

QUALITY ASSURANCE 2009

Relative responses

Number of relative questionnaires received: 6

	Excellent	Very G	Good	Average	Poor	
Reception of staff	4	2				
Atmosphere in home	2	3	1			
Cleanliness & décor	1	2	3			
Care provided	4	2				
	Exceed	Meets	Below	Unsure	No ans	
Care expectations	1	4			1	
	V Sat	Sat	Dissat	Unsure		
Levels off communication	3	3				
	Always	Mostly	Occ/ly	Rarely	Never	Unsure
Management approachable	6					
	Yes	No	Comment			
Recommend FGM?	6		"When looking for a care home, Forget me not was streets above the rest"			

In your opinion, what is the most important aspects of care

Kindness, consideration, respect for privacy and dignity, making sure they are happy. Good nutrition and personal care.

Good staff - patient, attentive, careful; cleanliness, pleasant and safe environment, reasonable fees

The quality of care to the resident

Relaxed, informal, homely atmosphere. Good food, safe environment without too much formality

The feeling that my mum is happy and good care/help is on hand should something happen to her - the feeling that she is being looked after from a distance. The importance of her being treated as a civilised human being and not just an old person being left to sit and vegetate.

Comments and recommendations

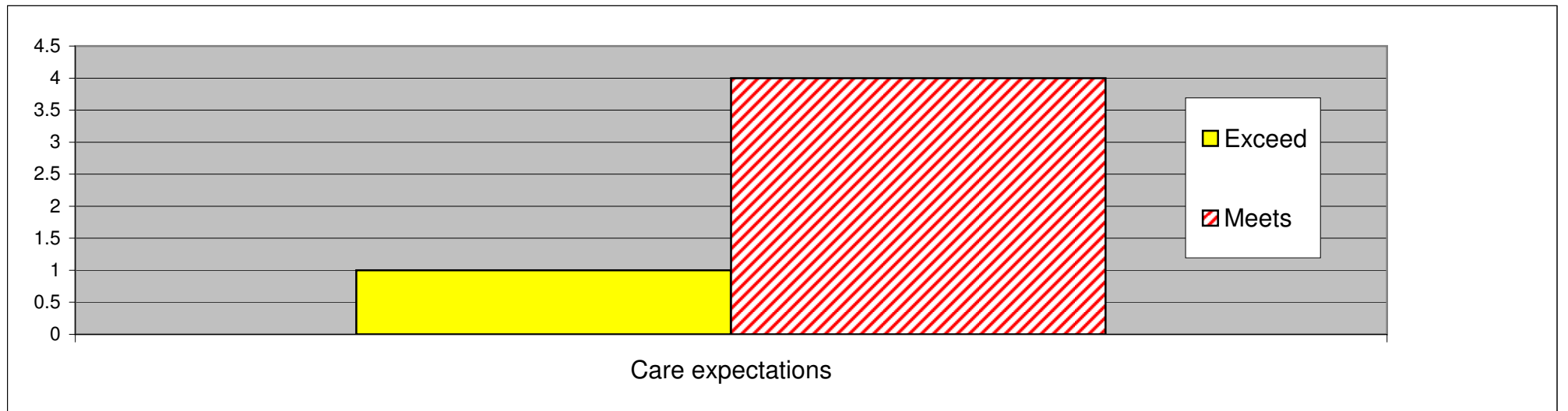
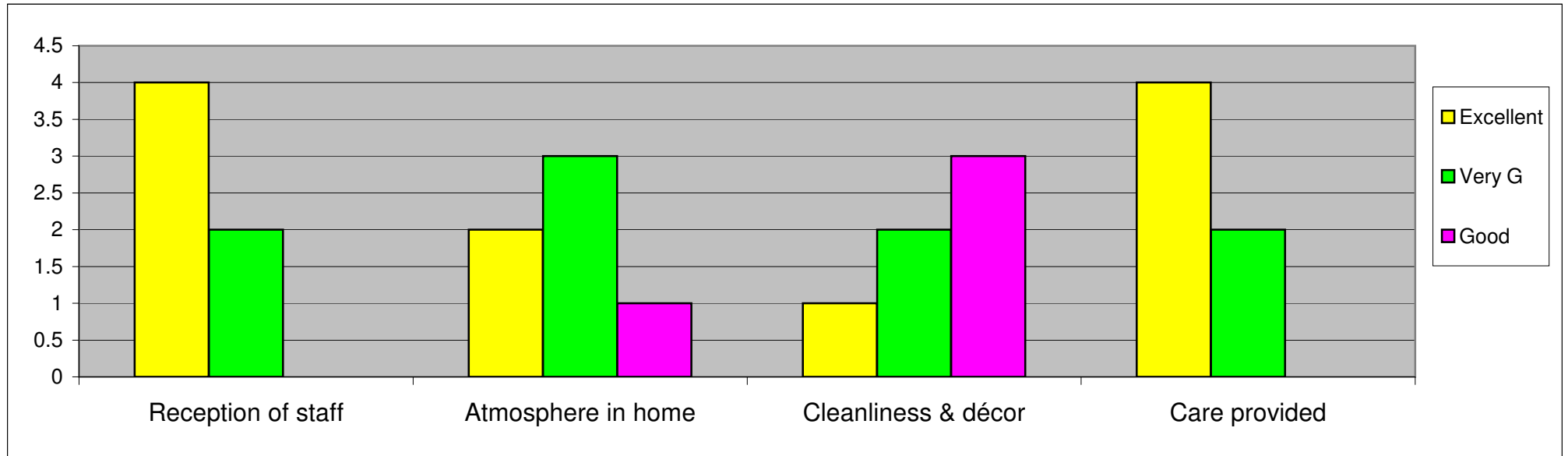
The home has good care with someone around 24 hours a day and making residents happy.

