



2010 Quality Survey

The results from the 2010 Quality Survey are shown in the accompanying tables and graphs. This year we extended the survey to cover not only the views of our Residents, but also those of our outside stakeholders – Relatives, Representatives, Health Care Team and other visitors such as hairdressers.

Residents' Survey

There were few if any actual comments made by Residents. We noted that there were no recurrences of comments made a year ago, which suggested that we had successfully addressed concerns raised then.

We investigated any results which were less than either excellent or good. The only “poor” rating on food was a comment about meeting individual requirements. In a relatively small home, it is not practical to offer a wide choice of menu, but we do check that the proposed menu is acceptable, and we will provide an alternative if asked at lunch. High teas are always to order, subject to reasonable availability of the stock food.

The results from the Residents' 2010 survey compare very favourably with that of 2009 and there are no obvious areas which have changed or which need special attention.



Stakeholder Survey 2010

We received 15 responses, mainly from relatives, but a few from GP surgeries and other outsiders. The survey questionnaire was quite detailed and a basic graphic of the overall trend of responses is shown below. There was a very high level of satisfaction with all aspects of what we do. Respondents were asked to list the 3 best things about the Home, and also the 3 least impressive ones.

On the positive side, the most common praise was that of the friendly family atmosphere, the chef and food, and the overall caring attitude of the manager and staff.

The most common observations for aspects which deserve improvement or attention were:

- The lack of a quiet sitting room for visitors
- The difficult access in and out of the building, including that to the garden
- More entertainment or activities

Of these, clearly the first two present significant challenges, a fact acknowledged by the respondents. Opportunities to redevelop certain parts of the property may exist and we keep an open mind about this for the future as market conditions change. At certain times of the day the dining room is clear for visitor meetings and some bedrooms also better suited to visitors than others. To make a whole new room available for this purpose is difficult but we strive to ensure that privacy is offered.

We will consider whether we can improve the ramp at the rear of the lounge doors to make it more attractive as an access route to the garden.

We have introduced more activities, and stepped up our programme of peripatetic entertainers. We have brought in the Dorset Memory Box for reminiscence sessions.



Survey Results – 2010 Questionnaires

