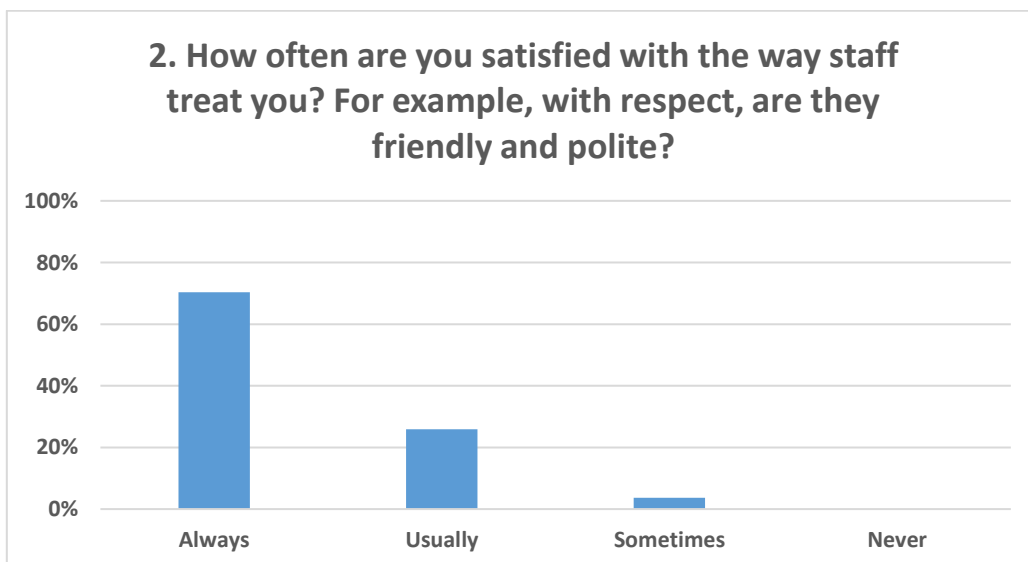
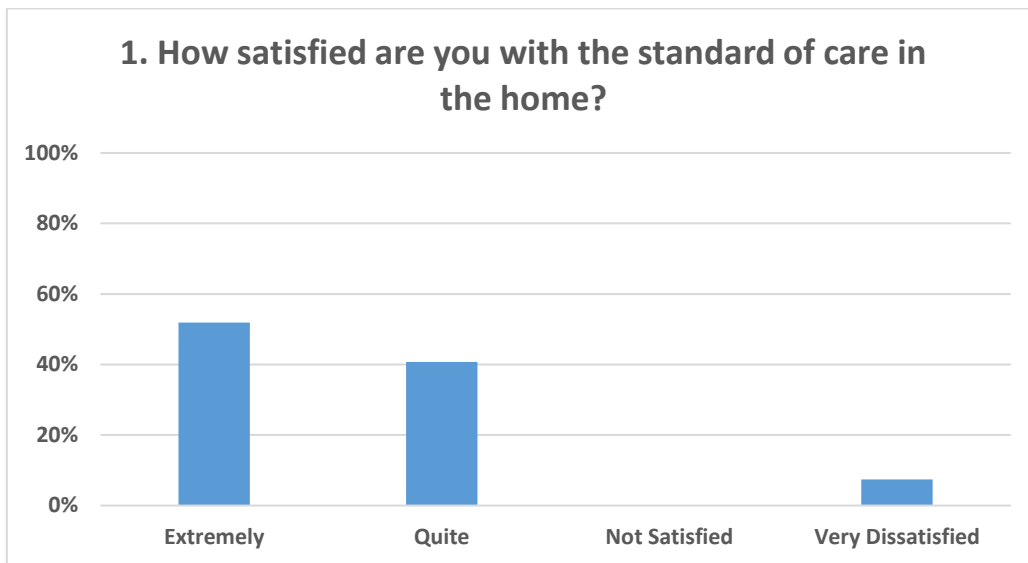




