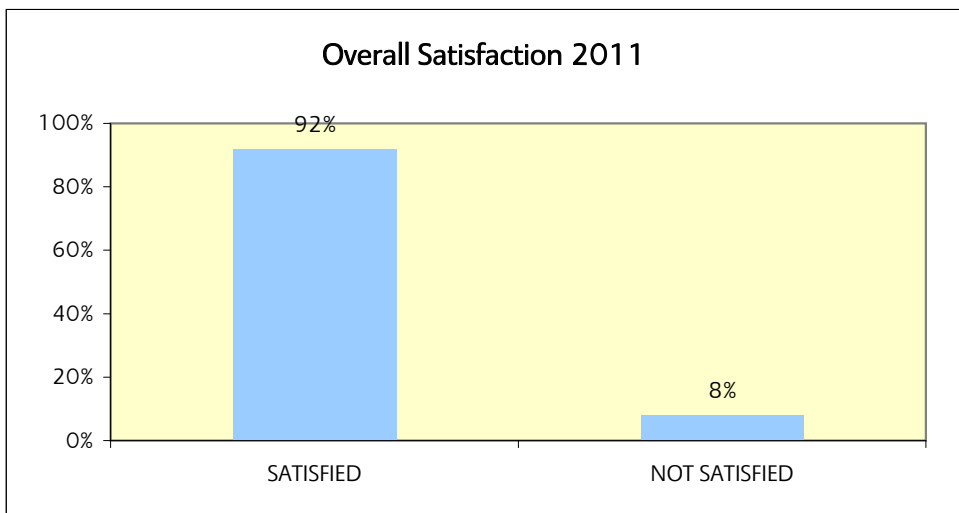


David Lange Care Home

Resident Satisfaction Survey Results 2011



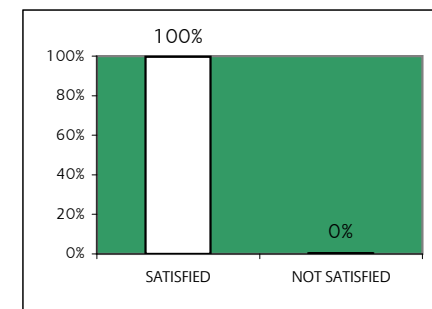
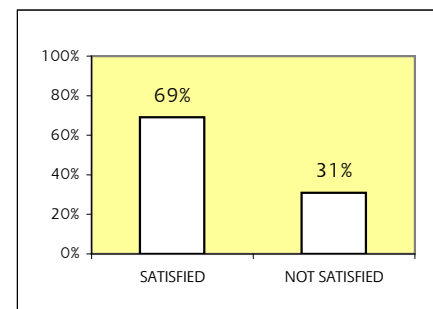
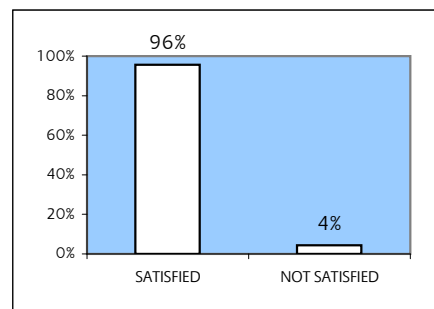
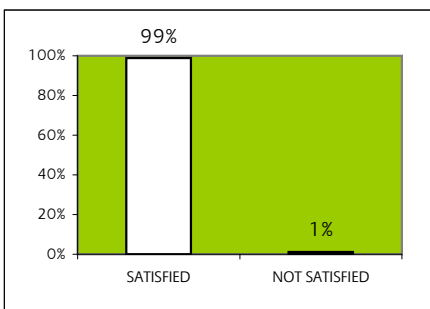
Date of survey	Nov-11
Number of Surveys sent	25
Number of Surveys returned	23
Total Return	92%
Customer Recommendation	86%
Overall Satisfaction	92%

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

David Lange Care Home

Resident Satisfaction Survey Results 2011



Resident Comments

These are actual comments from the surveys (anonymised)

- 1 Outside gardens, chairs and shade to complete. Cat for pet. Small private place to hang easy wash drip dry outer clothes that residents could use themselves. Possible very small place that residents could press clothes if staff rate you competent. Staff very helpful, kind, caring, excellent attitude all times. Overall a very nice place to spend last days
- 2 Bigger room, TV, self contained. Has bought nan the home feeling that she has been waiting for. It has been good for her so far, keep up the good work
- 3 This David Lange Care Home is such a beautiful, caring, special home. Leaving my family home was very emotional for me but as soon as I stepped through the doors at David Lange Care Home I feel special and there is always someone to care for me
- 4 A friendly staff
- 5 Home is very new, but the staff are always friendly and willing to listen to mums needs and my request. It helps the family knowing this. Mum is settling but that is a thing she has about leaving her own home not because of David Lange and staff. She'd be the same anywhere. I'm grateful staff have made the transition for the whole family easier by being so helpful. If they were abrupt upon me approaching them - wouldn't be easy! Keep up good work David Lange
- 6 I am pleased and satisfied