



St Omer Residential Home
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2011 Satisfaction Survey

Introduction

We do appreciate that you get bombarded, these days, with satisfaction questionnaires for nearly everything you buy and every service you use; and yes we get fed up being asked our opinion all the time too!






For our business, however, it is very important that we are, as a minimum, meeting your hopes and expectations of us, if not exceeding them, and one of the most reliable ways of doing this is by questionnaire.






We would be really grateful if you could take the time to complete this questionnaire (with our Resident if you are a relative or friend).

We have used a smiley/frowney face; good/awful scale for many of the questions. If you want to make additional comments on the questions asked there is the opportunity at the end of each section, or if you would like to comment upon something we haven't asked, there is a section at the end of the questionnaire.

We really appreciate the time you will take, and we undertake to publish the results by the year end.

Please write your name (our Residents) below.

	Excellent 	Good 	OK 	Poor 	Awful 
Care Needs					
Question 1. How well do you feel we meet your Physical care needs?					
Question 2. How well do you feel we meet your Emotional care needs?					
Question 3. How well do you feel we meet your Personal needs (i.e. do we treat you with respect and as an individual?)					
Do you have any additional comments you would like to make about how we meet your care needs?					

	Excellent 	Good 	OK 	Poor 	Awful 
About St Omer					
Question 4. Do you find St Omer a nice/comfortable place to live?					
Question 5. What do you think about the food?					
Do you have any additional comments you would like to make about St Omer?					
About the Staff					
Question 6. Do you feel the staff treat you with dignity and respect?					
Question 7. Do you feel the staff listen to you, and try their best to do what you ask?					
Question 8. Do you feel the staff have sufficient time to spend with you?					
Do you have any additional comments you would like to make about the Staff?					
About the Management					
Question 9. Do you feel you could discuss any worry or concern with the management?					
Question 10. Do you have confidence that the management will sort out any problems you might have?					
Do you have any additional comments you would like to make about the Management?					

Thank you so much for taking the time to complete this survey.

May we contact you to discuss any of your comments or responses?

Yes

No

Please complete your name if you have completed this on behalf of a Resident, and how you would prefer us to contact you.

Name: _____ Preferred form of contact: _____