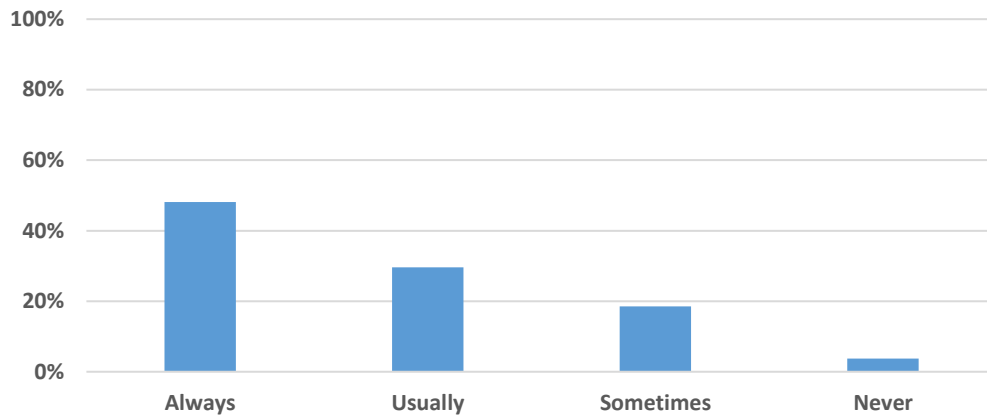
SUNNINGDALE CARE HOME

Resident Surveys to March 2021

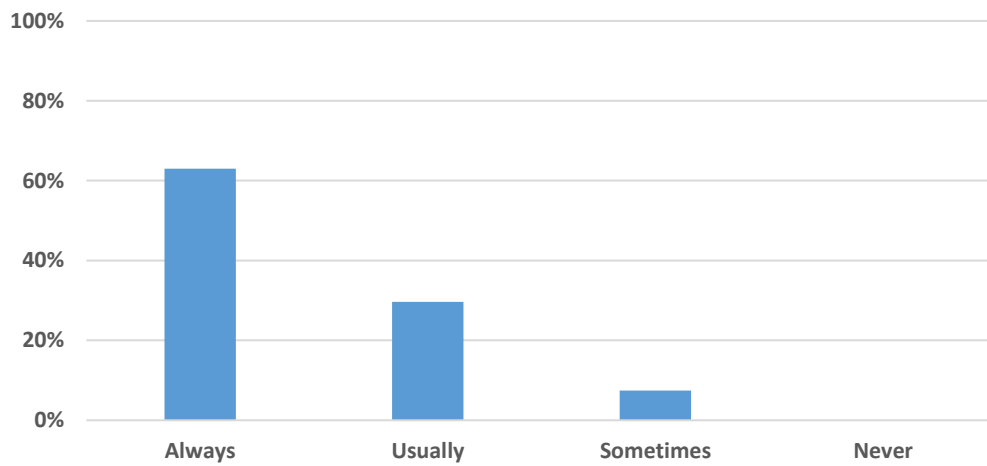
Twenty-Seven Resident Surveys were returned



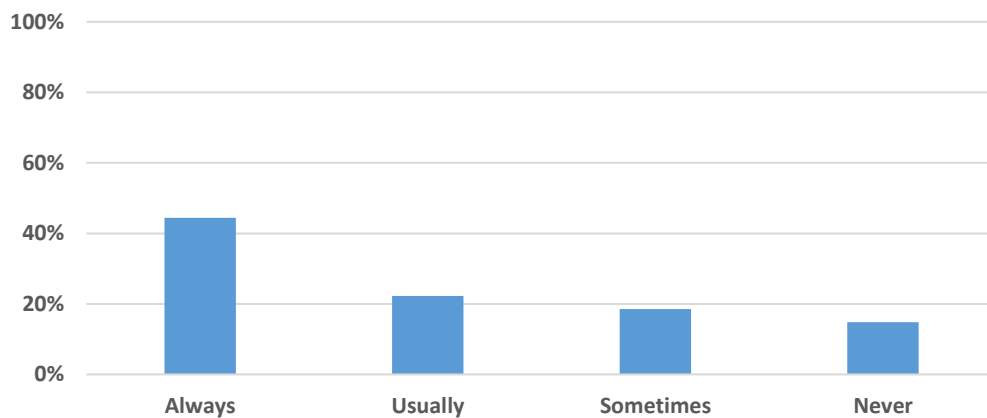
3. Do you feel there are enough staff to assist with your care needs?



