



## QUALITY ASSURANCE 2009

Residents' responses

<b>ENVIRONMENT</b>	Always	S/times	Never	Don't know	No ans
Communal areas homely	7	3			1
Communal areas clean	8	2			1
Free from offensive odours	9	2			
Adequately maintained	8			2	1
Involved in décor	3	2	2	4	

<b>YOUR BEDROOM</b>	Always	S/times	Never	Don't know	No ans
Cleaning to pers standard	7	3	1		
Bed comfortable?	8	3			

<b>STAFF</b>	Always	S/times	Never	Don't know	No ans
Approachable	9	1		1	
Listen to you	7	3			1
Respect you	11				
Patient	9	1			1
Privacy respected	10	1			
Care needs met	7	1		3	
Staffing levels adequate	8	1		2	
Knowledge of care needs	5	2		4	

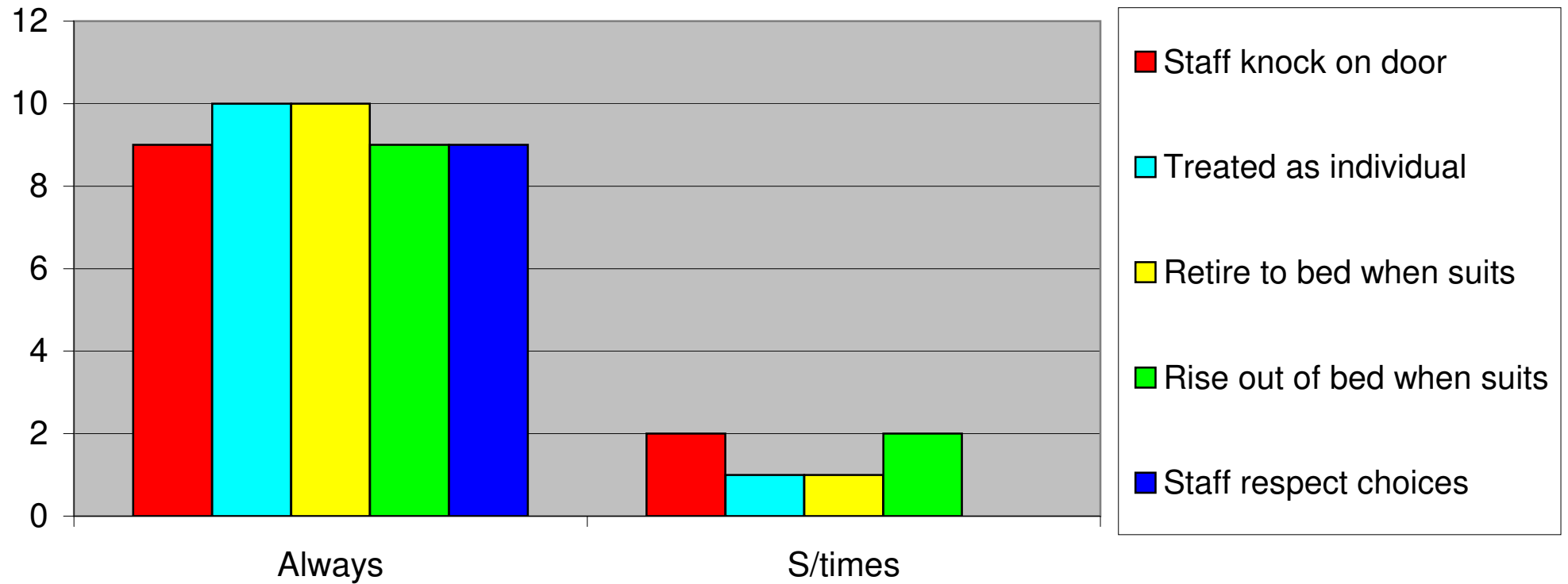
<b>MANAGEMENT</b>	Always	S/times	Never	Don't know	No ans
Know how to complain	5	2		4	
Staff approachable to complain	8	1		2	
Mng approachable to complain	8	1		2	
Home managed well	6	1		3	1
Attend residents meeting	5	4		2	
Able to make suggestions	6	2		2	1
Able to log concerns	7	2		2	
Comments listened to	4	3		4	
	Yes	No	No ans		
Happy with service at FGM	10		1		
Recommend FGM	10	1			



