

Crosshill Client Satisfaction Survey 2014 /15

In order to ensure that we continue to provide high quality of care to meet our Client's needs we would really value your input by completing the following questionnaire. You and your family member/s are ideally placed to let us know how you feel we are performing, and provide us with suggestions to improve our quality of care. Please be honest and frank and once completed, return your anonymous questionnaire using the enclosed self-addressed envelope.

*Results will be collated and presented at the next resident's meeting in February so we would appreciate it if you could return the completed questionnaire before **30th January 2015**. Many thanks, Maria*

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

- ☐ Resident / Client living at Crosshill
- ☐ 1st degree family member e.g. spouse, brother / sister, son / daughter etc
- ☐ Friend / Other (please specify):- _____

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

- ☐ Under 1 year
- ☐ 1-5 year
- ☐ More than 5 years

3. Are you (your relative / friend) happy living at Crosshill Yes / No

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

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

- ☐ Yes ☐ May be ☐ No

5. Please use the space below to highlight anything (positive or an area for improvement) that we can feedback to any specific member/s of staff?

Area	Score				Please provide comments and ideas as to how we can improve
	1	2	3	4	
Score Rating: 1 = Poor 2 = Satisfactory 3 = Good 4 = Excellent					
What is your overall impression of the Home (mood / atmosphere / ambience / welcome given to visitors etc)					
How would you rate our decor and furnishings					
How would you rate the overall cleanliness / odour of the Home					
What is your opinion regarding the home's overall state of repair (inside and outside)					
How would you rate our menus, food, snacks and drinks					
How involved do you (your relative / friend) feel in the decisions which are made about the home					Would you like to be more involved Yes / No If Yes please provide details:

Area	Score				Please provide comments and ideas as to how we can improve
	1	2	3	4	
Score Rating: 1 = <i>Poor</i> 2 = <i>Satisfactory</i> 3 = <i>Good</i> 4 = <i>Excellent</i>					
How would you rate the personal care staff provide to client's					
What is your opinion on the level of privacy and dignity we provide					
How good are we at asking, and then respect, the decisions, choices and wishes our client's make i.e. providing personalised care and optimizing independence					
How safe do you feel our client's are e.g. any concerns re abuse, neglect, bullying etc.					
What is your opinion on the number and type of social activities we provide e.g.in house / trips					Please provide any ideas for activities / trips
What is your opinion regarding communication within the home?					Please say how you feel this could be improved
Please could you provide us with any ideas as to how you feel we could improve our outdoor space or suggestions for our new EMI (dementia)					

At Crosshill we are always striving to provide a healthy, happy and safe environment for all of our clients. 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.

Thank You for taking the time to complete this questionnaire

Please return you anonymous questionnaire to us in the SAE provided before **30/1/15** or drop it into the post box to the right of the entrance to the lounge when you next visit.

A big thank you to those who rated / place comments on the following website: www.carehome.co.uk

Our website address is www.rayson-homes.com This contains details of events, activities, copies of our service used guide, contract, agendas and minutes of meetings etc. (The password for resident's resources is **juliep**)