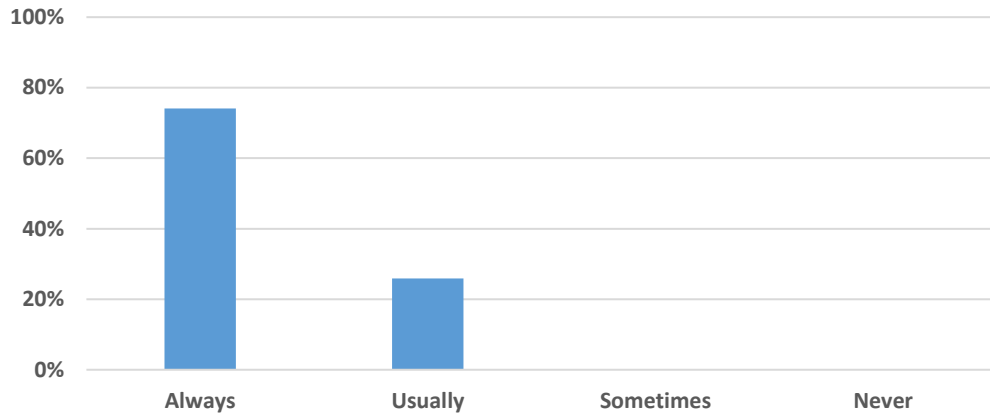
4. Do you feel the staff give you the help you need?



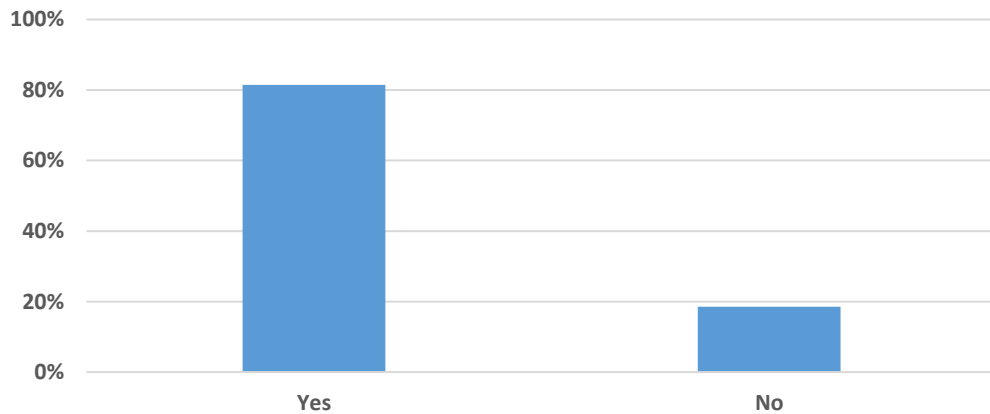
5. Do you have the opportunity to become involved in the planning of your care?



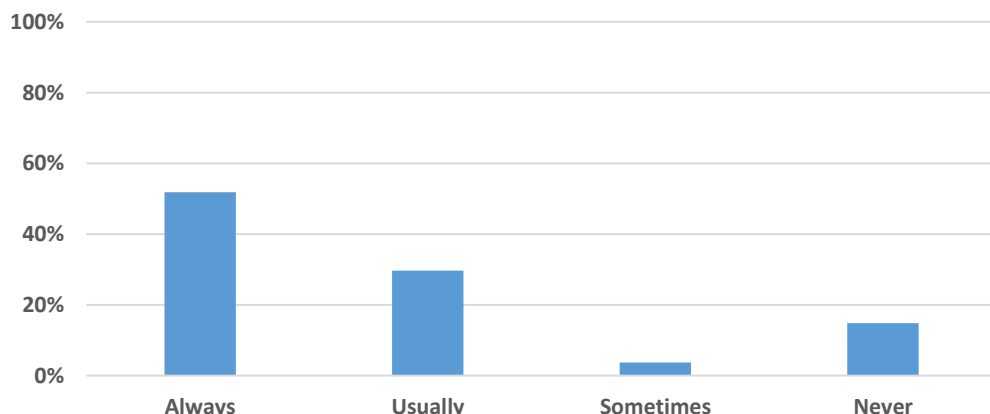
6. Do you feel your room and the rest of the home is kept clean and tidy?



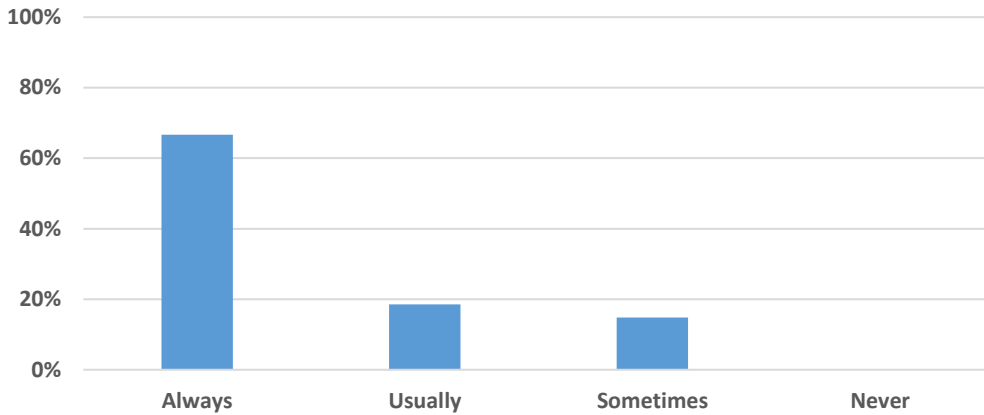
7. Are you able to practise your religion or beliefs as you would wish?



