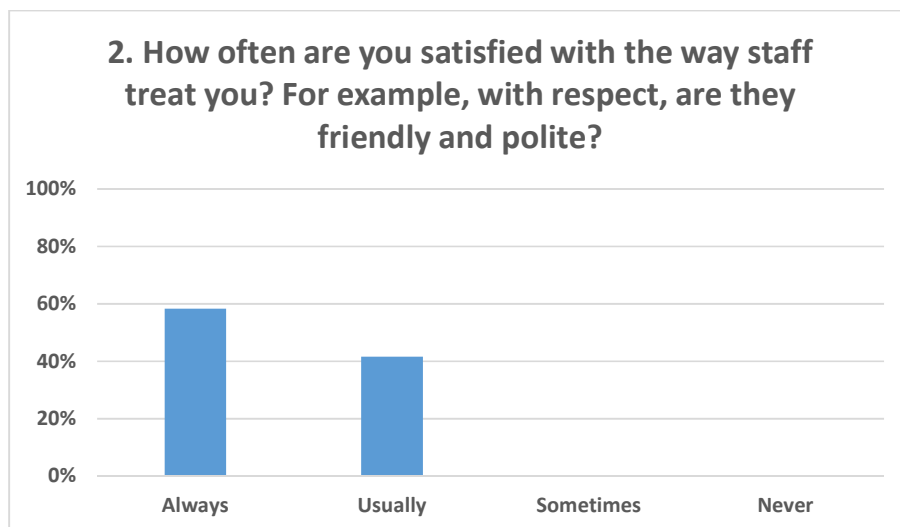
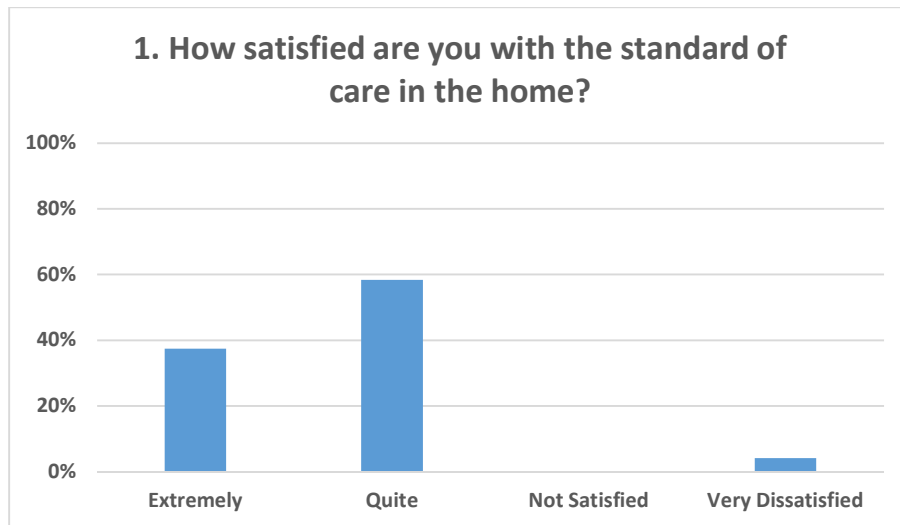




