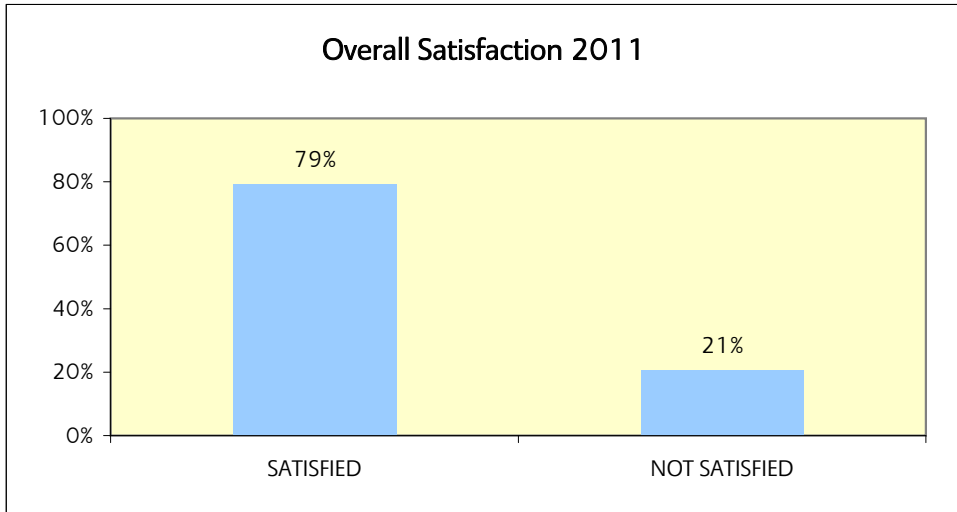


Avondale Rest Home and Hospital

Resident Satisfaction Survey Results 2011



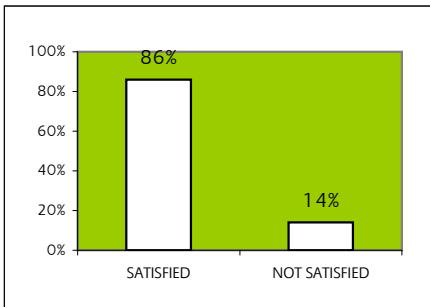
Date of survey	Sep-11
Number of Surveys sent	65
Number of Surveys returned	26
Total Return	40%
Customer Recommendation	52%
Overall Satisfaction	79%

Taking the time to know our residents

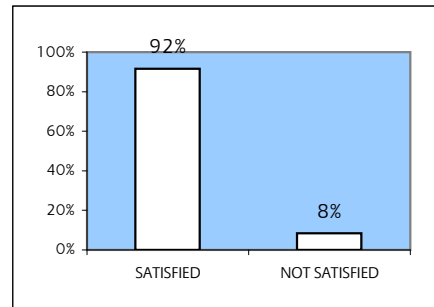
Well Trained Staff

Meaningful Activities

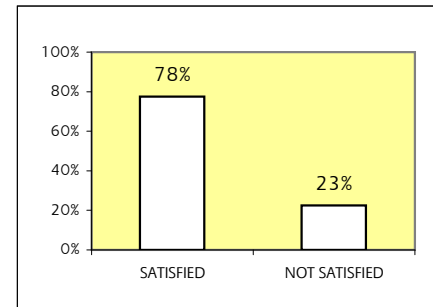
Supportive home like environment



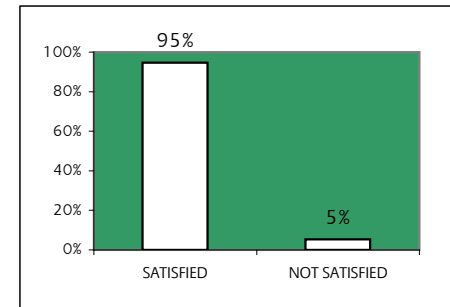
Section C - Your Own Room



Section A - Staff in the Home



Section F - Activities



Section B - Buildings & Surroundings
Section D - Communal Rooms

Resident Comments

These are actual comments from the surveys (anonymised)

- 1 I like where the visitors can be free to come and go and see family when they can that's really good and having cups of tea or milo with family
- 2 Need to improve on laundry side as clothes go missing for weeks on end. Also the slat beds are too hard for some people can't sleep if not comfortable. The food needs to be sorted out the meat is so tough. It's worse than old gumboots and we cannot eat it. We need a lot more variety in our meals
- 3 The heating system needs fixing and left on all the time not just when it's cold on any particular day. Cooking - there is not enough variation. Roast veges only on a Sunday and the same food being cooked on the same days during the week. Getting the same type of food on the same week day does not make it enjoyable. A bigger variety of food is needed. Also the cooking needs to improve, especially meat dishes
- 4 The service provided is of an extremely high quality. Staff are totally approachable and dedicated to their work
- 5 I find the weekends long and boring
- 6 Very well respected
- 7 Very impressed with Colleen, the visiting RN from Christchurch. She was particularly approachable, knowledgeable and helpful. Good to have a new perspective on my mother's condition and ask questions I hadn't asked before
- 8 Sometimes service in the dining room is very slow. Some of the meals are tough (chicken). Pop loves the gravy with his meal. And tomato sauce with chips. One activity I know mum and pop like are listening to music. Old time/piano/accordion/etc. How about an occasional BBQ?
- 9 Food - the standard of food was excellent until recently when the chief cook went away for medical treatment. I have the impression that there is less staff in the kitchen overall and the competency is not as good as before. Heating - the under floor heating in this building has become very unreliable - sometime on and sometimes not for 2-3 weeks at a time. Ironing - when I first arrived clothes that needed ironing came back to me beautifully ironed. This is not happening now
- 10 The one downfall at this home is the lack of communication between staff at shift changes. If a resident has changes in their care for say health problems, some staff don't know about it. Is handover not done or do they not read notes in the diary? PRN for medication means as needed for ie pain, so residents with some dementia need to be asked regularly not left to them to tell staff - they forget they can have meds PRN. Apart from the above, this is a great place and I would recommend it to others