

## SECTION A

Overall how satisfied are you with the home where your relative or friend lives in terms of the following attributes:

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|---|-----------------------|--------------------------|
| 1) the outside appearance of the home?    | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 2) the gardens?                           | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 3) the parking area?                      | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 4) the front entrance and reception area? | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 5) the administration area?               | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 6) the halls and corridors?               | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 7) the bedroom of the resident you know?  | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |

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| 8) the main lounge and dining area?                     | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 9) the interior decor e.g. colour schemes etc           | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 10) the resident's bathroom facilities?                 | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 11) safety in the event of an emergency such as a fire? | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 12) cleanliness?  | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 13) smell?  | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 14) the laundry service?                                | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |

## **SECTION B**

**Now turning to the resident you know, how satisfied are you with their care home in terms of the following attributes:**

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|--|-----------------------|--------------------------|
| 1) its overall atmosphere?   | very satisfied?       | <input type="checkbox"/> |
|  | satisfied?            | <input type="checkbox"/> |
|  | fairly satisfied?     | <input type="checkbox"/> |
|  | not very satisfied?   | <input type="checkbox"/> |
|  | not at all satisfied? | <input type="checkbox"/> |
| 2) the welcome visitors are given?   | very satisfied?       | <input type="checkbox"/> |
|  | satisfied?            | <input type="checkbox"/> |
|  | fairly satisfied?     | <input type="checkbox"/> |
|  | not very satisfied?   | <input type="checkbox"/> |
|  | not at all satisfied? | <input type="checkbox"/> |
| 3) the standard of care your relative or friend receives?                    | very satisfied?       | <input type="checkbox"/> |
|  | satisfied?            | <input type="checkbox"/> |
|  | fairly satisfied?     | <input type="checkbox"/> |
|  | not very satisfied?   | <input type="checkbox"/> |
|  | not at all satisfied? | <input type="checkbox"/> |
| 4) the social and recreational activities available to residents?            | very satisfied?       | <input type="checkbox"/> |
|  | satisfied?            | <input type="checkbox"/> |
|  | fairly satisfied?     | <input type="checkbox"/> |
|  | not very satisfied?   | <input type="checkbox"/> |
|  | not at all satisfied? | <input type="checkbox"/> |
| 5) the food, tea, coffee and snacks served to residents?                     | very satisfied?       | <input type="checkbox"/> |
|  | satisfied?            | <input type="checkbox"/> |
|  | fairly satisfied?     | <input type="checkbox"/> |
|  | not very satisfied?   | <input type="checkbox"/> |
|  | not at all satisfied? | <input type="checkbox"/> |
| 6) special events such as resident birthdays, Christmas etc?                 | very satisfied?       | <input type="checkbox"/> |
|  | satisfied?            | <input type="checkbox"/> |
|  | fairly satisfied?     | <input type="checkbox"/> |
|  | not very satisfied?   | <input type="checkbox"/> |
|  | not at all satisfied? | <input type="checkbox"/> |
| 7) special occasions such as open days for residents' relatives and friends? | very satisfied?       | <input type="checkbox"/> |
|  | satisfied?            | <input type="checkbox"/> |
|  | fairly satisfied?     | <input type="checkbox"/> |
|  | not very satisfied?   | <input type="checkbox"/> |
|  | not at all satisfied? | <input type="checkbox"/> |

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|---|-----------------------|--------------------------|
| 8) the resident's health care?  | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 9) the other residents as companions for your relative or friend?                       | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 10) contacting by telephone your relative or friend?                                    | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 11) leaving messages for your relative or friend with home staff?                       | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 12) being informed by home staff as to problems or progress of your relative or friend? | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 13) the hygiene, grooming and personal presentation of the resident?                    | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |
| 14) meeting the individual needs and preferences of the resident?                       | very satisfied?       | <input type="checkbox"/> |
|   | satisfied?            | <input type="checkbox"/> |
|   | fairly satisfied?     | <input type="checkbox"/> |
|   | not very satisfied?   | <input type="checkbox"/> |
|   | not at all satisfied? | <input type="checkbox"/> |

## **SECTION C**

**How satisfied are you with the following attributes:**

**PLEASE TICK ONLY ONE BOX PER ATTRIBUTE**

- |  |                       |                          |
|--|-----------------------|--------------------------|
| 1) the presentation,<br>terms and accuracy of<br>the home's invoices?                                      | very satisfied?       | <input type="checkbox"/> |
|  | satisfied?            | <input type="checkbox"/> |
|  | fairly satisfied?     | <input type="checkbox"/> |
|  | not very satisfied?   | <input type="checkbox"/> |
|  | not at all satisfied? | <input type="checkbox"/> |
| 2) the attentiveness<br>and responsiveness of<br>staff to matters of<br>concern to you or the<br>resident? | very satisfied?       | <input type="checkbox"/> |
|  | satisfied?            | <input type="checkbox"/> |
|  | fairly satisfied?     | <input type="checkbox"/> |
|  | not very satisfied?   | <input type="checkbox"/> |
|  | not at all satisfied? | <input type="checkbox"/> |
| 3) the procedure for<br>making complaints?   | very satisfied?       | <input type="checkbox"/> |
|  | satisfied?            | <input type="checkbox"/> |
|  | fairly satisfied?     | <input type="checkbox"/> |
|  | not very satisfied?   | <input type="checkbox"/> |
|  | not at all satisfied? | <input type="checkbox"/> |

## **SECTION D**

**Turning to the staff who work at the home, thinking generally in terms of their appearance, friendliness, manners, caring, skill and so on, how satisfied are you with the:**

**PLEASE TICK ONLY ONE BOX PER ATTRIBUTE**

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|------------------------|-----------------------|--------------------------|
| 1) home manager?       | very satisfied?       | <input type="checkbox"/> |
|                        | satisfied?            | <input type="checkbox"/> |
|                        | fairly satisfied?     | <input type="checkbox"/> |
|                        | not very satisfied?   | <input type="checkbox"/> |
|                        | not at all satisfied? | <input type="checkbox"/> |
| 2) home administrator? | very satisfied?       | <input type="checkbox"/> |
|                        | satisfied?            | <input type="checkbox"/> |
|                        | fairly satisfied?     | <input type="checkbox"/> |
|                        | not very satisfied?   | <input type="checkbox"/> |
|                        | not at all satisfied? | <input type="checkbox"/> |
| 3) nurses?             | very satisfied?       | <input type="checkbox"/> |
|                        | satisfied?            | <input type="checkbox"/> |
|                        | fairly satisfied?     | <input type="checkbox"/> |
|                        | not very satisfied?   | <input type="checkbox"/> |
|                        | not at all satisfied? | <input type="checkbox"/> |