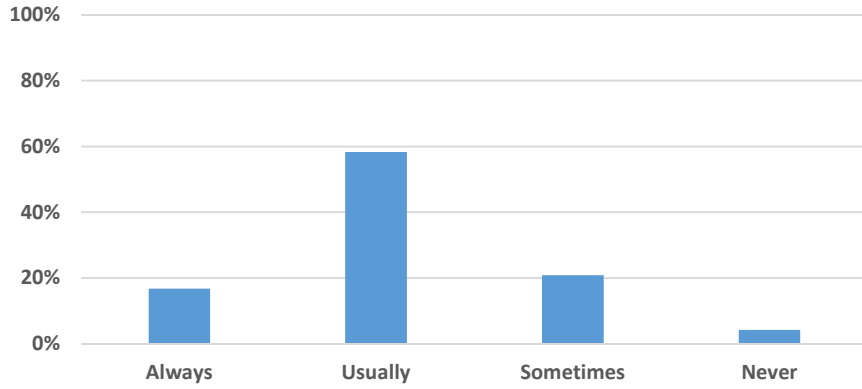
SUNNINGDALE CARE HOME

Resident Surveys to May 2017

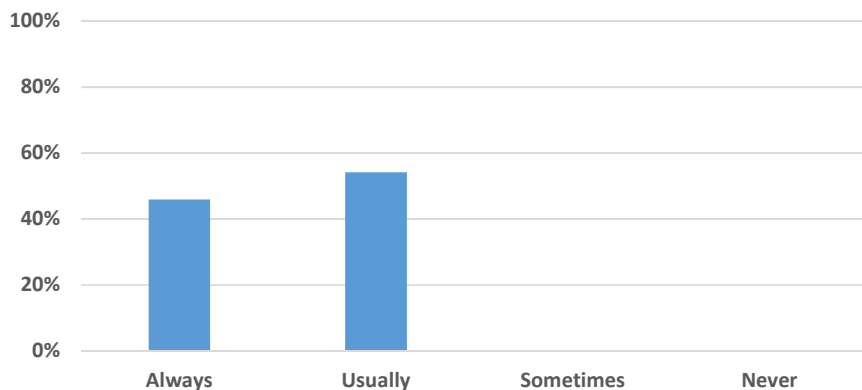
Twenty-Four Resident Surveys were returned



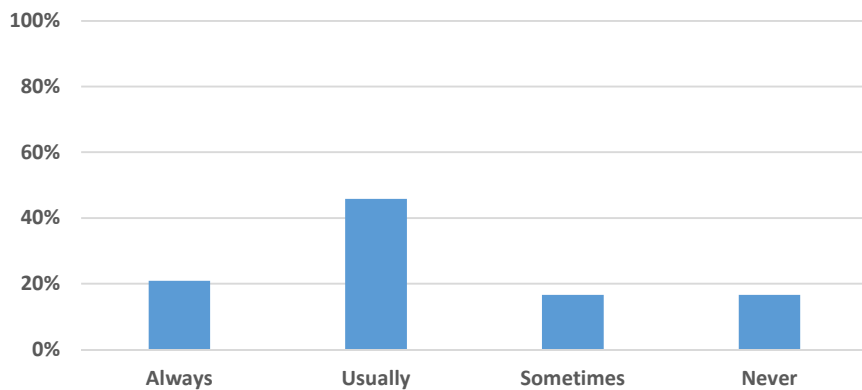
3. Do you feel there are enough staff to assist with your care needs?



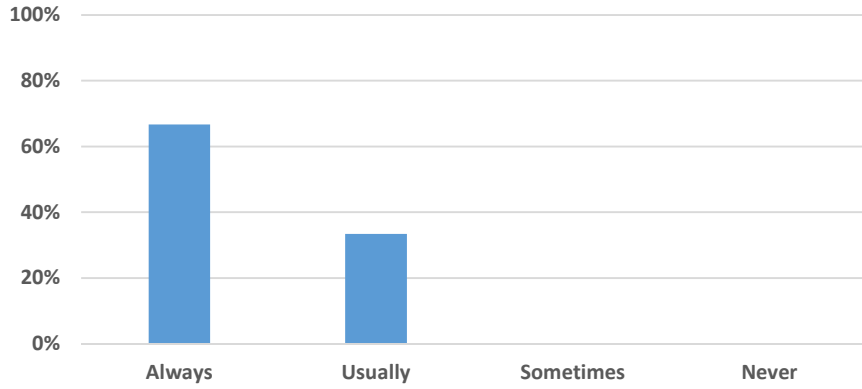
4. Do you feel the staff give you the help you need?



