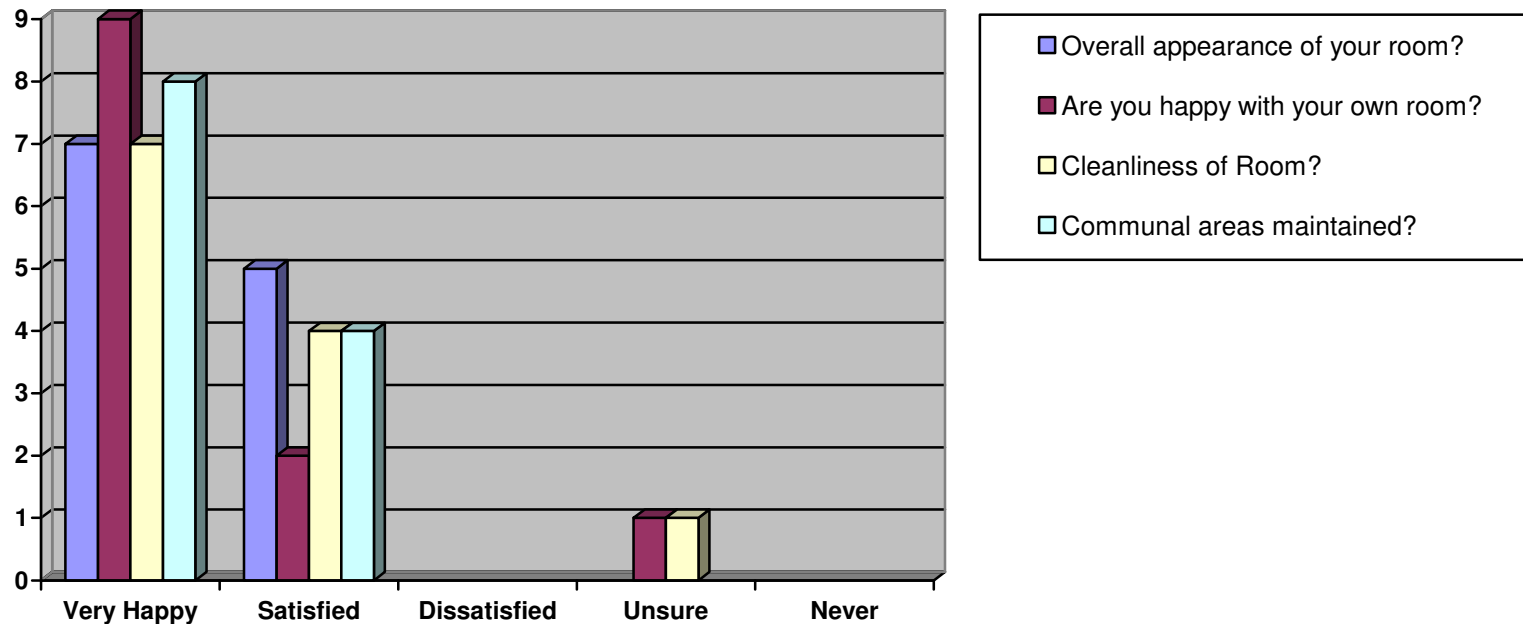


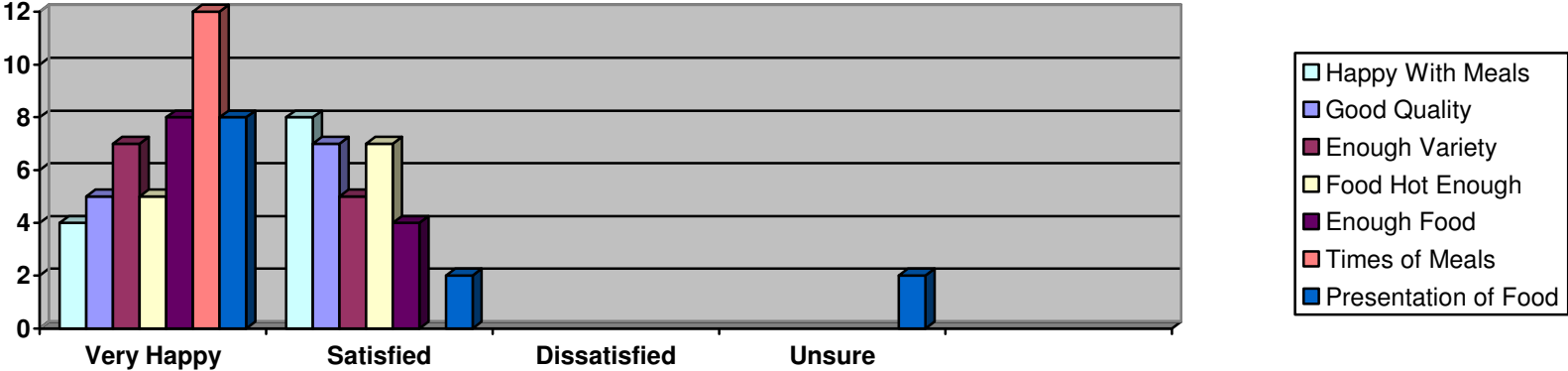
Quality Assurance Results 2007

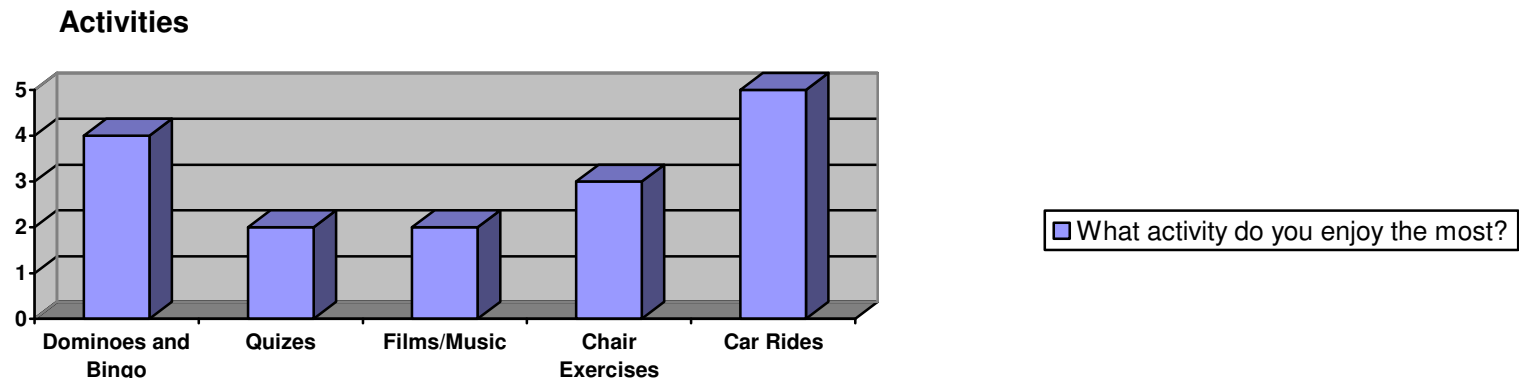
Appearance of the Home



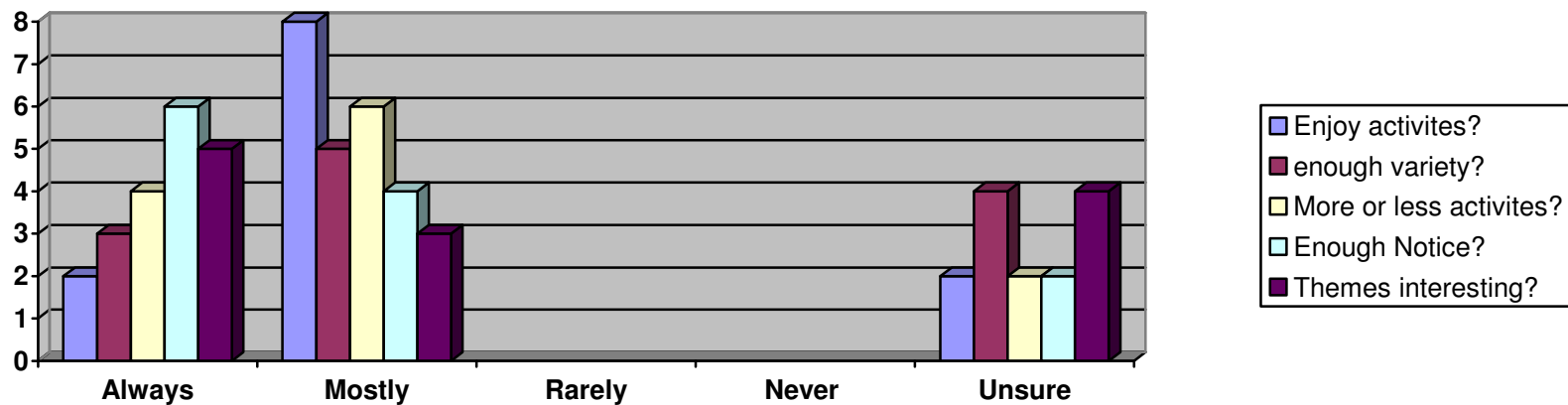
In general all the residents are happy with the appearance of the home and the majority was very happy with their own rooms. Most of the residents agreed their rooms were cleaned adequately and appreciated the communal areas. Some of the residents commented on the decoration of the dining room and how they had appreciated being involved in the decision process.