# QUALITY ASSURANCE 2009

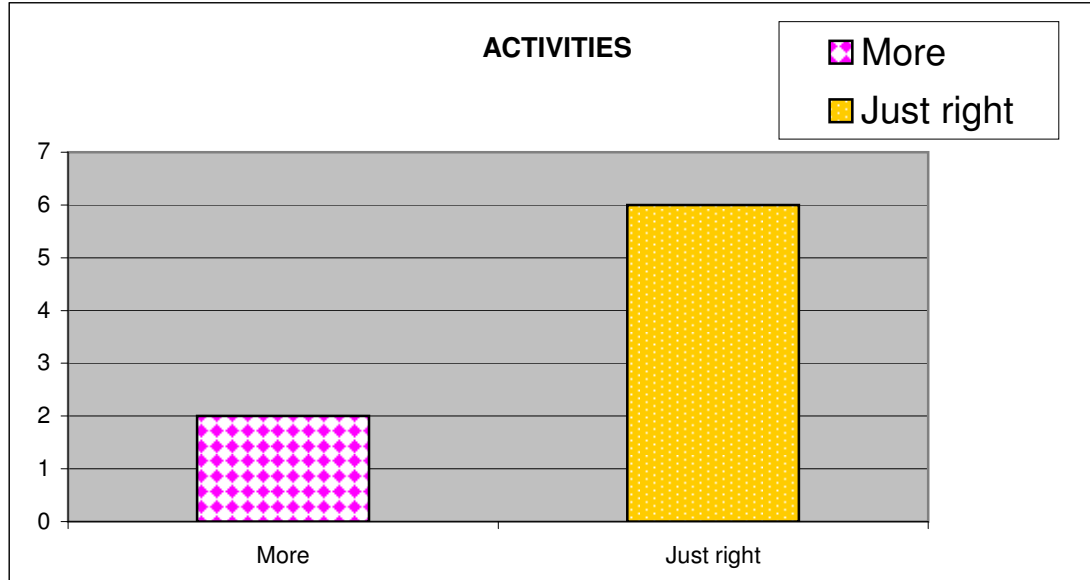
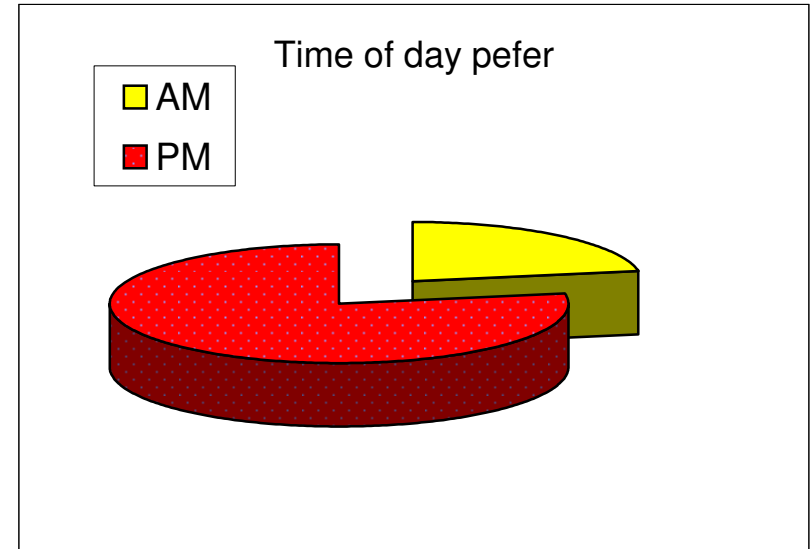
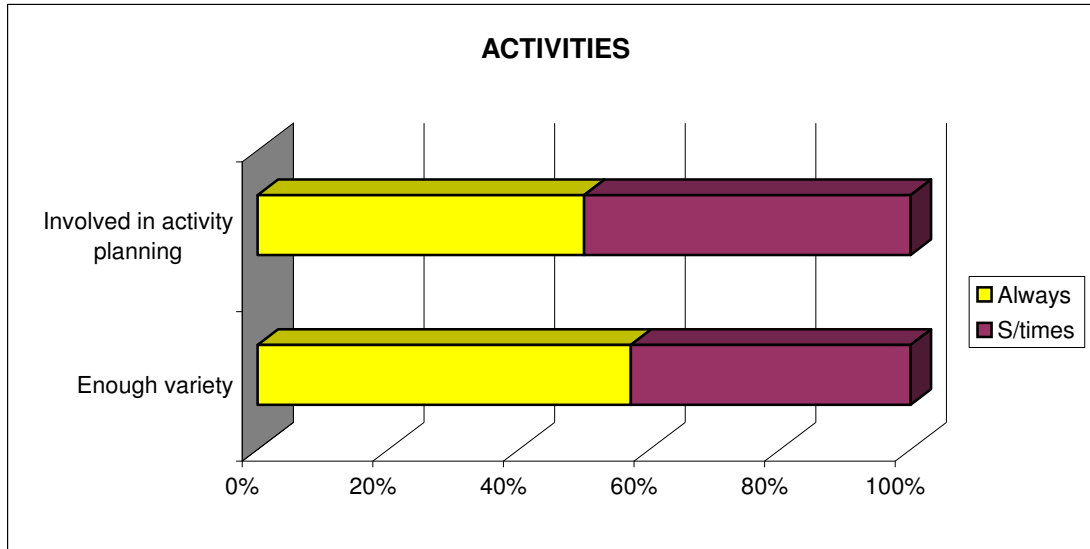
Residents' responses