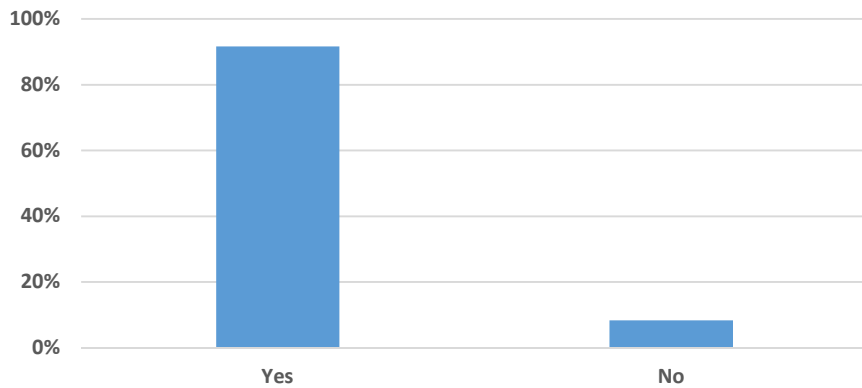
5. Do you have the opportunity to become involved in the planning of your care?



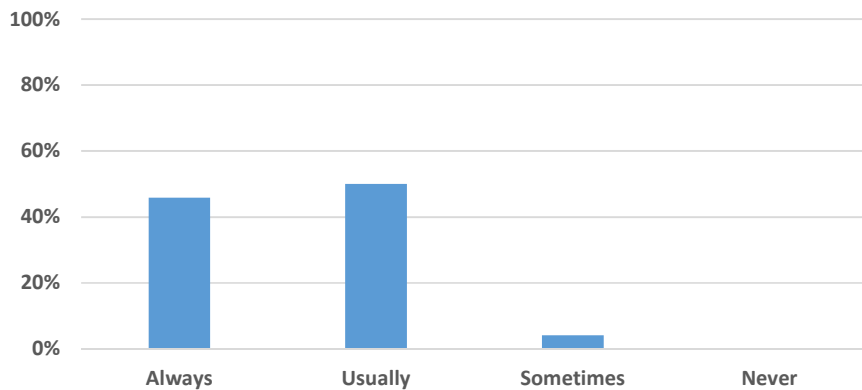
6. Do you feel your room and the rest of the home is kept clean and tidy?

