

SOUTHMEAD REST HOME

2009 Residents' Quality Survey

The results from the 2009 Residents' Quality Survey are shown in the accompanying tables and graph.

With this kind of varied client base, we recognize that the results are potentially a bit haphazard depending upon how the questions are put by the interviewer (a member of staff) and the mood of the day. We do try to eliminate any bias and we hope that the overall result is a fair reflection of how things are. Three of the questionnaires were completed by the Resident him or herself.

Of greater interest are the comments received during the interviews, of which the following are representative examples.

"Southmead has a loving and caring atmosphere - very homely and helpful"

"I do love my time here but I have become nervous about other people or the cats coming into my room" (we have installed a lock)

"Staff can be approached with problems if any with ease, and are friendly"

"I would like to have easier access to a dentist"

"Lunch seems a bit early"

The results of the survey will be incorporated in the annual QA review and AQAA. The responses showed very high levels of "customer" satisfaction.

We will be canvassing all residents and their relatives about the issue of door locks once more. We will discuss the question about the times of meals with the Residents Forum or individually.

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Resident's Survey Questionnaire 2009

Residents 14

Respondents 14

	Food	Personal Care	Daily Living	Premises	Management
Questions	10	6	7	5	4
Max score	140	84	98	70	56
Scores:					
Poor	0	0	0	0	0
Fair	2	0	3	1	0
Good	14	6	15	10	5
Excellent	124	78	80	59	51

Poor	0%	0%	0%	0%	0%
Fair	1%	0%	3%	1%	0%
Good	10%	7%	15%	14%	9%
Excellent	89%	93%	82%	84%	91%

