

## 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

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|---|-----------------------|--------------------------|
| 1) the outside appearance of the home?    | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 2) the gardens?                           | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 3) the parking area?                      | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 4) the front entrance and reception area? | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 5) the administration area?               | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 6) the halls and corridors?               | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 7) the bedroom of the resident you know?  | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |

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| 8) the main lounge and dining area?                     | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 9) the interior decor e.g. colour schemes etc           | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 10) the resident's bathroom facilities?                 | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 11) safety in the event of an emergency such as a fire? | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 12) cleanliness?  | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 13) smell?  | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 14) the laundry service?                                | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |

## **SECTION B**

**Now turning to the resident you know, how satisfied are you with their care home in terms of the following attributes:**

**PLEASE TICK ONLY ONE BOX PER ATTRIBUTE**

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

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|---|-----------------------|--------------------------|
| 8) the resident's health care?  | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 9) the other residents as companions for your relative or friend?                       | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 10) contacting by telephone your relative or friend?                                    | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 11) leaving messages for your relative or friend with home staff?                       | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 12) being informed by home staff as to problems or progress of your relative or friend? | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 13) the hygiene, grooming and personal presentation of the resident?                    | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 14) meeting the individual needs and preferences of the resident?                       | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |

## **SECTION C**

**How satisfied are you with the following attributes:**

**PLEASE TICK ONLY ONE BOX PER ATTRIBUTE**

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

## **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**

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|------------------------|-----------------------|--------------------------|
| 1) home manager?       | very satisfied?       | <input type="checkbox"/> |
|                        | satisfied?            | <input type="checkbox"/> |
|                        | fairly satisfied?     | <input type="checkbox"/> |
|                        | not very satisfied?   | <input type="checkbox"/> |
|                        | not at all satisfied? | <input type="checkbox"/> |
| 2) home administrator? | very satisfied?       | <input type="checkbox"/> |
|                        | satisfied?            | <input type="checkbox"/> |
|                        | fairly satisfied?     | <input type="checkbox"/> |
|                        | not very satisfied?   | <input type="checkbox"/> |
|                        | not at all satisfied? | <input type="checkbox"/> |
| 3) nurses?             | very satisfied?       | <input type="checkbox"/> |
|                        | satisfied?            | <input type="checkbox"/> |
|                        | fairly satisfied?     | <input type="checkbox"/> |
|                        | not very satisfied?   | <input type="checkbox"/> |
|                        | not at all satisfied? | <input type="checkbox"/> |

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:**

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