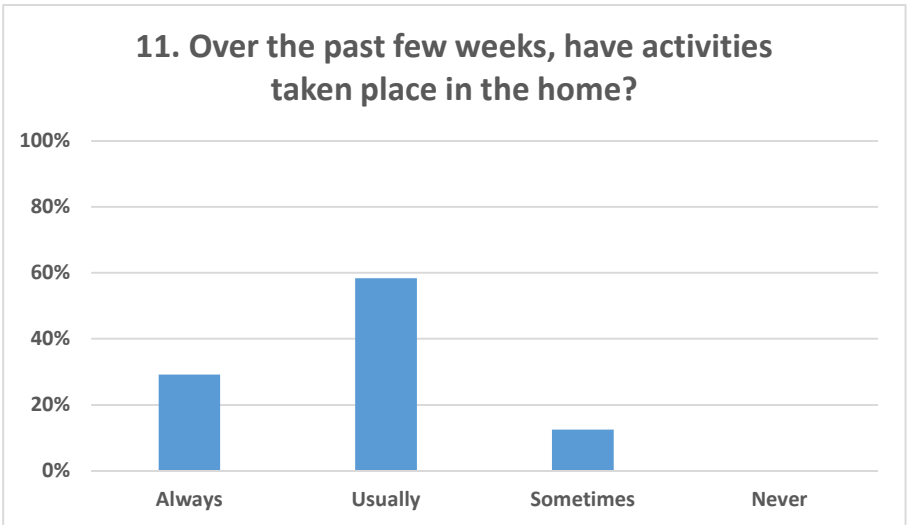
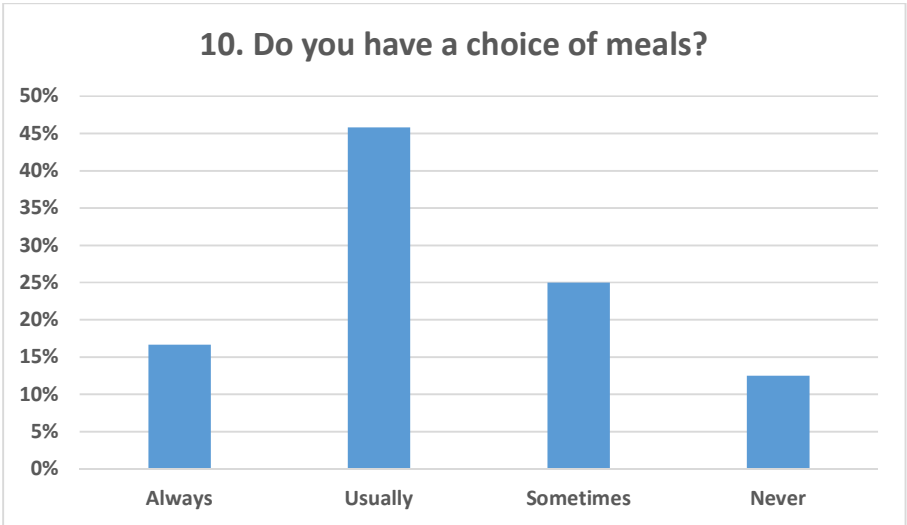
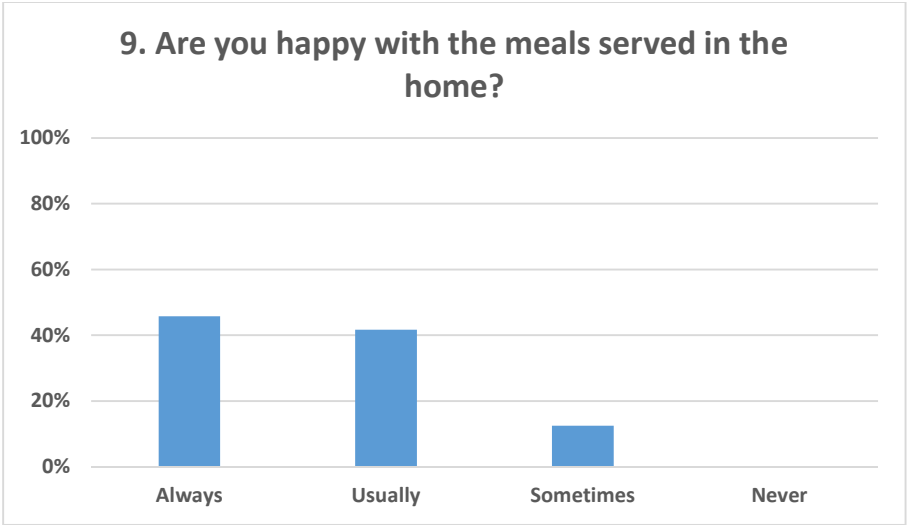


