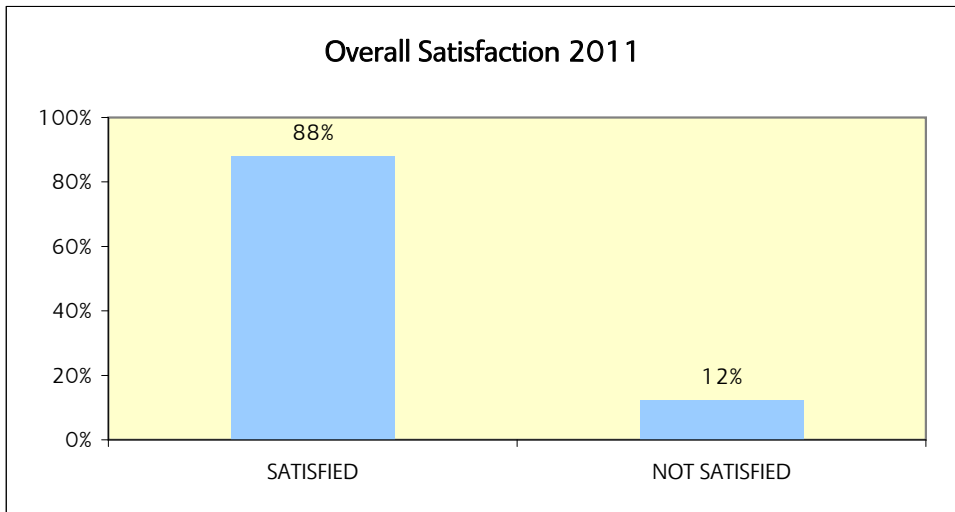


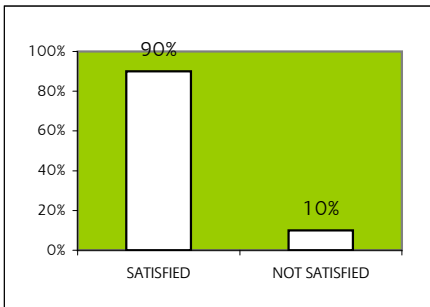
Glenburn Rest Home and Hospital

Resident Satisfaction Survey Results 2011



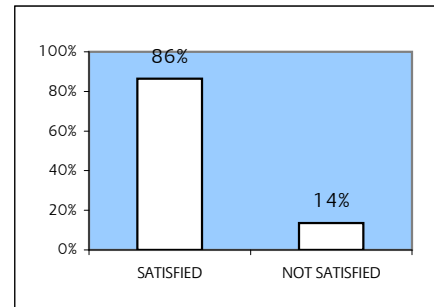
Date of survey	Aug-11
Number of Surveys sent	93
Number of Surveys returned	47
Total Return	51%
Customer Recommendation	91%
Overall Satisfaction	88%

Taking the time to know our residents



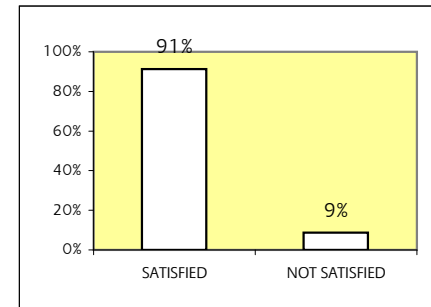
Section C - Your Own Room

Well Trained Staff



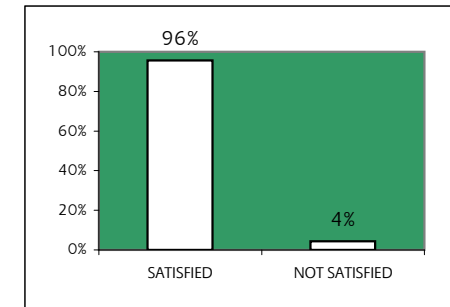
Section A - Staff in the Home

Meaningful Activities



Section F - Activities

Supportive home like environment



Section B - Buildings & Surroundings
Section D - Communal Rooms

Resident Comments

These are actual comments from the surveys (anonymised)

- 1 All staff in Rest Home always welcome me with a smile, are very friendly & look after patients with care
- 2 Feel Manuka ward is very under staffed
- 3 Place is neat & tidy, the caregivers are friendly & honest & have an excellent attitude. Overall I don't want to go home
- 4 Lounge chairs are not the best because of people's incontinence & food is often not very hot at Midday
- 5 A very safe and caring place to be in, living areas and gardens are well maintained. A larger outdoor area for residents & visitors would be nice
- 6 I have no complaints as the staff keep me up-to-date with everything that is going on. Excellent
- 7 Love the van trips, we have a special time going out together
- 8 My family & I are very happy with my husbands care. My congratulations to everyone at Glenburn
- 9 Individual needs should be followed through regularly i.e. Dentures cleaned daily & toe nails cut when given a shower
- 10 Very happy with care, meals are varied & enjoyable. The refurbishment has been tastefully done. Only complaint is with the laundry, too heavy handed with bleach & woollens are shrunk
- 11 Before choosing to come here I had a good look around at other Rest Homes, made the best decision in choosing Glenburn
- 12 At the Indian Midwinter celebration I was not able to see anything because the room was crowded. Maybe events could be put on in two sessions
- 13 Very happy
- 14 Health needs looking at urgently
- 15 Need more electric plugs, computer room & more care putting clothes away
- 16 Very good service from the staff
- 17 Take the sausages off the menu
- 18 The staff
- 19 Laundry people are not careful, items go missing or are ruined
- 20 Need more training for staff in cleanliness

Glenburn Rest Home and Hospital

Resident Satisfaction Survey Results 2011



- 21 Keep up the good work Kerry
- 22 Food is unacceptable
- 23 Staff treated like slaves, which does nothing for my soul in accordance with what I pay for their care
- 24 Mother looks settled and calm, is well looked after & her needs are met. Thank you for her care
- 25 Meals are late and patients get restless. Staff should not have to dish up the food as they have enough to do
- 26 Everything is satisfactory. Staff & care very good
- 27 My mother is being very well cared for
- 28 I have confidence in my future
- 29 There are has been an improvement in standards. Staff are very loving and caring & take a personal interest in people