



Glenburn Care Home

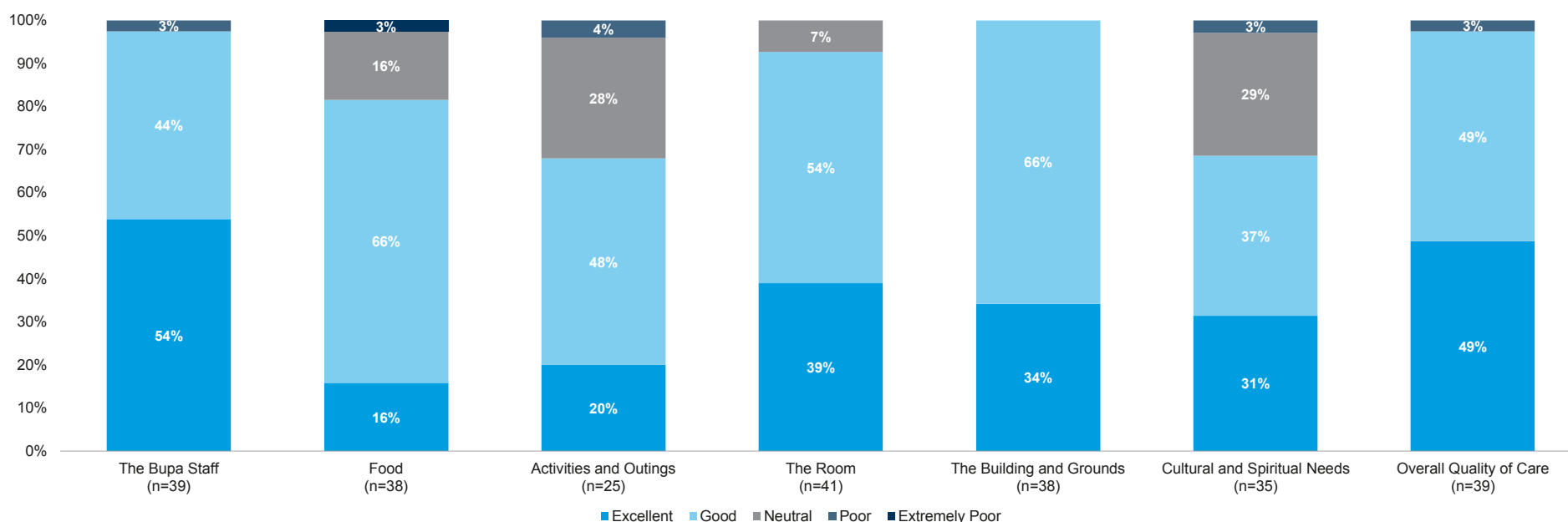
Customer Feedback Survey 2016

95%
Overall Satisfaction Rate

+34 Net Promoter Score

A score of +34 tells us there are many people providing positive word of mouth recommendations about our care home.

Our Customer Ratings



We have selected positive quotes from our survey so you can see what our satisfied customers say about us.

“Have always found the staff to be very helpful and approachable. The home is always as clean and tidy as possible”

“The staff have always been excellent in all that they do and treat residents and family visitors very well”

“Because of the care and attention I have received, friendliness and ability to communicate with management and staff”

“I have been very happy with my mother’s care covering her personal hygiene and medical issues. The staff have kept me informed of any issues and mum’s well-being”

We value your input and appreciate you passing on any suggestions you may have to make our care home a great place to live.

If you would like to see the complete survey results, please see the care home manager.