7. Are you able to practise your religion or beliefs as you would wish?

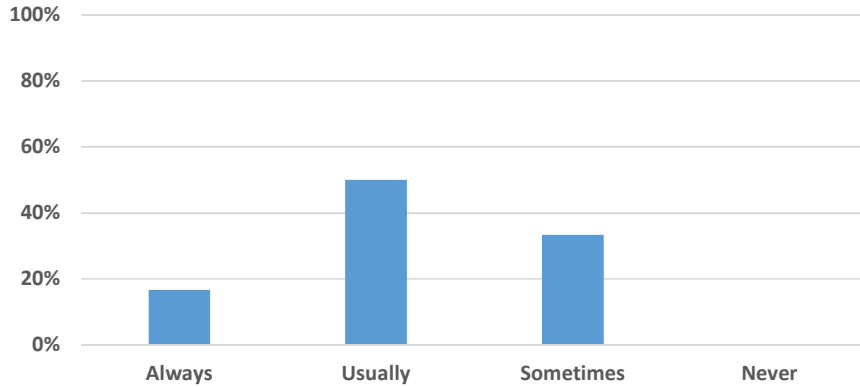


8. Are you able to choose when you get up and go to bed?

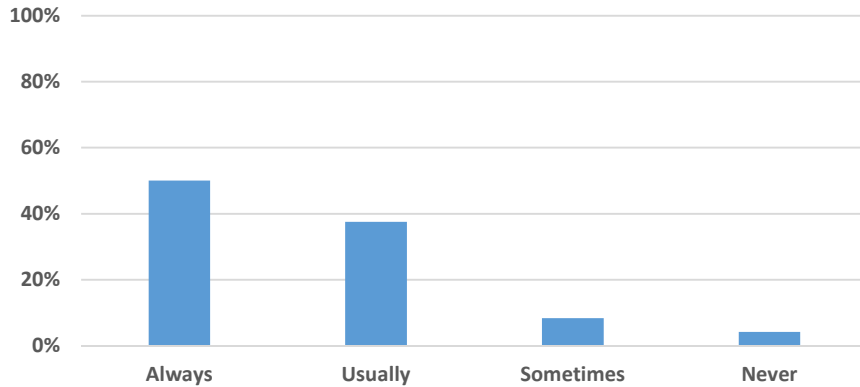




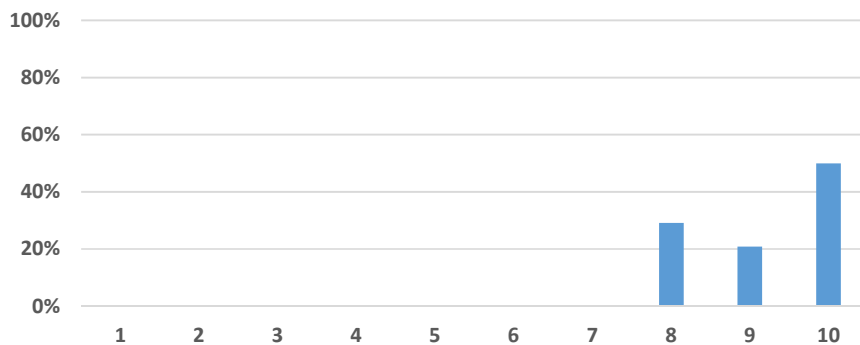
12. Do you feel that the activities are suitable for your abilities and interests?



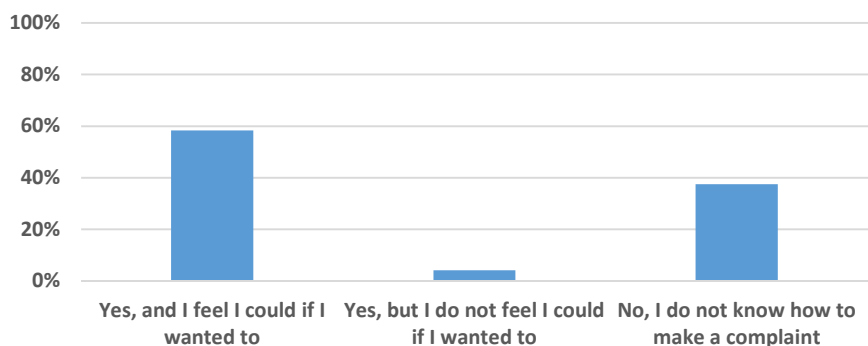
13. Are you able to talk to the manager of the home if you have any concerns or worries?



