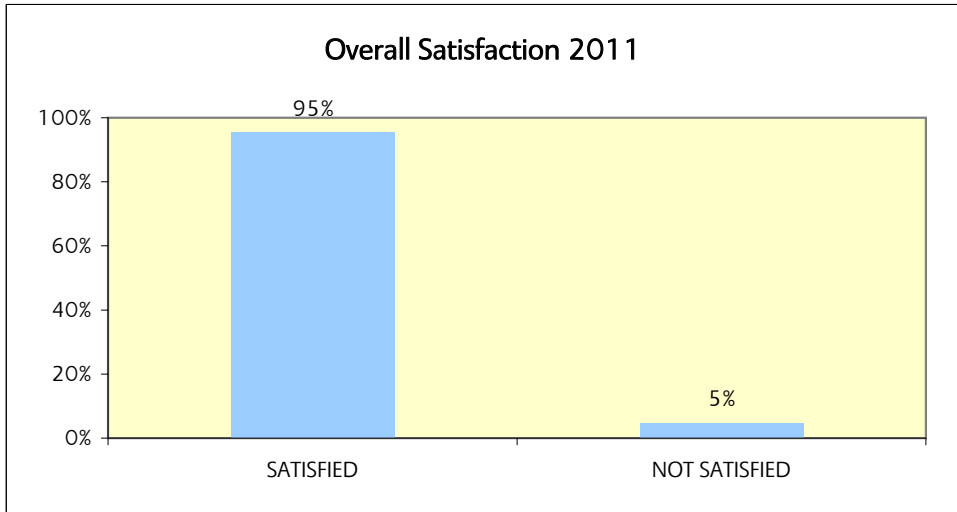


Accadia Manor Resthome

Resident Satisfaction Survey Results 2011



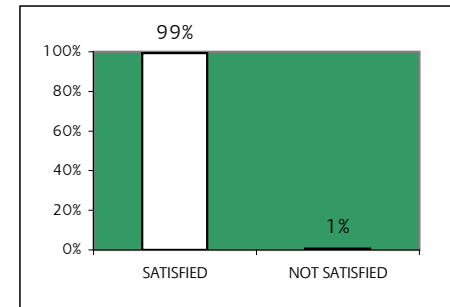
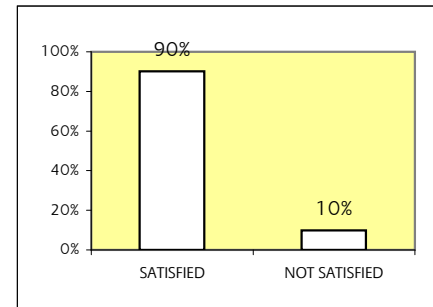
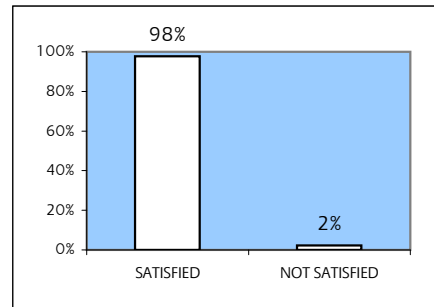
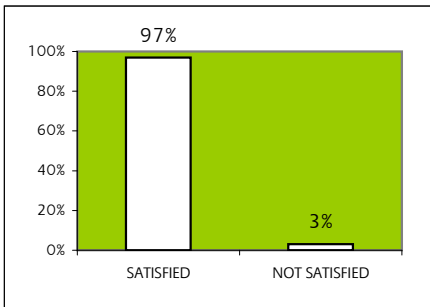
Date of survey	Apr 2011
Number of Surveys sent	27
Number of Surveys returned	24
Total Return	89%
Customer Recommendation	95%
Overall Satisfaction	95%

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

Accadia Manor Resthome

Resident Satisfaction Survey Results 2011



Resident Comments

These are actual comments from the surveys (anonymised)

- 1 Fantastic
- 2 Everything satisfies me
- 3 Dementia has impacted on these negative answers, the family think the facility is doing an excellent job (and the food appears to be more than satisfactory)
- 4 Excellent but would prefer less meat and more pasta