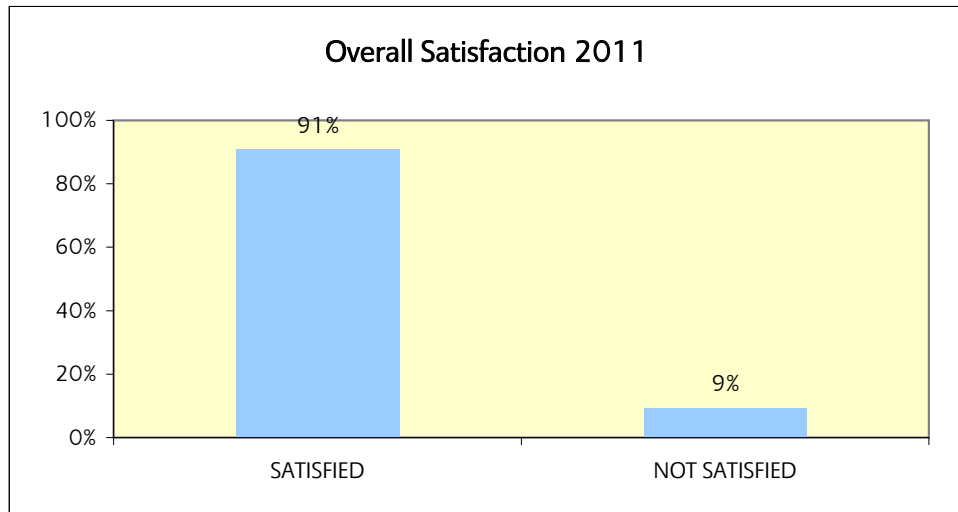


Mary Shapley Rest Home and Hospital

Resident Satisfaction Survey Results 2011



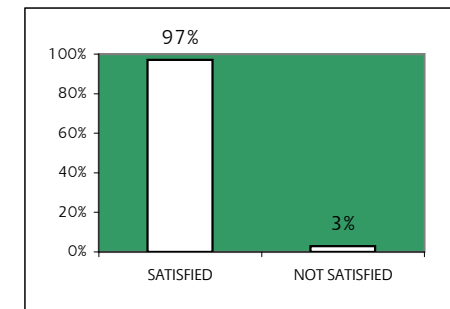
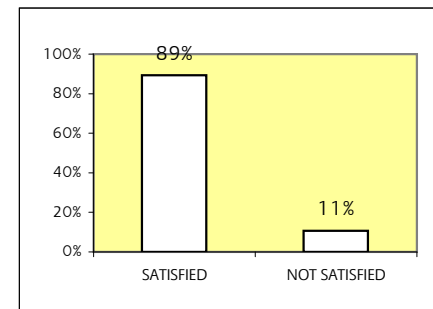
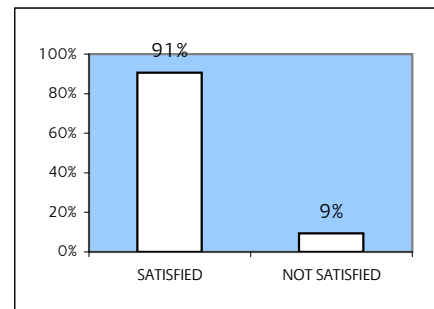
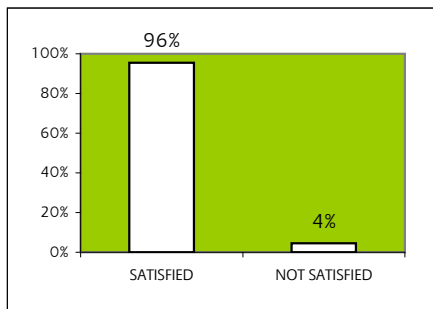
Date of survey	Sep-11
Number of Surveys sent	54
Number of Surveys returned	53
Total Return	98%
Customer Recommendation	88%
Overall Satisfaction	91%

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

Mary Shapley Rest Home and Hospital

Resident Satisfaction Survey Results 2011



Resident Comments

These are actual comments from the surveys (anonymised)

- 1 Generally satisfied but sometimes I would like to see nurses more often
- 2 Happy here
- 3 Nice to be here. Enjoying other people's company. Food is very good
- 4 We consider mum to be very well looked after in a secure, friendly, safe environment
- 5 Staff done a good job
- 6 Very good. I hope I can spend the rest of my life here! I am one of the lively ones and can still go out now and then and that makes a difference. But a 10 for all the nurses and helpers and staff. I am very lucky to be here and thank you all
- 7 It is the staff who make this home the way it is. They are all so good at their jobs, but remain warm and friendly and smiling often under a lot of stress. They hold us together as a family feeling which is great. The grounds are like a park which means a lot, as we don't feel shut in
- 8 Mary Shapley staff go out of their way to help us. Overall home is excellent
- 9 Keep up good standard
- 10 I think it is lovely to have the company of other residents and enjoy the exercises, board games and trips out that we have together. I enjoy reading a book in my room. It is nice to be able to have an occasional friend or family member to visit and is always made welcome by the staff. Sincere thanks to all at top and our staff who all work so hard to keep everything running smoothly
- 11 Staff try to please
- 12 Thank you for your wonderful care and attention
- 13 Quite good to live here
- 14 Mary Shapley is in my opinion very good
- 15 Good
- 16 In some parts of the home where people ring their bell have to wait too long for assistance because staff are busy with other clients. Therefore is a need for more staff. The staff have a lot to do and it takes time
- 17 I am content here
- 18 No complaints
- 19 More variety at meal times on a Sunday night (always the same). Would like to get outside more often, especially on nice days