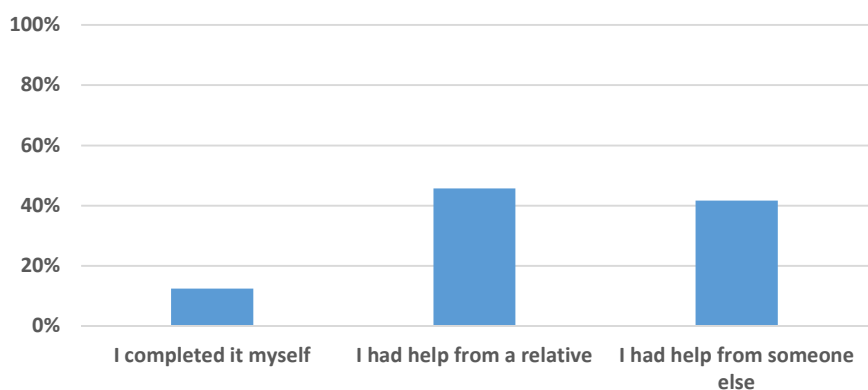
14. It is important that you feel safe in your home. On a scale of 1 to 10, please let me know how safe you feel, 1 being the least safe?



15. Do you know how to make a complaint/suggestion about you care home, and would you know who to make it to?



16. Did you complete this questionnaire yourself or did you have help to do so?



17 What is the best thing about living in your home?

- * The care the staff give you.
- * I like living at Sunningdale, I know the staff and get on with them.
- * Clean and plenty of food and drink.
- * I am looked after and offered choices.
- * Just living here. I am happy and settled.
- * Happy in my room.
- * My independence.
- * The staff care for me.
- * I am happy with my care.
- * The care and genuine feeling of friendliness, care and concern. Also, I like the way that some carers are noisy and lively, whilst others are quiet and sympathetic to the particular needs of the residents. I enjoy the quietness but I would like my door open in order to see people come and go.
- * The way I am looked after and my safety. Staff are helpful when possible.
- * Feeling secure and safe at all times. Would prefer to go home.

- * My family come to visit.
- * I am looked after by people who care.
- * To be able to go to bed earlier and not to be woken up so early.
- * Safety and security.
- * Being looked after.
- * 24 hour care.
- * Safe and friendly environment. Able to be taken out for breakfast, lunch etc.
- * All my needs are attended to.
- * Being safe and looked after.
- * I wouldn't be alive if I had to go home or hospital.

18 Is there anything you would change if you could?

- * Stop staff putting me to bed too soon.
- * Nothing.
- * Nothing.
- * No.
- * No.
- * No.
- * No.
- * I realise you have had a particular problem with the "locked" door. Instructions on the lift are confusing.
- * I would like to go outside for more cigarettes and not get told by staff that there's no one to take you out at the moment. I pay good money to stay here and should be able to go out when required.
- * No.
- * No.
- * No shortage of staff.
- * No.
- * I would prefer to go home.
- * No.
- * On some occasions a few extra staff would be helpful.
- * No but more baths would be good.

19 Would you like to tell me anything else?

- * Carers and nursing staff are wonderful. Always cheerful and helpful. There seems to be a little disorganisation on the management side, in my case, in respect of hospital dates and paperwork not kept up to date. On one visit to hospital it was the wrong doctor and paperwork not filed properly with details.
- * I am a little concerned that I have had some falls but I am pleased that I am back on full 1 to 1 care.
- * No problems at the present time. Enjoy Mick putting on bets when required.

The new flooring has made a real difference. The home always appears clean, but not always tidy, particularly around the conservatory and the nurses' area.

* This may well be due to lack of storage space and, sadly, could give a false impression to any visitors or relatives looking for a choice of nursing home for a relative. Also, Hygiene - Not everyone uses the hand gel and I am not sure if the cleaning staff are supervised. My room looks clean and I realise time is limited but a simple "wipe over" is not enough and a deep clean would be appropriate.

* I remain happy and settled . I have no other concerns at this present time.

* All my problems have been solved. Thank you.

* Staff at Sunningdale are kind and helpful.

* We are very happy with the care.