Meals in the Home

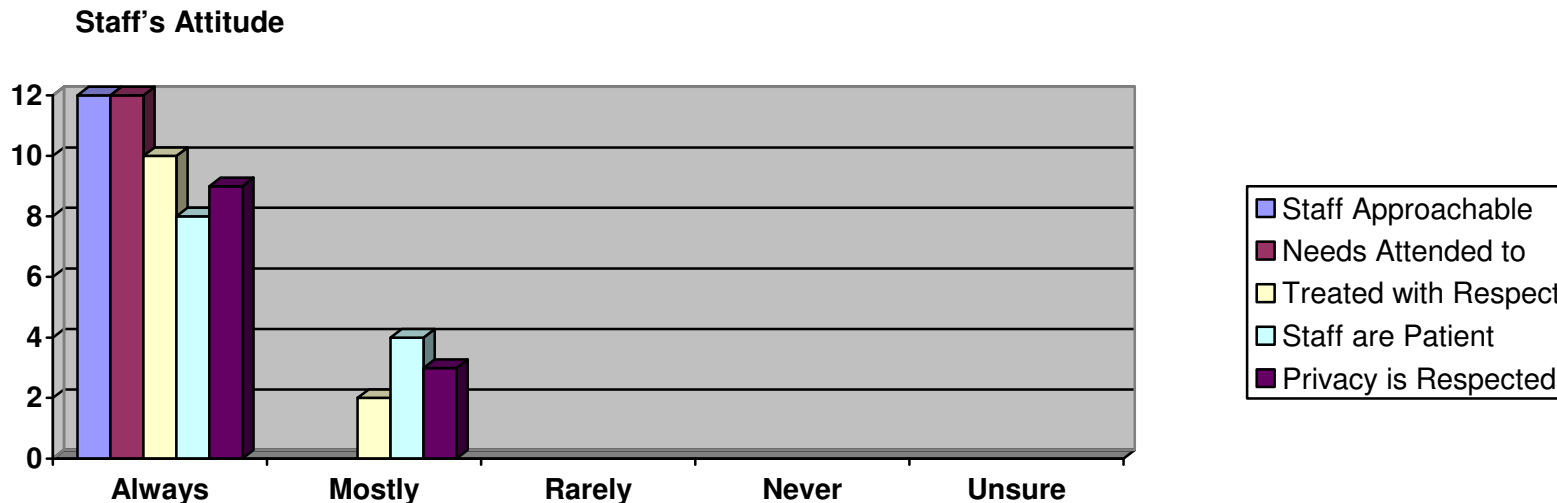




The majority of residents most definitely preferred car rides above anything else, however many residents also enjoy playing dominoes and bingo. Very few residents seemed to enjoy watching films, although some residents said they enjoyed listening to music.