I feel that you have achieved all of the above.

I would like my relative to have an additional bath per week.

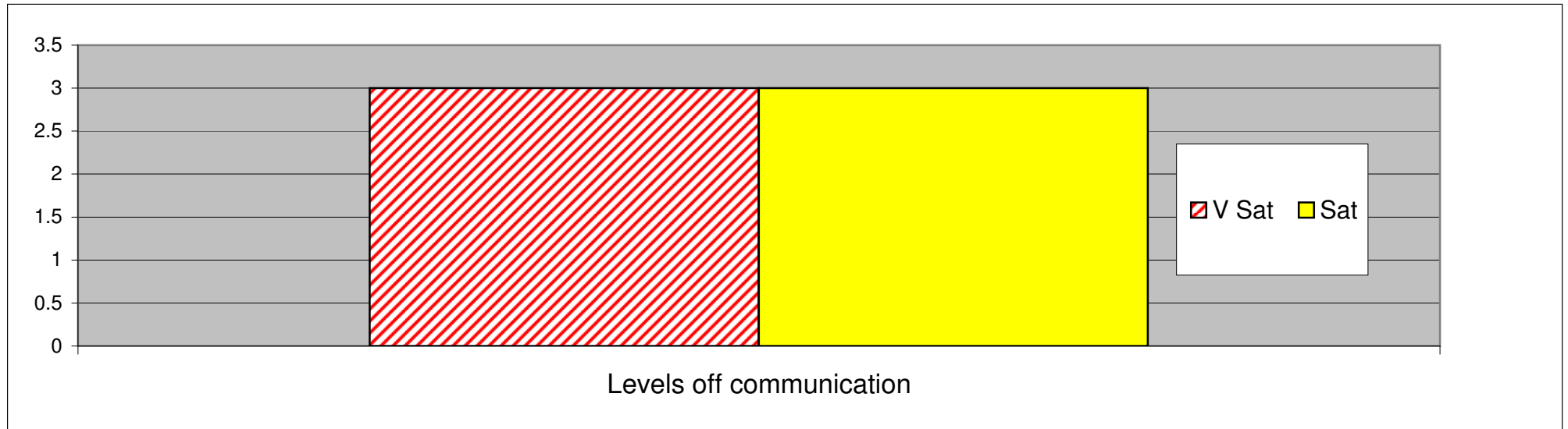
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Recommend FGM?

