

Here are the results from the April 2014 6 monthly Questionnaire forms and what we aim to improve. With 100% being the maximum mark possible of people being very happy, here's what you said...

### Daily Life

Efforts made to satisfy individual requirements	95%
The provision of drinks throughout the day and night	95%
The nursing and medical care the residents receive	100%
How staff look after the residents	100%
The arrangements for cleaning and tidying the rooms	91%
The quality of the social activities provided	87%
How knowledgeable staff are when dealing with your care needs	95%

### Management

Availability of the managers to discuss anything	91%
The way things are done when asked	95%
How informed the families feel about what is going on in the home	87%

### Premises

The homes decorations and furnishings	100%
The facilities and amenities on offer	100%

"The support given during my fathers final days was outstanding and extended to the family members"

"My moving in was a seamless and easy process"

"I could not have asked for a better home for my sister"

"The care I've had has been fantastic, nothing is too much trouble for anyone day or night"

### What we aim to improve & how we will do it

#### How informed families feel about what is going on in the home

Alongside our quarterly family forums and 6 monthly questionnaires, we have now started a monthly email to all family members on our mailing list for activity and organisational updates. If you would like to be added to this list please let the home know. The next family forums are on Wednesday 3rd September at 5:30pm for the Nursing Home and Tuesday 12th August at 1:30pm for the Haven. Please remember a member of the management team is always available to discuss any queries you may have.

#### Quality of the social activities on offer

A new member of staff, Trisha, has been recruited to our activities team. Trisha has 4 years experience of working in a specialised dementia care home and we are excited that she has joined our team.