

GLAIS HOUSE FAMILY & FRIENDS SATISFACTION SURVEY

Dear Sir/Madam,

Glais House Nursing Home is committed to providing the best possible care for our residents.

We need to be sure that we are consistently meeting the needs of your relative or friend. To find out, we have developed a customer satisfaction survey that we send to the relatives and friends of people in our homes.

This is where we would greatly appreciate your help. The enclosed survey is very easy to complete. All you have to do is tick the box, which best fits the rating you would give a particular part of our service. There is space at the end of the questionnaire for you to share any additional thoughts or ideas you might have with us.

A stamped envelope is supplied for you to return the survey.

May I thank you in advance for sharing your views with us. Your input will be extremely valuable and will help us bring about any improvements needed at the home.

If possible, we would very much appreciate receiving the survey back by April 1 2012.

Yours sincerely,

Sue Lewis
Matron & Manager

Appendix A

QUESTIONNAIRE

SECTION A

Overall how satisfied are you with the home where your relative or friend lives in terms of the following attributes:

PLEASE TICK ONLY ONE BOX PER ATTRIBUTE

- | | | |
|---|--------------------------|-----------------------|
| 1. The outside appearance of the home? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 2. The gardens? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 3. The parking area? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 4. The front entrance and reception area? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 5. The administration area? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 6. The halls and corridors? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |

7. The bedroom of the resident you know? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
8. The main lounge and dining area? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
9. The interior décor, e.g. colour schemes, etc. very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
10. The resident's bathroom facilities? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
11. Safety in the event of an emergency such as a fire? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
12. Cleanliness? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
13. Smell? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
14. The laundry service? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?

SECTION B

Now turning to the resident you know, how satisfactory do you find their nursing or residential home in terms of the following attributes:

PLEASE TICK ONLY ONE BOX PER ATTRIBUTE

- | | | |
|--|--------------------------|-----------------------|
| 1. Its overall atmosphere? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 2. The welcome visitors are given? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 3. The standard of care your relative or friend receives? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 4. The social and recreational activities available to residents? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 5. The food, tea, coffee and snacks served to residents? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 6. Special events such as resident birthdays, Christmas etc? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 7. Special occasions such as open days for residents' relatives and friends? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |

8. The resident's health care? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
9. The other residents as companions for your relative or friend? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
10. Contacting by telephone your relative or friend? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
11. Leaving messages for your relative or friend with home staff? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
12. Being informed by home staff as to problems or progress of your relative or friend? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
13. The hygiene, grooming and personal presentation of the resident? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?
14. Meeting the individual needs and preferences of the resident? very satisfied?
 satisfied?
 fairly satisfied?
 not very satisfied?
 not at all satisfied?

SECTION C

How satisfied are you with the following attributes:

PLEASE TICK ONLY ONE BOX PER ATTRIBUTE

- | | | |
|--|--------------------------|-----------------------|
| 1. The presentation, terms and accuracy of the home's invoices? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 2. The attentiveness and responsiveness of staff to matters of concern to you or the resident? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 3. The procedure for making complaints? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |

SECTION D

Turning to the staff who work at the home, thinking generally in terms of their appearance, friendliness, manners, caring, skill and so on, how satisfied are you with the:

PLEASE TICK ONLY ONE BOX PER ATTRIBUTE

- | | | |
|------------------------|--------------------------|-----------------------|
| 1. Home Manager? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 2. Home Administrator? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |
| 3. Nurses? | <input type="checkbox"/> | very satisfied? |
| | <input type="checkbox"/> | satisfied? |
| | <input type="checkbox"/> | fairly satisfied? |
| | <input type="checkbox"/> | not very satisfied? |
| | <input type="checkbox"/> | not at all satisfied? |

