

Quality Assurance Questionnaire Results

April 2009

Clynsaer

No of questionnaires issued : 36

No of questionnaires received: 1

22

Satisfaction Grades

- 5 - Frequently achieves a high standard
- 4 - Occasionally above acceptable standard
- 3 - Maintains acceptable standard
- 2 - Occasionally below the acceptable standard
- 1 - Frequently below acceptable standard
- 0 - No choice made

Meals and Catering	0	1	2	3	4	5	Totals
Is there always a choice of meals?	2		1	5	7	7	22
Is the quality of food acceptable?	2		1	5	5	9	22
Are meals served with a choice of condiments and sauces?	2		1	6	4	9	22
Is mealtime an enjoyable experience?	3		1	7	7	4	22
How is the availability of drinks and snacks?	4	1	1	4	6	6	22
Total	13	1	5	27	29	35	110
	12%	1%	5%	25%	26%	32%	

Section 1

32% felt the home provided excellent standards
 26% felt the home provided good standards
 25% felt the home provided average standards
 5% felt the home provided below average standards
 1% felt the home provided unacceptable standards

Comments

Would like the portion sizes to be a little bigger sometimes
 More fruit
 Better choice of alternatives would be nice
 Can we have Sugar Puffs please
 Would like more opportunities for drinks during the day
 If I don't like certain meals I would like an alternative meal to a high standard
 Snacks are not available
 The dining area is sometimes rather cramped

Information & Choice	0	1	2	3	4	5	Totals
Is there sufficient information about the home available?	1	1	2	5	7	6	22
Is information easy to access?		2	2	5	7	6	22
Do you get immediate responses to any queries or complaints?		2		5	10	5	22
Do you have the opportunity to air your views?	1	2	1	4	5	9	22
Are you offered enough choice about the activities available?	5	1	1	4	6	5	22
	7	8	6	23	35	31	110
	6%	7%	5%	21%	32%	28%	

Section 2 - Information and Choice

28% felt the home provided excellent standards
 32% felt the home provided good standards
 21% felt the home provided average standards
 5% felt the home provided below average standards
 7% felt the home provided unacceptable standards

Comments

Whenever I have queries / issues to discuss staff respond positively.
 Would like more opportunities to work on the computer
 Management always make time to listen if there are any problems.
 Go to Tenby. Go to fairground. Go to pictures.

Privacy & Dignity	0	1	2	3	4	5	Totals
Do staff use a term of address you feel acceptable?	1	1	1	4	4	11	22
Do you feel your opinions count?	0	2	3	5	7	5	22
When you visit or call are you made to feel welcome?	1	1		4	6	10	22
Do you get all the assistance you need when you ask for help?	1	1		6	6	8	22
Do you feel the home provides a safe environment?	2		1	2	9	8	22
	5	5	5	21	32	42	110
	5%	5%	5%	19%	29%	38%	

Section 3- Privacy and Dignity

38% felt the home provided excellent standards

29% felt the home provided good standards

19% felt the home provided average standards

5% felt the home provided below average standards

5% felt the home provided unacceptable standards

Comments

More one to one meetings and residents meetings

Holidays for staff and residents in September.

Environment	0	1	2	3	4	5	Totals
Are the bedrooms to your satisfaction?	2		3	4	5	8	22
Is the home warm and comfortable?	2			3	5	12	22
Are the bathrooms and wc's clean and fresh?	2		1	5	6	8	22
Are the lounges and dining room comfortable?	2	1		2	9	8	22
Does the workshop provide good facilities?	3			4	6	9	22
	11	1	4	18	31	45	110
	10%	1%	4%	16%	28%	41%	

Section 4 - Environment

41% felt the home provided excellent standards

28% felt the home provided good standards

16% felt the home provided average standards

4% felt the home provided below average standards

1% felt the home provided unacceptable standards

Comments

New bedroom is excellent.

The decoration has made a great difference to the general environment and must have had a positive impact on residents.

Yes I like the bedrooms

Sometimes feels cold at night

The ongoing decorating etc has really improved the comfort of the home

Dining room can be a squeeze when everyone in there eating

Highest Scoring Category - Section 4 - Environment 41% felt that the home frequently achieved a very high standard

Lowest Scoring Categories - Information and Choice 12% rated the home at a 2 or 3

General Comments

Could have more staff meetings

Good to see fast improvements with new owners with house updated

Feedback sparse

Yes staff will be very good

Downstairs shower room floor is slippery when wet.

Would like to go out and about more

Would like hallway exit door to shut at 11pm instead of 10.30pm

Would like to spend less time at the workshops

The house in general is homely. The updated décor has improved the house.

Communication between managers and staff could be better.

Good to see changes inside and outside house, all the updating.

The home should be praised on flexibility they accommodate well.