## DIGNITY



# QUALITY ASSURANCE 2009

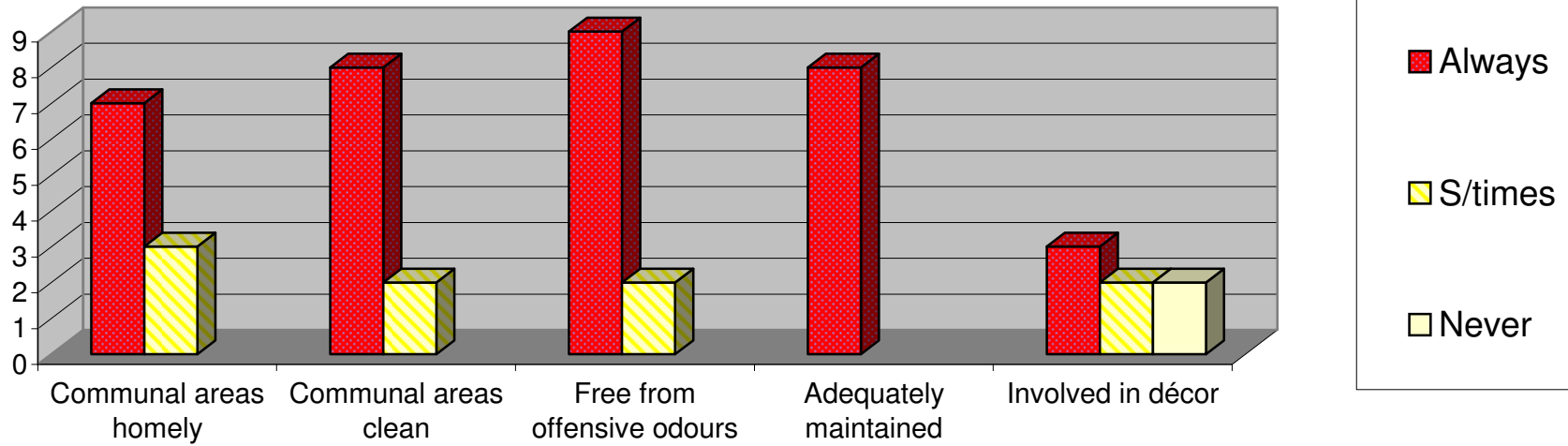
Residents' responses



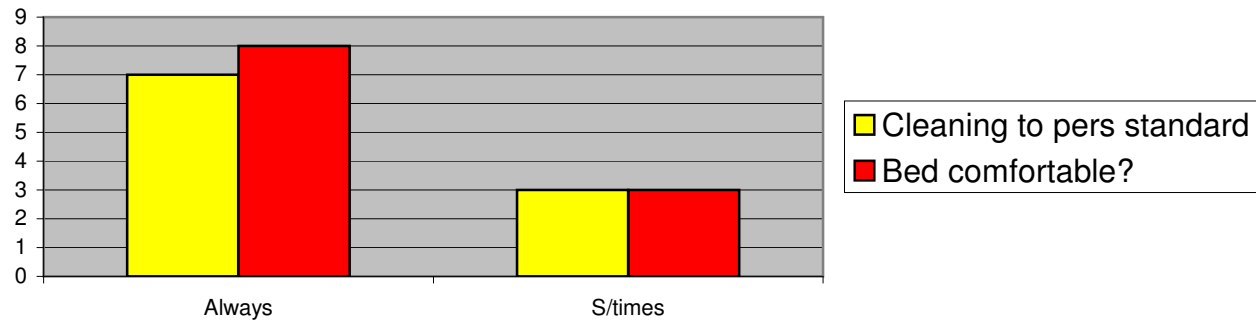
# QUALITY ASSURANCE 2009

Residents' responses

