



Merrivale Care Home

Customer Feedback Survey 2016

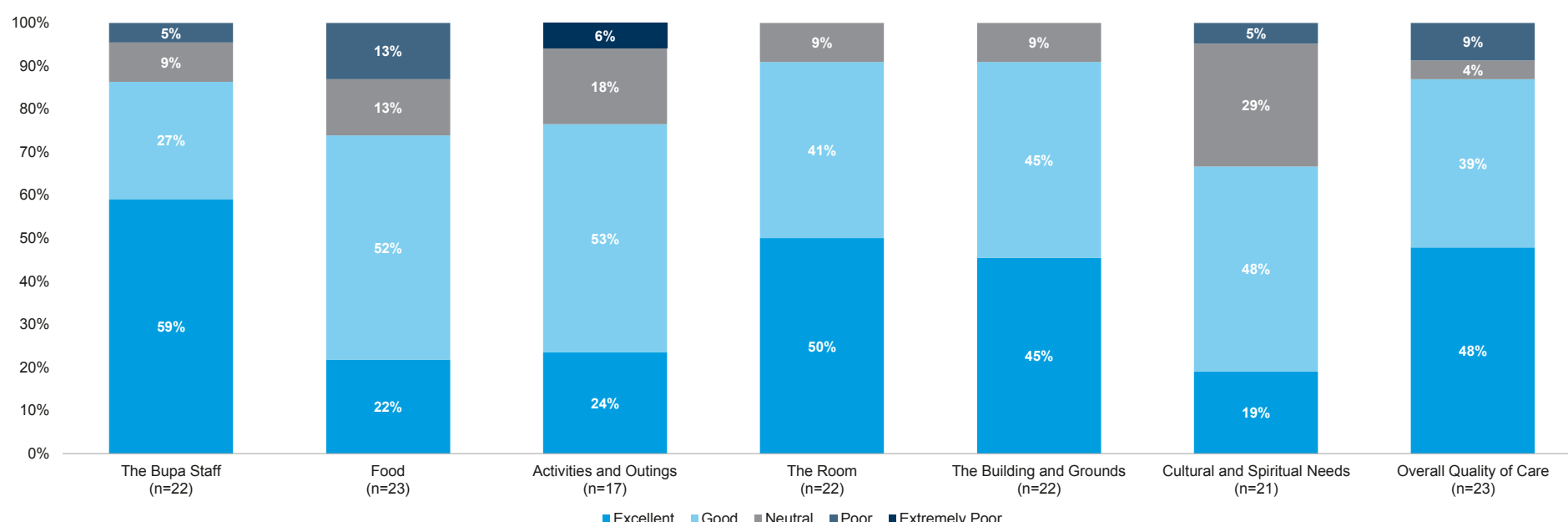
83%

Overall Satisfaction Rate

+ 35 Net Promoter Score

A score of +35 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.

“The home has multicultural staff who appear to work well together, accept and respect their individual differences”

“Excellent communication, very high standard of cleanliness. Good choice of activities, very pleasant atmosphere, clean smell in every part of the building, most accommodating staff from top level to bottom”

“Merrivale has a good reputation in the community”

“I am extremely happy with the care of my mother and I know the other clients in Merrivale are happy there. The staff keep me updated immediately if there are any issues with mum which is really appreciated”

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.