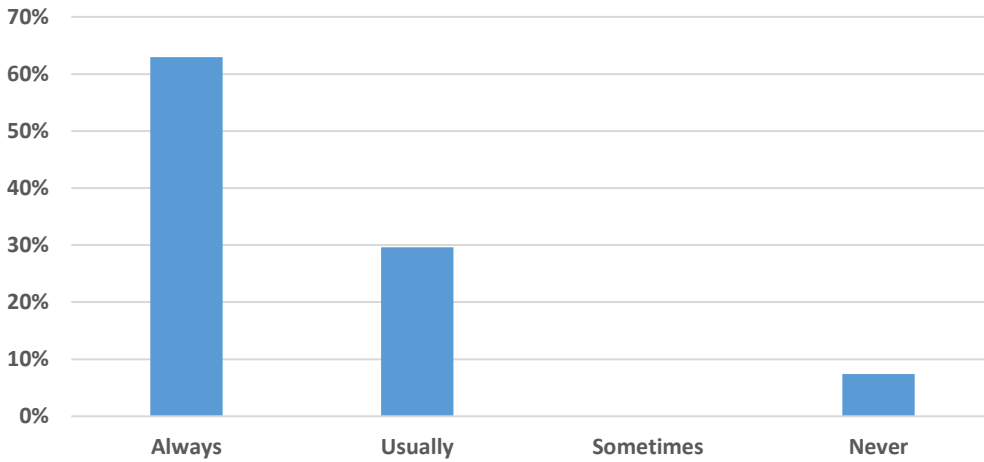
8. Are you able to choose when you get up and go to bed?



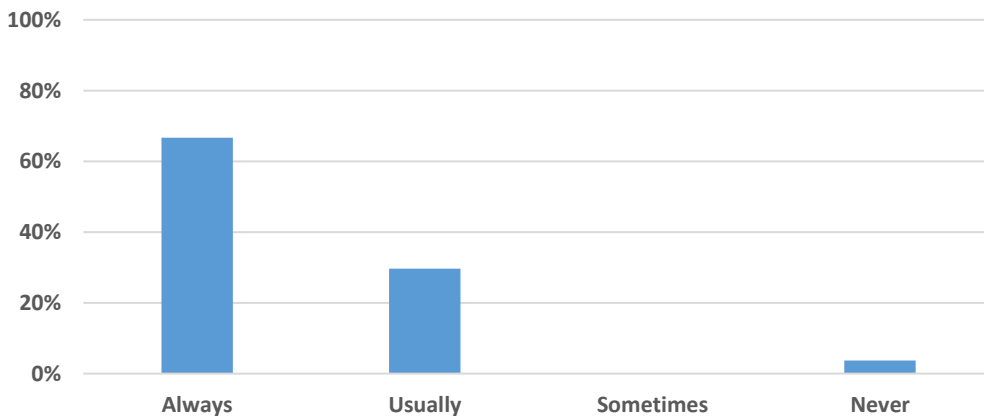
9. Are you happy with the meals served in the home?



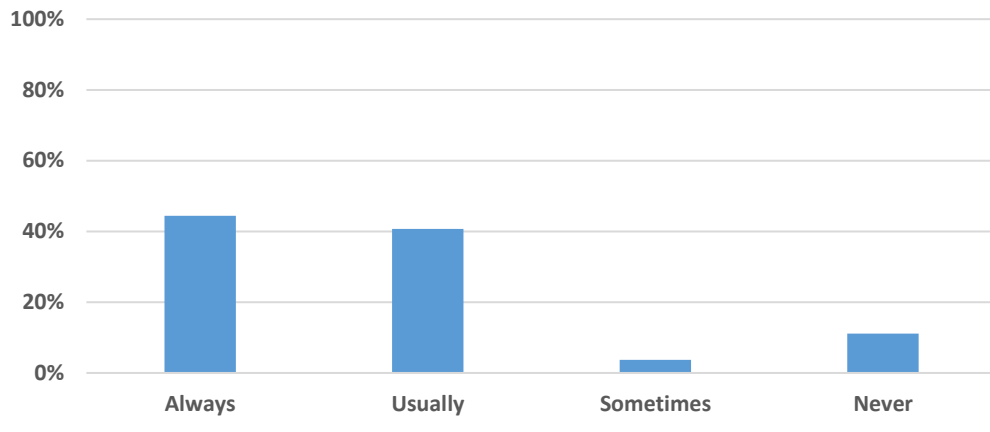
10. Do you have a choice of meals?



