content with my treatment as a resident
- Will look forward to the library starting up again
- I have been very happy here the seniors and staff are wonderful