

RADCLIFFE MANOR HOUSE

RESIDENT SURVEY 2013

All our residents were asked to complete a survey in October to December 2013. Out of 25 residents 15 forms were returned. Residents are also encouraged to voice any complaints and concerns via our resident meetings. Any issues raised are addressed at the time. The complaints procedure is on display in the entrance hall and is contained in our brochure. We continue to positively encourage people to voice complaints and concerns.

The results were collated and are published below, along with some of the comments people made and the action we intend to take.

A – VERY SATISFIED

B – QUITE SATISFIED

C – NOT VERY SATISFIED

D – NOT SATISFIED AT ALL

CATERING AND FOOD

How satisfied are you with:

1. a) The choice 9A, 6B
- b) variety and 8A, 7B
- c) amount of food provided? 10A, 5B

Comments: Sometimes too much for me; The choice is good also the variety, perhaps a little more fish

2. Efforts to satisfy your individual requirements 11A, 2B, 2N/A

COMMENTS: Would like less vegetables; Quite satisfied;

3. How menus are planned? 6A, 6B, 3N/A

COMMENTS: New menus everyday, good choices; Quite satisfied

4. How food is presented 10A, 4B, 1N/A

COMMENTS: When meat is cut up small I am satisfied but meat is still not being cut small enough; Food is presented well

5. a) starting times for meals 8A, 6B, 1N/A

b) the time taken over meals 10A,4B, 1C

c) you can make a choice when you eat your meals? 9A, 6B

COMMENTS: Except breakfast; Sometimes sit for too long; Often wait a long time in the morning; Prefer to eat with people

6. Seating and table arrangements? 6A, 6B, 1D, 2N/A

COMMENTS: This is alright

7. The general atmosphere at mealtimes? 5A, 7B, 3N/A

COMMENTS: Could do with a lift

8. Additional snacks and drinks provided? 8A, 4B, 2D, 1N/A

COMMENTS: Doesn't think she can ask for tea and coffee; Good; Perhaps sometimes the drinks could be hotter but this can sometimes be difficult to do, covering a large area

PERSONAL CARE AND SUPPORT

How satisfied are you with:

9. The way that staff try to help and look after you? 7A, 6B, 1D, 1N/A

COMMENTS: Not satisfied at all with some staff; Some staff are more helpful; Good

10. Staff availability – do they come to help you when you need them? 7A, 6B, 2N/A

COMMENTS: It takes a long time; Yes at present, when asked

11. How staff carry out their work 7A, 6B, 2N/A

COMMENTS: Not satisfied at all with some staff, Good

12. Staff attitudes and general manner? 8A, 5B, 2N/A

COMMENTS: Seem to wait ages 10 - 15 minutes, Good

13. Any additional services or treatment arranged (eg hairdressing, aromatherapy)?

7A, 2B, 1D, 5N/A

Comments: I don't go; Good; Hairdressing;

DAILY LIVING

How satisfied are you with:

14. The arrangements that you have for getting up and going to bed? 8A, 5B, 2N/A

COMMENTS: Finds it a long wait from getting up and getting breakfast. Often doesn't get a cup of tea first thing; Good; Woken up too early at 7am and then have to sit in bed too long

15. The arrangements for your personal care (eg washing, bathing, going to the toilet)? 9A,3B, 3N/A

COMMENTS: Just with bathing

16. Arrangements for cleaning and tidying your room? 9A,3B,1C, 2N/A

17. The social activities provided or arranged? 4A, 6B, 5N/A

Comments: Don't go

18. Efforts to help you keep up with your personal interests and hobbies? 2A,4B, 1D, 8N/A

19. How residents in general get on with each other? 4A, 4B,7N/A

COMMENTS: Don't know, Ok, They all find it difficult due to bad hearing and eyesight; Generally alright

20. How residents and staff get on with each other? 8A, 3B,4N/A

COMMENTS: Ok; Generally alright; Satisfactory, quite pleasant; Seem to take interest in work and trying to help where possible. Their attitude with residents is good

PREMISES

How satisfied are you with:

21. The home's decorations and furnishings? 7A,5B, 1C, 2N/A

COMMENTS: Corridors need attention; Decor to hallways needs attention; Rooms generally good; Ok bit shabby; They are alright but some areas need a bit of fresh paint

22. The facilities and amenities? 8A,5B, 2N/A

COMMENTS: Ok; Good

23. The accessibility of lounges, dining room and other public areas? 9A, 3B, 3N/A

COMMENTS: As long as residents are independent; With help I can access the lounges, dining room etc; Quite a way from the public areas - building has its limitations; Suitable, nice to look out to gardens

24. The general cleanliness and tidiness of the building 13A, 1B, 1N/A
and grounds?

COMMENTS: Martyn does an excellent job looking after the grounds; Generally good, looks very pleasant with the beautiful trees

25. How well repairs and general maintenance are 10A, 3B, 2N/A
carried out?

COMMENTS: Had trouble with hot water for a long time; Good

MANAGEMENT

How satisfied are you with:

26. The availability of the home's Managers to 10A, 4B, 1N/A
discuss day problems when you need to?

COMMENTS: Mel always happy to discuss things; Satisfactory

27. Whether they get things done when asked? 9A,4B, 2N/A

COMMENTS: They always try their best; They try to

28. How they involve residents and families in the 8A, 2B, 5N/A
affairs of the home?

COMMENTS: As much as they can; Yes I believe they do

29. Management's efforts to create a good atmosphere? 9A, 3B, 3N/A

COMMENTS: No problem

Other comments

I am very satisfied

Actions Required:

Following on from completion of the works to modernise the hot water system an extensive programme of redecoration is to commence.

The activities programme has been reviewed and extended to allow for more one to one activities and outings

Karen Squire