## ENVIRONMENT



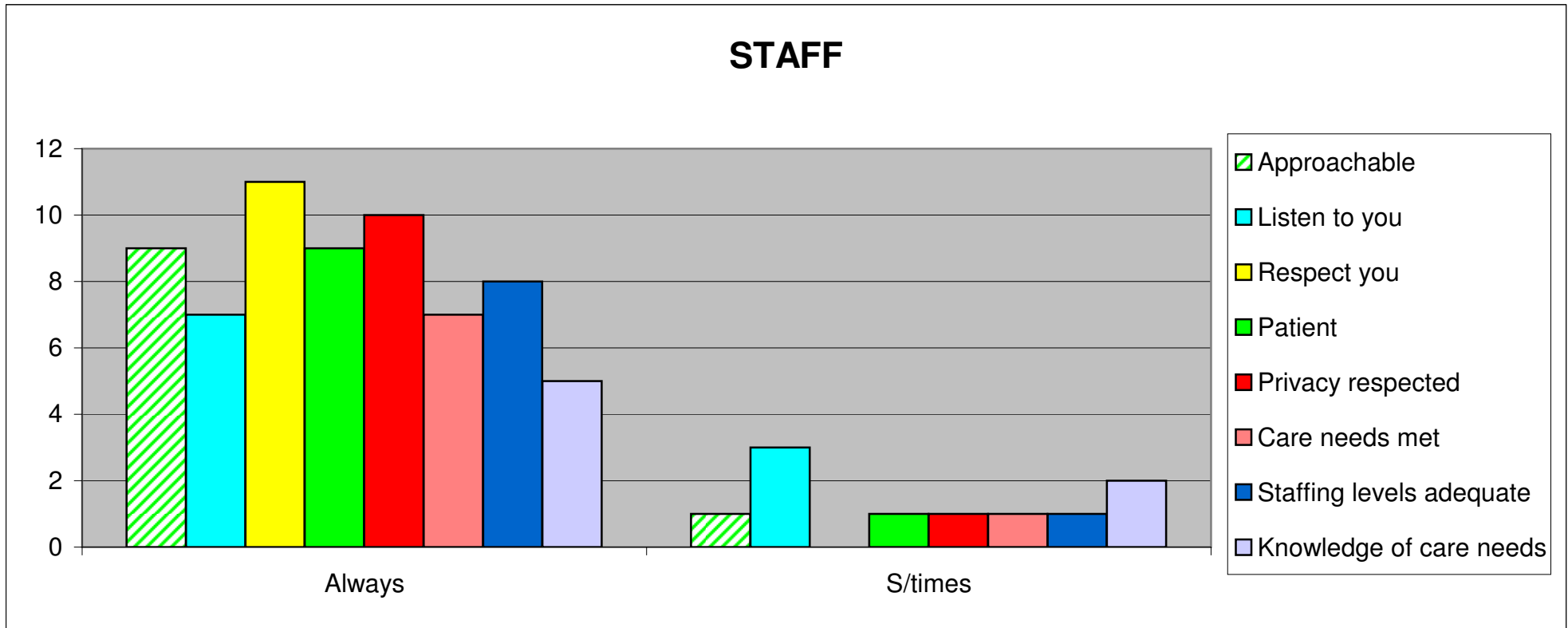
## YOUR BEDROOM



# QUALITY ASSURANCE 2009

Residents' responses

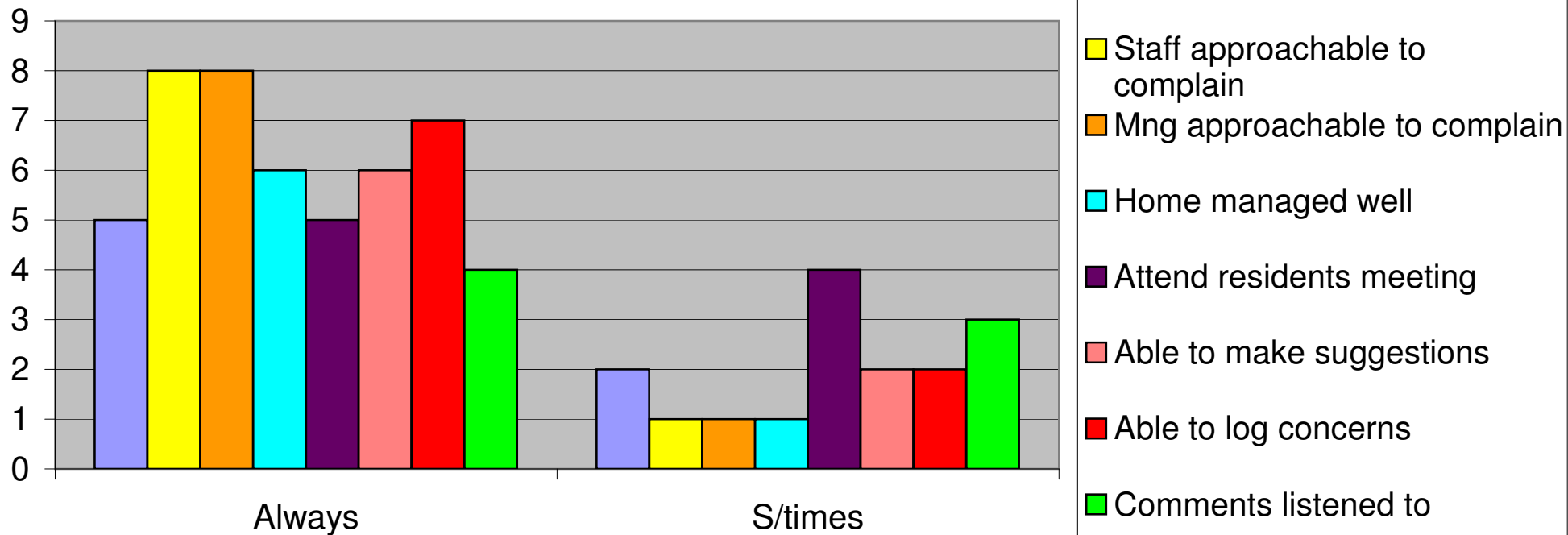
