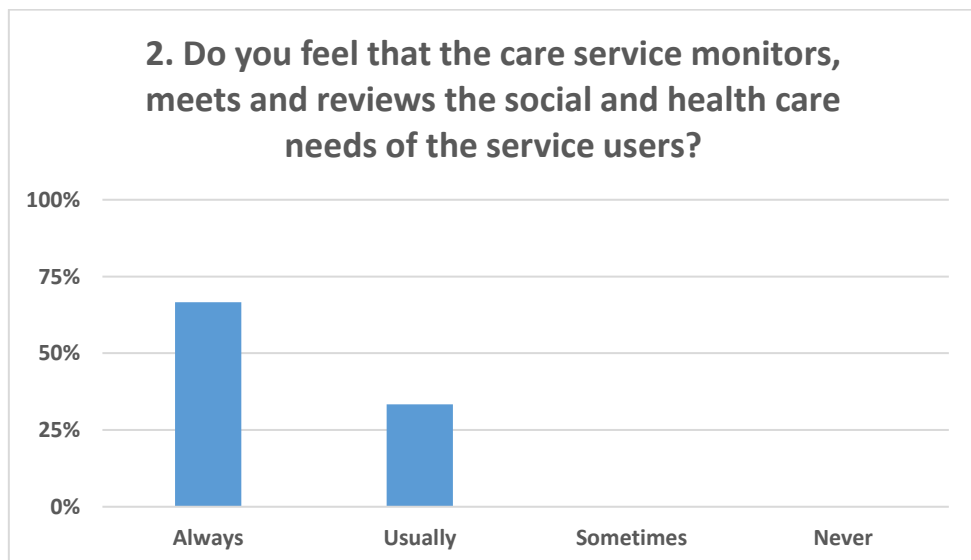
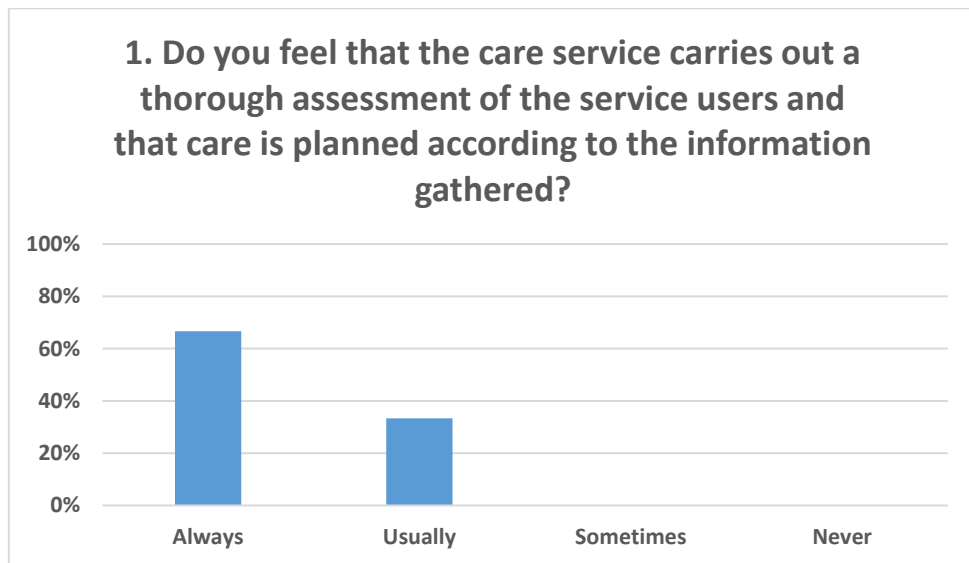




