Crosshill Client Satisfaction Survey 2013 /14 (15 given out to individuals and copies left in the entrance – 11 returned)

1.	Please could you ide	entify who is prov	iding feedbac	k in this quest	ionnaire	(please tick all th	at apply)			
	2 Resident / Client	t living at Crosshill								
	9 1 st degree family member e.g. spouse, brother / sister, son / daughter etc									
	2 Other (please sp	pecify):								
2.	How long have you (your relative / frie	end) been livir	ıg in Crosshill						
	7 Under 1 year									
	3 2-5 years									
	1 More than 5 yea	rs								
3.	Do you (your relative	e / friend) like, are	happy, living	at Crosshill	9 Y	es				
	Mum would rather be rehomed but for her needs crosshill is better at the minute Safe, warm and clean Is quite comfortable at crosshill. He has all his needs being met									
	Safe environment Only resident for a 2-3 weeks but major improvement in both mental and physical abilities Excellent staff and facilities. Good food									
4.	How well do you feel the staff 'care' for you (your relative / friend)? Please circle your response below									
	0 Poor	0 Avera	ge	2 Good	9	Excellent				
	Please can you provide	us with some inform	ation about the n	nain reasons for	your answ	er in the box below				
5.	Because all the staff are patient and caring Attention to residents and visitors is second to non Very personal, nothing too much trouble. Very friendly How would you (your relative / friend) rate the 'care / treatment' you (your relative / friend) receive at Crosshill?									
	Please circle your response									
	0 Poor	0 Avera		2 Good) Excellent				
6.	If you were concerne friend) be able to ap						relative /			
	11 Yes		May be			No				
7 .	Do you (your relative	e / friend) feel you	ı are given end	ough privacy?						
	10 Yes always		Sometimes			No				
8.	Do you (your relative / friend) feel safe at Crosshill?									
	11 Yes always		Yes sometime	es .		No				
9.	Do you think you (yo / friends) health care				/ inform	ed about your (y	our relative			
	7 Yes	3	Sometimes			No				
10.	Are you (your relative friend's) care?	e / friend), active	ly involved in	making decisi	ons abo	ut your (your rela	itive /			
	7 Yes always	3	Sometimes			No				
11.	Do you (your relative	e / friends) feel yo	ou are given er	nough choice	with reg	ards to their care	?			
	7 Yes always	3	Sometimes			No				

	would you (your rela circle your response below	tive / friend) rate the me	enus, food, snacks a	at Crosshill?		
	Poor	1 Average	2 Good	7 Excellent		
Please can you provide us with ways in which you feel this could be improved						
meal e Scone Very p Little k Can y	each week on a rolling es should be buttered poor eater but enjoys i knowledge in this mati	y basis and assesses qua – not margarine the puddings ter but all seems to be go with tomato sauce and n	ality of food.	st senior member of staff		
	would you (your rela circle your response below		tivities (in-house an	nd trips) offered at Cros		
	Poor	Average	4 Good	5 Excellent		
Please	e can you provide us with	n ways in which you feel this	s could be improved			
More able bodied and minded get more out of trips. In house entertainment excellent Plenty of visiting activities over the Christmas period Would like to go on more trips out if possible (such as Egglestone)						
Plenty	of visiting activities o	ver the Christmas period	1	THE GROUNGTHE		
Plenty Would	of visiting activities od like to go on more tri	ver the Christmas period	l as Egglestone)			
Plenty Would Do yo	of visiting activities od like to go on more tri	ver the Christmas period ps out if possible (such a	as Egglestone) to feel welcome at C			
Plenty Would Do yo 11 1 How w	y of visiting activities of like to go on more tried that to go on more tried that the tried tha	ver the Christmas period ps out if possible (such a ds / visitors are made t Sometime tive / friends) rate the c	d as Egglestone) to feel welcome at C	rosshill?		
Plenty Would Do yo 11 Y How w	y of visiting activities of like to go on more tried that the to go on more tried that the tried	ver the Christmas period ps out if possible (such a ds / visitors are made t Sometime tive / friends) rate the c	d as Egglestone) to feel welcome at C	rosshill?		
Plenty Would Do yo 11 1 How v Cross	y of visiting activities of like to go on more tried that to go on more tried that the to go on more tried that the to go on more tried that the tried that	ver the Christmas period ips out if possible (such a ds / visitors are made to Sometime tive / friends) rate the d	as Egglestone) to feel welcome at C s overall cleanliness/ c 2 Good	rosshill? No Didours / decor and furni		
Plenty Would Do yo 11 Y How v Cross Please	y of visiting activities of like to go on more tried that to go on more tried that the tried tha	ver the Christmas period ips out if possible (such a ds / visitors are made the sometime tive / friends) rate the day. Average	es Egglestone) to feel welcome at C s overall cleanliness/ o 2 Good ne main ways in which y	rosshill? No Didours / decor and furni 9 Excellent ou feel this might / could be		
Plenty Would Do yo 11 Y How v Cross Please	y of visiting activities of like to go on more tried that to go on more tried that the tried tha	ver the Christmas period ips out if possible (such a ds / visitors are made to Sometime tive / friends) rate the d	es Egglestone) to feel welcome at C s overall cleanliness/ o 2 Good ne main ways in which y	rosshill? No Didours / decor and furni 9 Excellent ou feel this might / could be		
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Plenty Would Do yo 11	y of visiting activities of like to go on more tried like to go on more tried but think family / frience always would you (your related in the shill? circle your response below Poor exact you provide us with you aware of the 3 moves.	ver the Christmas period ips out if possible (such a ds / visitors are made to sometime tive / friends) rate the continuous information about the conthly Resident / Relative	as Egglestone) to feel welcome at C s overall cleanliness/ o 2 Good the main ways in which y to we Meetings which a	rosshill? No Department of the property of t		
Plenty Would Do yo 11 1 How w Cross Please Please 10 1 Do yo Fund?	y of visiting activities of like to go on more tried like to go on more tried but think family / frience always would you (your related in the shill? circle your response below Poor exact you provide us with you aware of the 3 moves.	ver the Christmas period ips out if possible (such a ds / visitors are made to sometime tive / friends) rate the continuous information about the conthly Resident / Relative	as Egglestone) to feel welcome at C s overall cleanliness/ o 2 Good the main ways in which y to we Meetings which a	rosshill? No Didours / decor and furni 9 Excellent ou feel this might / could be		

Do you think you (your relative / friends) are actively involved in making decisions within the Home

No

Sometimes

(e.g. about your bedroom, the environment, new members of staff etc.)

12.

We would like you to share any suggestions / comments you have, no matter how big or small, and on any subject as these often help us to ensure we offer the best services and care we can for you / your loved one.

I am very happy how crosshill cares for mum. I know she is well looked after. Would like to see her get a bit more physio but know this is due to the NHS

Some sort of name badges for staff would be nice. Otherwise I think crosshill is a 'God send' You do a very good job

Thank You for taking the time to complete this questionnaire

Please return you anonymous questionnaire to us in the SAE provided before 16/1/14 or drop it into the new post box to the right of the entrance to the lounge when you next visit