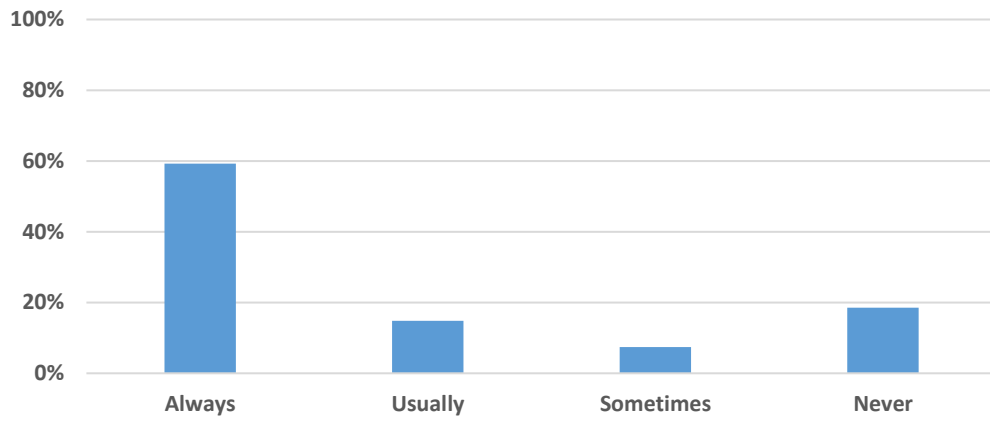
11. Over the past few weeks, have activities taken place in the home?



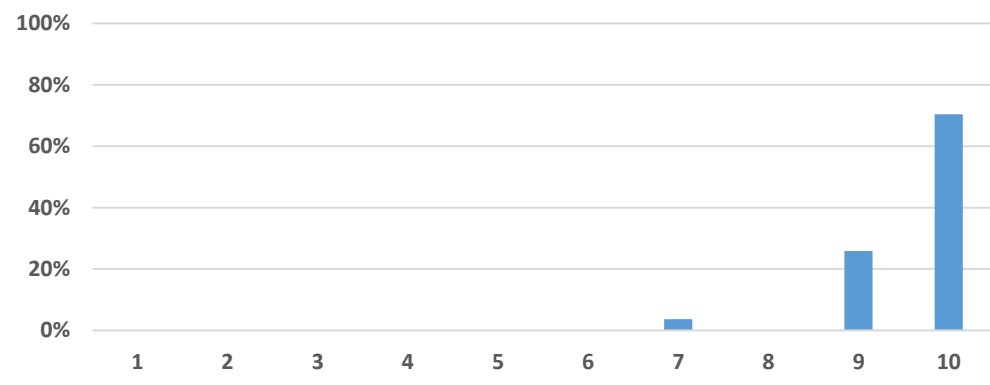
12. Do you feel that the activities are suitable for your abilities and interests?



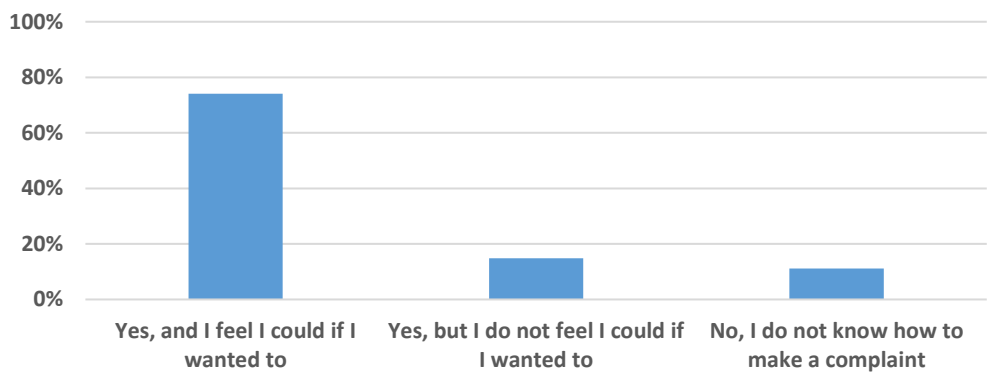
13. Are you able to talk to the manager of the home if you have any concerns or worries?