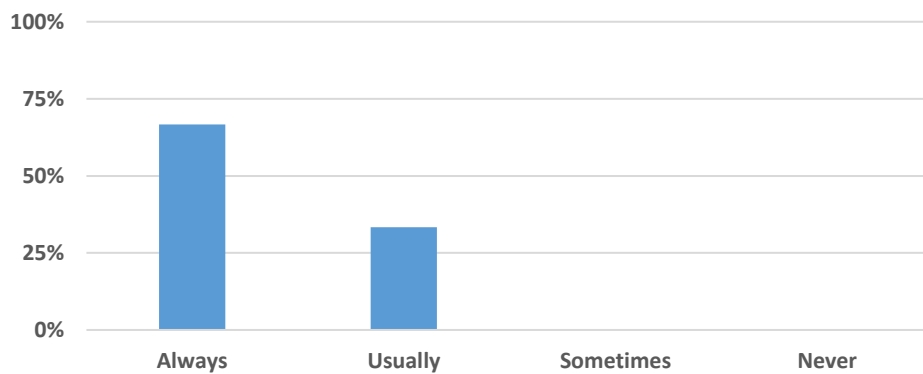
SUNNINGDALE CARE HOME

External Healthcare Professional Surveys to January 2022

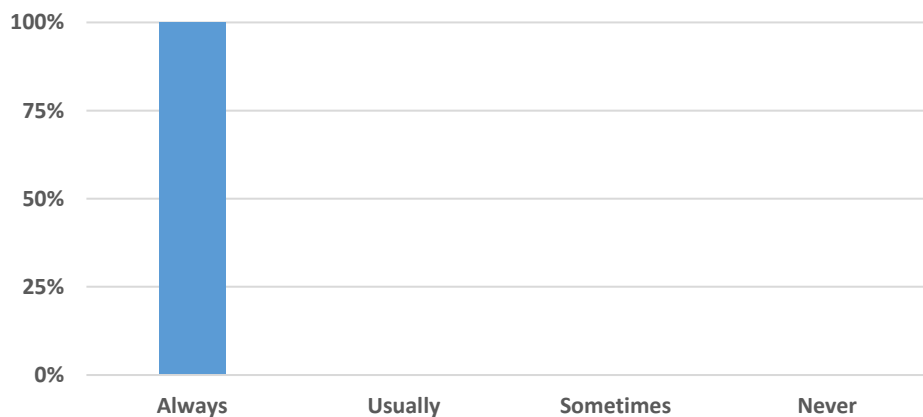
Three External Healthcare Survey were returned



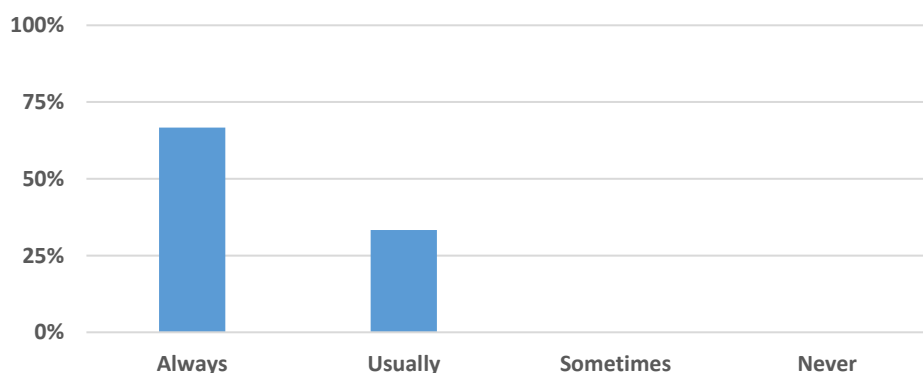
3. Do you feel that the care service seeks and acts on advice to meet service users' social and care needs and to promote well-being?



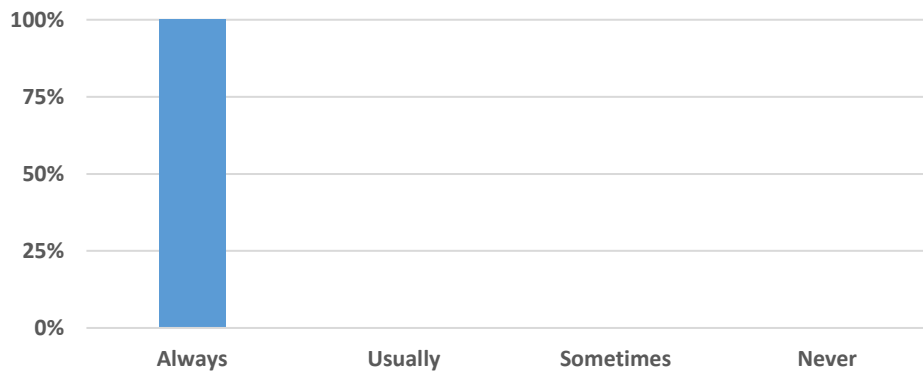
4. Do you feel that the care service respects the service users' right to privacy and dignity?



