

Crosshill Client Satisfaction Survey 2013 /14

(15 given out to individuals and copies left in the entrance – 11 returned)

1. Please could you identify who is providing feedback in this questionnaire (please tick all that apply)

2 Resident / Client living at Crosshill

9 1st degree family member e.g. spouse, brother / sister, son / daughter etc

2 Other (please specify):- _____

2. How long have you (your relative / friend) been living in Crosshill

7 Under 1 year

3 2-5 years

1 More than 5 years

3. Do you (your relative / friend) like, are happy, living at Crosshill **9 Yes**

*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 Average

2 Good

9 Excellent

Please can you provide us with some information about the main reasons for your answer in the box below

The staff are excellent with mum she is cared for very well

Approachable and helpful

*The staff here are always very pleasant, polite and respectful, nothing seems to be a bother to them.
They help in any way they can.*

Care excellent. All staff to be highly commended

Because all the staff are patient and caring

Attention to residents and visitors is second to none

Very personal, nothing too much trouble. Very friendly

5. How would you (your relative / friend) rate the 'care / treatment' you (your relative / friend) receive at Crosshill?

Please circle your response below

0 Poor

0 Average

2 Good

9 Excellent

6. If you were concerned or unhappy about any care / treatment at Crosshill would you (you relative / friend) be able to approach a senior member of staff (e.g. Nurse / Manager)

11 Yes

May be

No

7. Do you (your relative / friend) feel you are given enough privacy?

10 Yes always

Sometimes

No

8. Do you (your relative / friend) feel safe at Crosshill?

11 Yes always

Yes sometimes

No

9. Do you think you (your relative / friends) are consulted / involved / informed about your (your relative / friends) health care (i.e sufficiently and in a timely fashion)

7 Yes

3 Sometimes

No

10. Are you (your relative / friend), actively involved in making decisions about your (your relative / friend's) care?

7 Yes always

3 Sometimes

No

11. Do you (your relative / friends) feel you are given enough choice with regards to their care?

7 Yes always

3 Sometimes

No