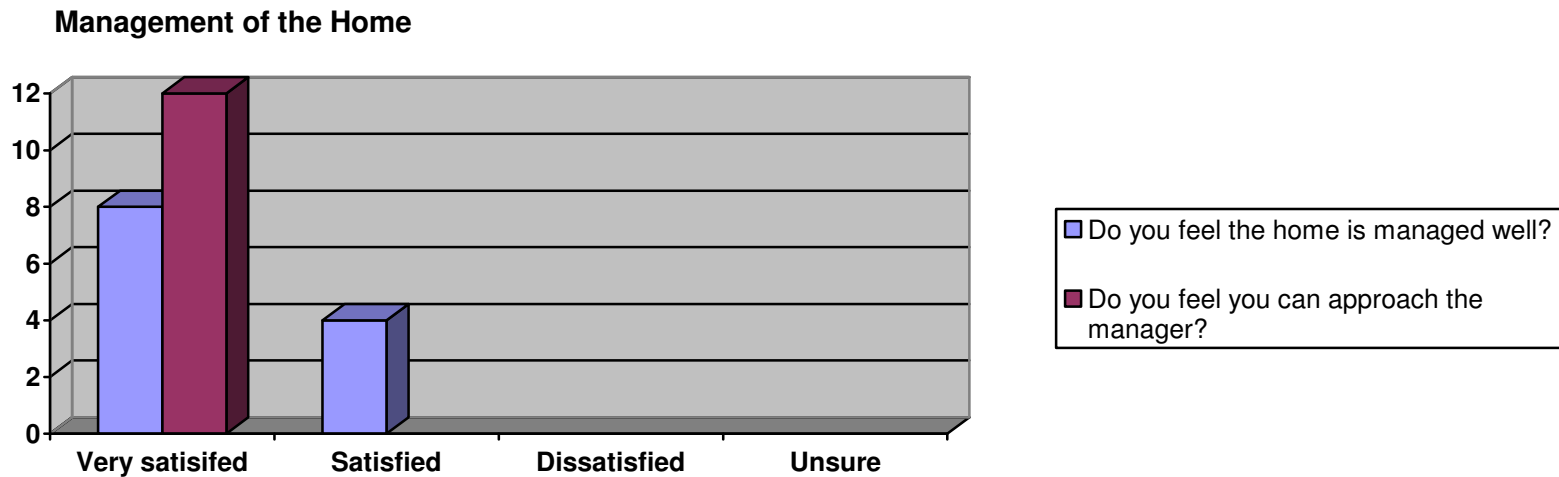


Most residents I spoke to mostly enjoyed the activities but felt as though there could be more variety; although the residents did enjoy the activities themes each week. Some residents whom were unsure of their answers didn't participate in activities in the home.

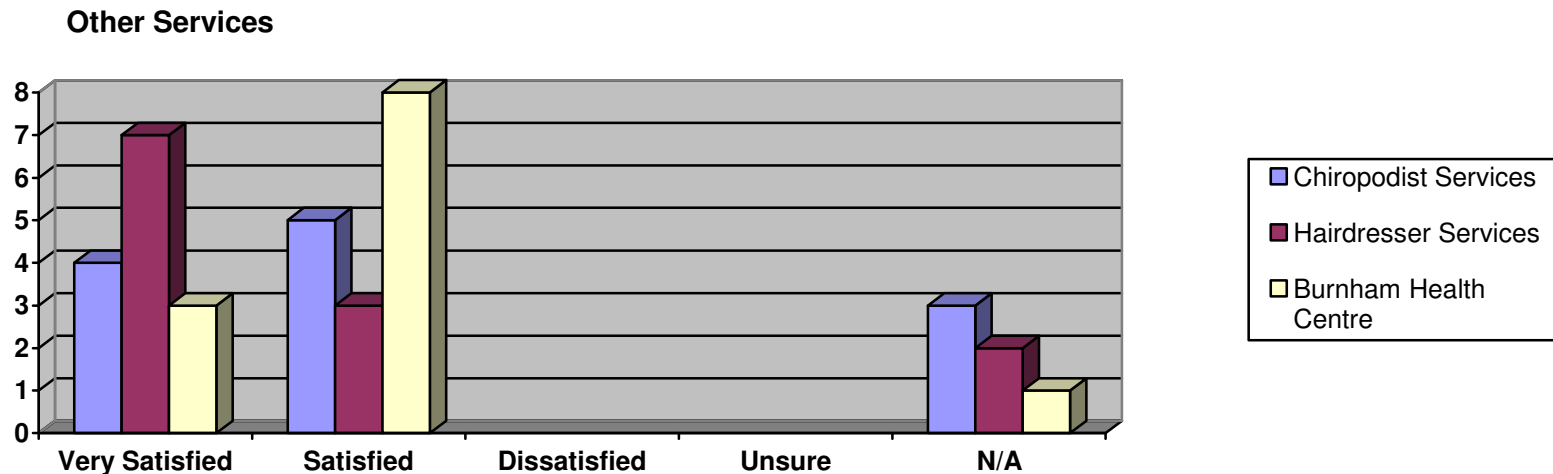


There were great results about the staff's attitude. Residents mostly cited the staff as having either an excellent or good attitude at all times. Many of the residents regarded "the girls" as their friends and said they made the home a nice place to be. All residents also agreed that the staff were very approachable and residents felt as though they could talk to the staff about anything if they needed to.

Residents also commented that they felt well respected within the home and that they felt their dignity was preserved. Most residents agreed that their privacy was respected. Although two residents commented that on several occasions staff didn't knock before entering. However on the whole they felt their privacy was observed.



All residents felt very happy and confident in being able to approach the homes manager. I had no comments otherwise and everyone felt very satisfied. Most of the residents felt the home was managed well although some residents commented that it was their family that dealt with the homes management more than they did. But as far as they were aware it was managed well.



Residents mostly suggested that services offered by the chiropodist that comes into the home were good, although several residents they felt as though the service was expensive. Several residents had their chiropody done outside the home at local clinics, which worked out more expensive however. Residents were pleased with Rosemary’s hairdressing services, although several residents didn’t use the hairdresser. Residents commented how friendly Rosemary was and many residents looked forward to their regular hair cut with her.

Most residents commented that they felt the services from the health centre were satisfactory although they commented that they found it difficult to make appointments for themselves using the telephone services they offer. Residents also commented that it takes such a long time to get an appointment. However, upon seeing their doctor residents were generally happy with the doctors own service.

Other Comments

Two residents commented that they would like the mobile shop more often as it often sells bits and pieces which are useful to them. Other residents commented on how well they were looked after within the home and how they enjoyed the lively atmosphere of the staff.