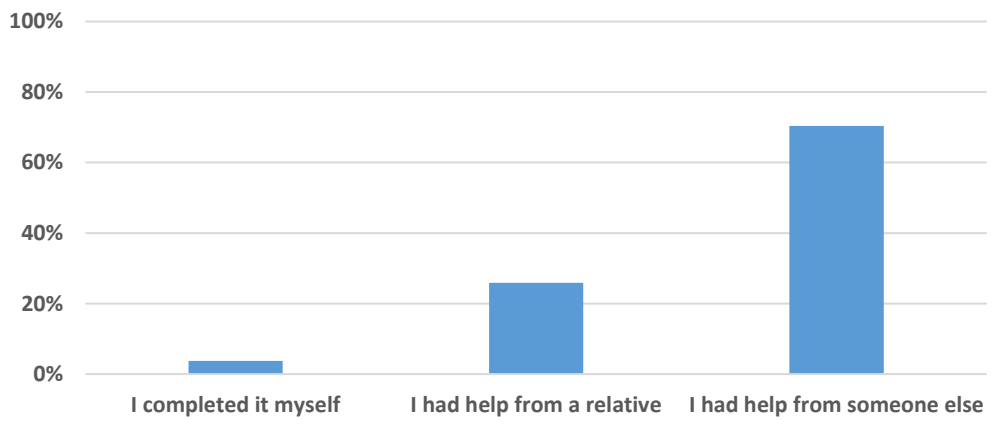
14. It is important that you feel safe in your home. On a scale of 1 to 10, please let me know how safe you feel, 1 being the least safe?



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?

- * I like the way the staff have a laugh and joke with me as well as be there for me emotionally.
- * Well looked after. I feel very safe.
- * Little Maria - 100% brilliant and smiling. Seeing everyone, who helps me. Like a big family except one on nights.
- * It is nice and quiet. I get a bit lonely at times but I stay here a lot.
- * I know I am looked after and can ask anything.
- * All seems pretty good.
- * No change.
- * Everything & everyone.
- * Being well looked after.
- * Attendance!!
- * It is fairly close to relatives.
- * Stability.
- * Friendly staff. Helpful staff.
- * A feeling of genuine care and security.

- * The company and chat with the staff.
- * It is the super best place. it is nice here.
- * Food is good.
- * None
- * Food is good.
- * The cleanliness and friendly staff.
- * None.
- * Well care for.
- * Being in a cosy and warm comfortable home with caring people and frequent activities.
- * Staff.
- * Well looked after.
- * Fun and laughter with staff.

18 Is there anything you would change if you could?

- * Nothing I can think of.
- * Not really.
- * Floorboards talk to me. So squeaky.
- * I would not change anything.
- * Activities - like company to watch TV.
- * No clue.
- * More staff at night. More nurses.
- * No
- * No.
- * Better Food - Toast crispy - Sliced meat - Hot coffee
- * The TV would be on and closer.
- * Perhaps provide a fly sheet, etc, setting out the basic day to day routine of the home to help new residents and relatives settle.
- * To go back to the room I was in before.
- * It is very noisy.
- * None
- * Yes - to go home
- * None
- * Not really.
- * None.
- * No.

19 Would you like to tell me anything else?

- * I would like to get up more and not be in my bedroom as much. I would like to interact with other residents in activities and being in the lounge.(waiting on my special chair)
- * Staff friendly and I am happy.
- * Visits too short, time goes as soon as you get there. Staff always try their best and listen when I moan.
- * I am happy.
- * I do get mad when they get me dressed. They are too rough with moving me.
- * Phones should be put in room so she can call the nurses (CW).
- * No.

* No.

* Not enough carers upstairs (or activity people - only Robbie!!)

As my dad has only been in the home for less than 3 weeks, we have not been inside due to Covid, but my dad appears happy and contented. He is clean and well fed. We have had a very traumatic last six months with his care but, as my dad's rep & POA, he has, at last, found his forever home.

* All the staff have been polite, helpful and kept us updated with his first few weeks. I have had my first visit today and was delighted to see how settled he is, which is a massive relief to both myself and my sister.

* None at the moment.

* No

* None at the moment.

* I do not think so. It is a nice home.

* None.

* I would like to be going out with Frank into the Castle grounds.

