

Family satisfaction survey:

We send out questionnaires via post to the relatives of those who live at Mains and received 12 responses.

The percentages are those who answered that they were pleased with the service to the question.

1: How do you feel your relative is treated by the care staff?

95% thought very good

2: How do you feel your relative is treated by senior care staff?

96.6% thought very good

3: How do you feel you are treated by senior care staff?

98.3% thought very good

4: How do you feel you are treated by the management?

96.3% thought very good

5: How do you feel your relative is treated by management?

94.5% thought very good

6: Are you able to have time with management to discuss issues you maybe concerned with?

96% thought very good

7: Are you satisfied with the menu available?

93.3% thought very good

8: Are you satisfied with the cleaning services?

88.3% thought very good

9: Are you satisfied with the laundry services?

83.6% thought very good

10: Are you satisfied with the activities programme?

76. % thought very good

11: Are you offered refreshments when you visit?

96.6% thought very good

12: are you offered privacy during your visit?

87.3 % thought very good

13: Do the members of staff knock on your door and wait to be invited into the room?

89% thought very good

14: Do you feel that staff members respect your relative's dignity at all times?

91.6% thought very good

15: If you ever need to ring for attention is the call bell answered promptly?

80% thought very good

Comments:

There were comments included in some of the responses, however these have not been included as they related to individual residents.

Actions:

We would like to ask you for further feedback on how we can continue to develop good practice and so would value your input. Please could provide feedback on the topics below. This can be done by **speaking to the manager directly, going on the website and leaving ideas in the suggestion box. Using the suggestion box in the porch at the front of mains or writing to us.**

We took the highest and lowest scoring 3 areas:

With the highest 3 we would like to know more about why you feel we scored well in these areas so we can continue this practice.

Please tell us about good practices in relation to:

How do you feel you are treated by the senior staff?

How do you feel your relative is treated by senior staff?

How you are offered privacy during your visit?

With the lowest 3 score we would like to build on this practice and would value your ideas about:

How we can improve the activities programme?

How we can improve the laundry service?

We will speak with staff to remind them about answering call bells promptly and to let residents know that someone will be with them shortly if they are unable to attend themselves. Some times there may be a wait to be seen to as staff are working with other residents.

