

**Results**

**Of**

**Residents Satisfaction Questionnaire**



**Response from Residents Satisfaction Questionnaire.**

At the time of the residents satisfaction questionnaire there were **19** people residing in the Centre. One person declined to participate in the questionnaire, this resulted in **18** questionnaires been supplied to residents.

In total **13** questionnaires were returned, this translates into a **72%** participation in the satisfaction questionnaire.

This is not the only process that allows residents comments and provide feedback in relation to Mount Carmel and the services provided. Other methods and processes include regular house meetings, complaints etc.

The overall feedback was very positive and highlighted the strengths of Mount Carmel such as staff, atmosphere, how residents felt that they were been supported and food but there comments to indicate to us how the service could be improved such as improving the environment by painting rooms and also to review staff induction process.

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| --- | --- | --- | --- |
| **ACTIVITIES** |  |  |  |
|  | Do we provide activities that are enjoyable? | 100% |  |
|  | Do you have enough to do in the home? | 100% |  |
|  | Overall are you satisfied with the activities in the home? | 100% |  |

**Comments:**

* **I enjoy the variety.**
* **Not up to activities at the moment**
* **Very good**

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| --- | --- | --- | --- |
| **ENVIRONMENT** |  |  |  |
|  | Are you happy with the Home environment? | 100% |  |
|  | Are you happy with your room? | 100% |  |
|  | Are you happy with the Sitting Room, Dining  Room and Communal Areas of MCSCH. | 100% |  |
|  | Does MCSCH feel 'homelike and friendly' | 100% |  |
|  | Is the home clean? | 100% |  |

**Comments:**

* **Needs to be painted and needs to be made more homely.**
* **Banging of Doors**

|  |  |  |  |
| --- | --- | --- | --- |
| **CARE** |  |  |  |
|  | Do you receive good care from the nursing and care staff? | 100% |  |
|  | Do the staff treat you with respect? | 100% |  |
|  | Are you happy with the arrangements to see your GP? | 100% |  |
|  | Are you happy with the arrangements to see other specialists? | 100% |  |

**Comments:**

* **Happy with the Care given.**
* **Excellent**
* **Reassuring when you have somebody to bring you to appointments and a great help to my family.**
* **Friendly and clean**

|  |  |  |  |
| --- | --- | --- | --- |
| **MEALS** |  |  |  |
|  | Can you have the foods you like? | 100% |  |
|  | Do you get enough to eat? | 100% |  |
|  | Is there enough time allowed for you to eat meals? | 100% |  |
|  | Are you happy with the dining facilities? | 100% |  |
|  | Overall are you happy with the food provided in  MCSCH? | 100% |  |

**Comments:**

* **First class facilities.**
* **Times are fine.**
* **Enjoy meal times but would like a steak!**

|  |  |  |  |
| --- | --- | --- | --- |
| **VISITING** |  |  |  |
|  | Are your friends and relatives made feel welcome when they visit? | 100% |  |
|  | Can your friends and relatives visit any time that suits them? | 94% | 6% |
|  | Are you able to speak to your relatives and friends in private when they call if you wish to  do so? | 100% |  |

**Comments:**

* **Fine.**
* **Very inviting, stress free and treated with respect. Great that you call anytime and always be made feel part of a bigger family.**
* **Not always –This comment was made in relation to “**Can your friends and relatives visit any time that suits them?”

|  |  |  |  |
| --- | --- | --- | --- |
| **PRIVACY**  **and DIGNITY** |  |  |  |
|  | Are you offered sufficient choice in how you live  In MCSCH. I.e. getting up, going to bed etc.? | 100% |  |
|  | Do you have sufficient privacy? | 100% |  |
|  | Do you feel your dignity is maintained? | 100% |  |

**Comments:**

* **Privacy very good.**

|  |  |  |  |
| --- | --- | --- | --- |
| **MANAGEMENT** |  |  |  |
|  | Do you know who to complain to? | 100% |  |
|  | Are you satisfied your complaints are dealt with? | 100% |  |
|  | Do you have the opportunity to express your views about MCSCH? | 100% |  |
|  | Are comments and suggestions listened to and acted upon? | 100% |  |
|  | Overall are you satisfied and happy with the Management of MCSCH? | 100% |  |

**Comments:**

* **Never made a compliant.**
* **All very good**
* **Excellent management. This trickles down through the staff and sets the atmosphere and work ethic.**

**Can you list 3 things that you like most about MCSCH?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **1** | **2** | **3** |
| **1** | **The food is good** | **Private rooms** | **Have my family call at any time** |
| **2** | **It is very homely** | **Everyone is lovely here** | **It is very peaceful and quiet** |
| **3** | **Very homely place** | **Freedom to go places you like** |  |
| **4** | **Very Friendly** | **Very helpful** |  |
| **5** | **Staff** | **Homely atmosphere** | **My family also cared about** |
| **6** | **Staff** | **Freedom to come and go** |  |
| **7** | **The general atmosphere and freedom of Mount Carmel** |  |  |
| **8** | **Staff** | **Room** | **How friendly staff are** |
| **9** | **Safety and security** | **No Stairs. Easy to walk around** | **Socializing been optional- not pushed!** |
| **10** | **Great Care** | **Friendliness** | **Food** |
| **11** | **Atmosphere** |  |  |
| **12** | **Staff helpful & Friendly** | **Room is cosy.** | **Staff go to the shops for me** |

**If you could change one thing about MCSCH what would that be?**

|  |  |
| --- | --- |
|  |  |
| **1** | **To get a steak** |
| **2** | **Nothing** |
| **3** | **Possibly! That a new staff member person be introduced to some residents who may be wary-apprehensive of strangers in the confines of their bedrooms, familiar faces etc when one feels vulnerable.** |
| **4** | **No Change** |
| **5** | **Wouldn’t change anything** |
| **6** | **No Change** |
| **7** | **Make my room more homely. Need a more comfortable seat in room for watching TV. Maybe change the color on the walls in bedroom** |
| **8** | **Nothing** |
| **9** | **Bang doors and noise reduced** |
| **10** | **No** |