## STAFF



# QUALITY ASSURANCE 2009

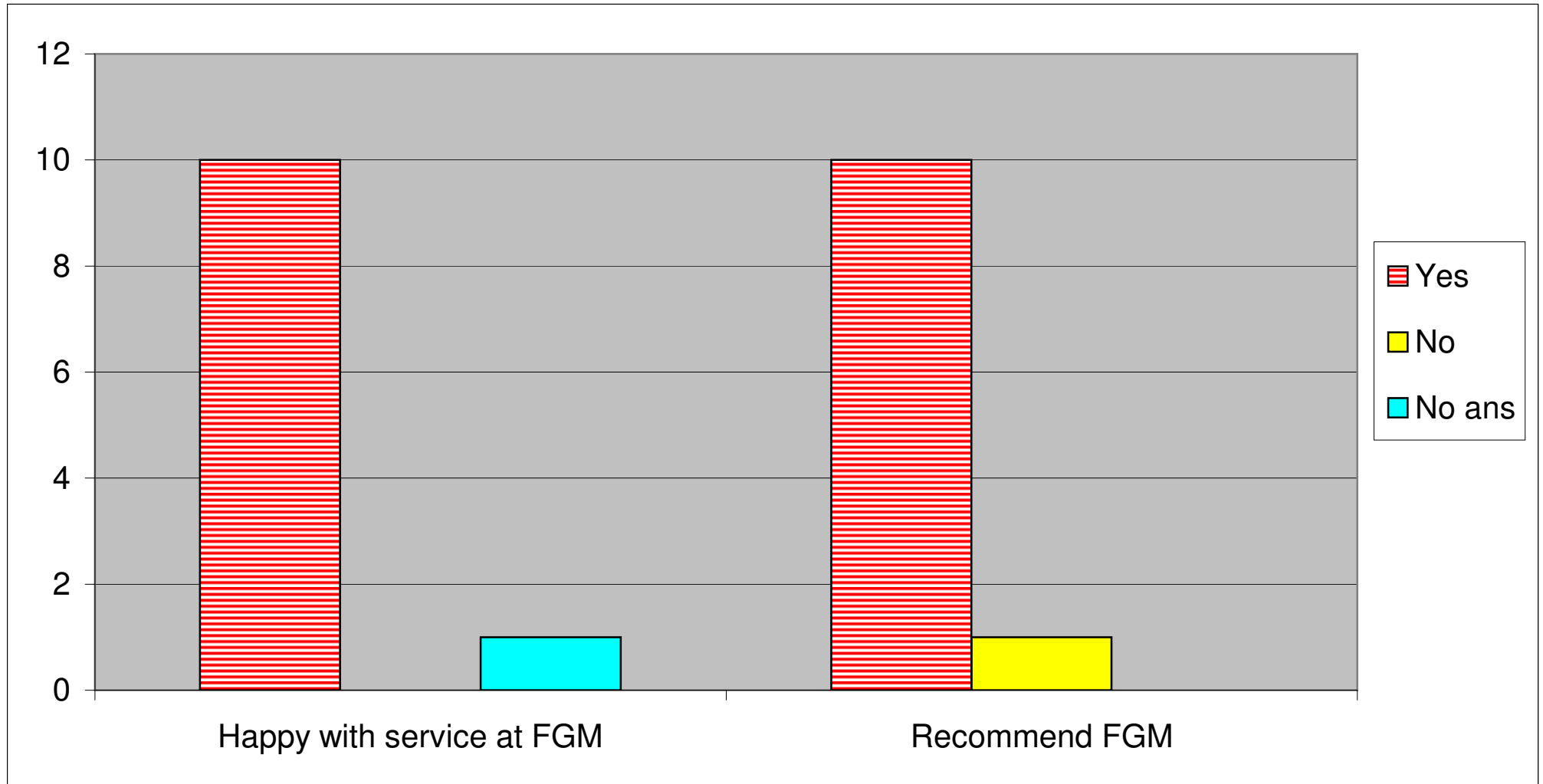
Residents' responses

## MANAGEMENT



# QUALITY ASSURANCE 2009

Residents' responses



# QUALITY ASSURANCE 2009

Residents' responses

# QUALITY ASSURANCE 2009

Residents' responses

# QUALITY ASSURANCE 2009

Residents' responses

# QUALITY ASSURANCE 2009

Residents' responses

