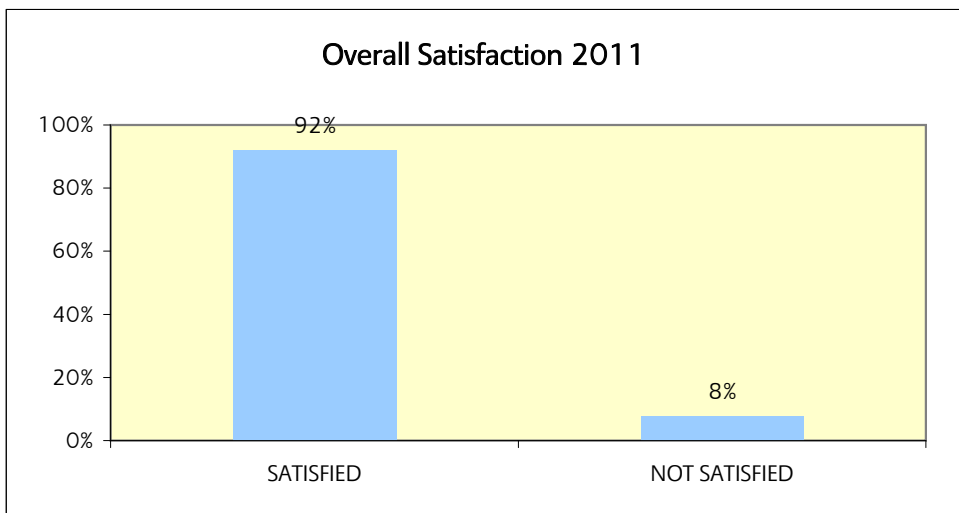


Gardenview Rest Home

Resident Satisfaction Survey Results 2011



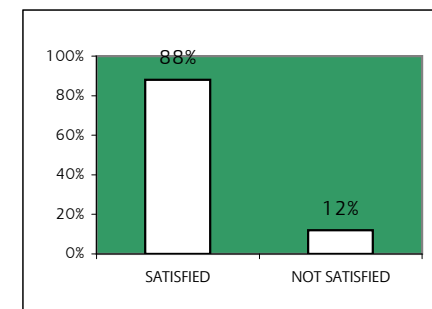
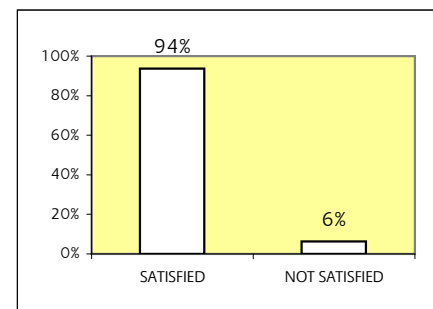
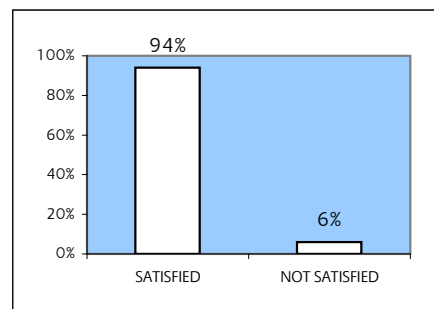
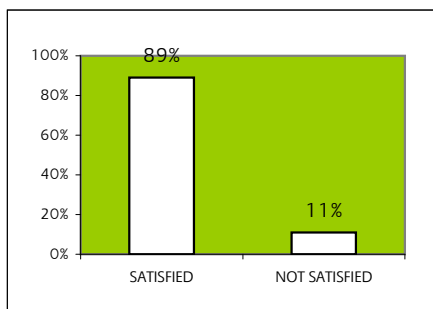
Date of survey	Mar 2011
Number of Surveys sent	40
Number of Surveys returned	18
Total Return	45%
Customer Recommendation	93%
Overall Satisfaction	92%

Taking the time to know our residents

Well Trained Staff

Meaningful Activities

Supportive home like environment



Section C - Your Own Room

Section A - Staff in the Home

Section F - Activities

Section B - Buildings & Surroundings
Section D - Communal Rooms

Gardenview Rest Home

Resident Satisfaction Survey Results 2011



Resident Comments

These are actual comments from the surveys (anonymised)

- 1 Resident is overall fussy with food and doesn't like soup with lumps in it. Also sandwiches is the same when I bring him home. Perhaps something like egg on toast could be offered. Unfortunately I know it doesn't make life easy. I don't mind supplying tins of tomato or pumpkin soup. Food in general is tasty and presented well. I have eaten at Gardenview. We have a very dedicated team of staff at Gardenview. Some go the extra mile. Keep up the good work
- 2 Very happy with every aspect of Gardenview Rest Home
- 3 My mother has the best of care. I am always kept informed. Well done! The team at Gardenview
- 4 It is difficult to rate certain aspects of dad's care as he has no ability to remember things and tell us about them - so we only see the things that happen when we are visiting or when we ask about things. The things we see are generally very good. Privacy is an issue because they are all lost souls and walk in and out of one another's rooms - as does our dad. The main thing is that he is not alone and is safe - which we are all hugely relieved about
- 5 I visit at least once a week and home usually has a distinct smell to it. There is an element of "it will turn up" rather than actively looking for missing items. Seating not up to standard and more than one occasion floor has been quite dirty
- 6 The cleanliness of the home overall is good. There are some aspects which would make it easier with the removal of 'hanging' and some 'plastic type decorations' including flower heads stuck on the walls - which could harbour dust and grime and do not add to any ambience or dignity of the residents. These are adults who have lived a life, not early childhood care. The fish tank is a positive and Patches. The gardens are poor. Is there a gardener or a budget? Otherwise how can one expect quality?
- 7 Facilities are poor. Area for toiletries and wardrobe basic. Light bulbs without shades. These rooms were not purpose built for 'long term care' resulting in little comfort for relaxing or watching TV. Aerials placed under the window. Most of the residents will spend the rest of their lives in these rooms. This is 2011.
- 8 One would rather be living in their own home, but the staff are caring and make Gardenview a HOME as much as they can. There is a lack of structure in some areas. The satisfaction survey is not geared to be answered by the residents of Gardenview. It appears to be a general hand out survey from Bupa for collation at their central offices.