

CORNFORD HOUSE

CUSTOMER SATISFACTION SURVEYS

OVERVIEW

Laing & Buisson measure customer satisfaction at Cornford House using its standard next of kin customer satisfaction questionnaire. Laing & Buisson have used this survey to measure quality at hundreds of UK care homes over the past 10 years. The questionnaire comprises 37 questions for nursing homes, 36 for care homes (see Appendix A for the questionnaire used). A Likert scale is used to rate each attribute. Respondents are invited to make comments at the end of the questionnaire.

The home supplies Laing & Buisson with the names and addresses of the next of kin, all surveys are sent out by and returned to Laing & Buisson, the care home company is not involved in the survey at all so complete independence is guaranteed. (See Appendix B for the letter sent to the next of kin.)

With 10 years of data from many thousands of respondents Laing & Buisson are able to measure a homes performance against all the other homes surveyed by Laing & Buisson. This enables a care home to judge its performance for each attribute against hundreds of other homes. A Laing & Buisson report clearly shows strengths and weaknesses, effort can then be directed to improve aspects of the home that do not perform as well as other homes.

Response rates are high compared with postal survey norms; the range is typically 40% to 80% averaging around 54%. The high response rates mean that the data is robust.

QUESTIONNAIRE SENT TO RESIDENTS/NEXT OF KIN:

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? | <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 main lounge and dining 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? |
| 9) the interior decor e.g. colour schemes 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? |
| 10) the resident's bathroom facilities? | <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? |
| 11) safety in the event of an emergency such as a fire? | <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? |

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? very satisfactory?
 satisfactory?
 fairly satisfactory?
 not very satisfactory?
 not at all satisfactory?

2) the welcome visitors are given? very satisfactory?
 satisfactory?
 fairly satisfactory?
 not very satisfactory?
 not at all satisfactory?

3) the standard of care your relative or friend receives? very satisfactory?
 satisfactory?
 fairly satisfactory?
 not very satisfactory?
 not at all satisfactory?

4) the social and recreational activities available to residents? very satisfactory?
 satisfactory?
 fairly satisfactory?
 not very satisfactory?

- 5) the food, tea, coffee and snacks served to residents?
- not at all satisfactory?
- very satisfactory?
- satisfactory?
- fairly satisfactory?
- not very satisfactory?
- not at all satisfactory?
- 6) special events such as resident birthdays, Christmas etc?
- very satisfactory?
- satisfactory?
- fairly satisfactory?
- not very satisfactory?
- not at all satisfactory?
- 7) special occasions such as open days for residents' relatives and friends?
- very satisfactory?
- satisfactory?
- fairly satisfactory?
- not very satisfactory?
- not at all satisfactory?
- 8) the resident's health care?
- very satisfactory?
- satisfactory?
- fairly satisfactory?
- not very satisfactory?
- not at all satisfactory?
- 9) the other residents as companions for your relative or friend?
- very satisfactory?
- satisfactory?
- fairly satisfactory?
- not very satisfactory?
- not at all satisfactory?
- 10) contacting by telephone your relative or friend?
- very satisfactory?
- satisfactory?
- fairly satisfactory?
- not very satisfactory?
- not at all satisfactory?
- 11) leaving messages for your relative or friend with home staff?
- very satisfactory?
- satisfactory?
- fairly satisfactory?
- not very satisfactory?
- not at all satisfactory?
- 12) being informed by home staff as to problems or progress of your relative or friend?
- very satisfactory?
- satisfactory?
- fairly satisfactory?
- not very satisfactory?
- not at all satisfactory?

13) the hygiene,
grooming and
personal presentation
of the resident?

- very satisfactory?
- satisfactory?
- fairly satisfactory?
- not very satisfactory?
- not at all satisfactory?

14) meeting the
individual needs and
preferences of the
resident?

- very satisfactory?
- satisfactory?
- fairly satisfactory?
- not very satisfactory?
- not at all satisfactory?

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?

- very satisfied?
- satisfied?
- fairly satisfied?
- not very satisfied?
- not at all satisfied?

2) the attentiveness
and responsiveness of
staff to matters of
concern to you or the
resident?

- very satisfied?
- satisfied?
- fairly satisfied?
- not very satisfied?
- not at all satisfied?

3) the procedure for
making complaints?

- very satisfied?
- satisfied?
- fairly satisfied?
- not very satisfied?
- 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?

- very satisfied?
- satisfied?
- fairly satisfied?
- not very satisfied?

not at all satisfied?

2) home administrator?

- very satisfied?
- satisfied?
- fairly satisfied?
- not very satisfied?
- not at all satisfied?

3) nurses?

- very satisfied?
- satisfied?
- fairly satisfied?
- not very satisfied?
- not at all satisfied?

4) care assistants?

- very satisfied?
- satisfied?
- fairly satisfied?
- not very satisfied?
- not at all satisfied?

5) housekeeping and other maintenance staff?

- very satisfied?
- satisfied?
- fairly satisfied?
- not very satisfied?
- not at all satisfied?

6) Taking everything into consideration overall how satisfied are you with the home?

Are you...

- very satisfied?
- satisfied?
- fairly satisfied?
- not very satisfied?
- not at all satisfied?

7) Would you recommend the home to other people?

- Yes
- No

IF YOU WOULD LIKE TO MAKE ANY COMMENTS OR SUGGESTIONS PLEASE WRITE IN THE AREA BELOW:

COVERING LETTER SENT WITH QUESTIONNAIRE:

Dear Sir/Madam,

**Your view on our service
at Cornford House is very important.**

Providing quality care and service is our aim at all times, but of course, 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, which we send to the relatives and friends of people in our homes.

This is where we would appreciate your help. When you visit and talk with the person you know in one of our homes you pick up the good points about our service but most important of all areas for improvement as well.

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.

Your views are valuable to us. They will help us bring about any improvements needed at the home. Feel free to share any thoughts or ideas you might have with us. There is space at the end of the questionnaire for you to do this.

The survey is absolutely confidential and cannot be traced back to you. They are sent to Laing & Buisson - a specialist independent research organisation. An envelope is supplied for you to return the survey. No stamp is needed.

If you can we would very much appreciate receiving the survey back by

I do hope you will be able to complete this important questionnaire.

May I thank you in advance for sharing your views with us.

Yours sincerely,

**Ernie Graham
Owner**