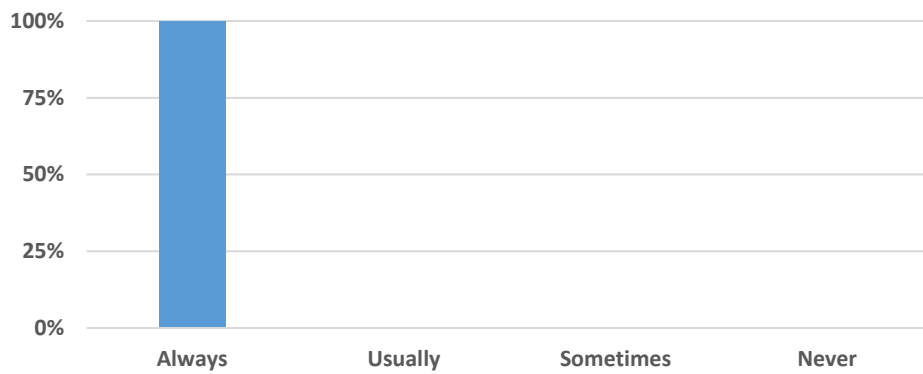
5. Do you feel that the care service offers service users the opportunity to live the life they choose, as far as possible?



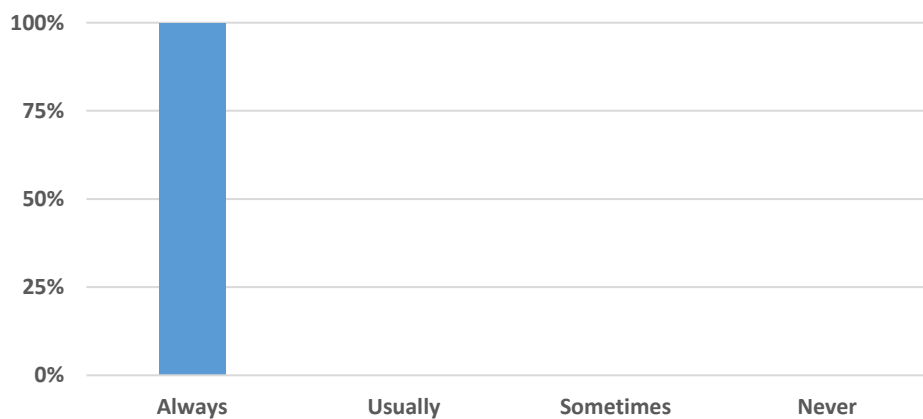
6. Do you feel that the manager and the staff of the care service have the necessary skills and attitude to meet the needs of the service users?

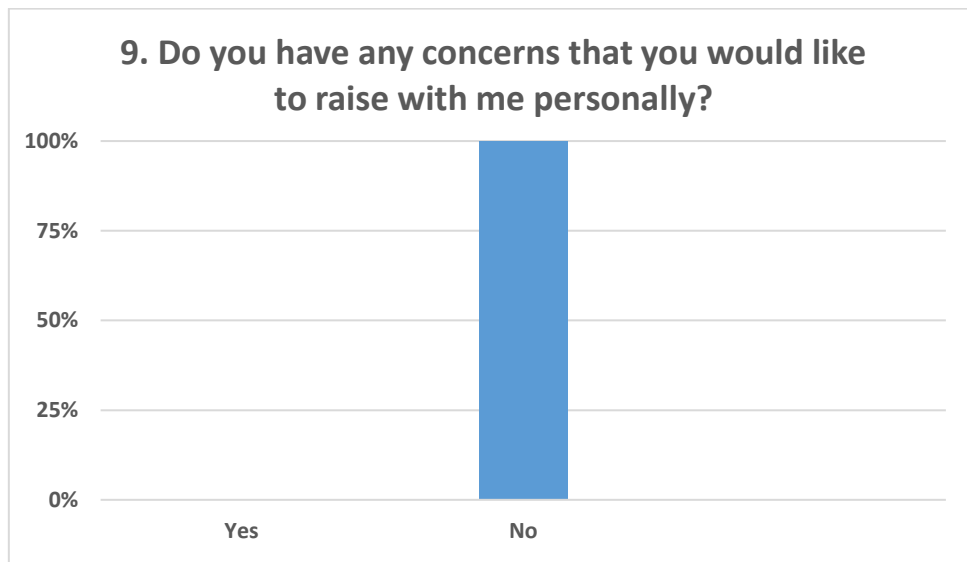


7. Do you feel that the care service responded appropriately if you or anyone using the service have ever raised any concerns?



8. Are you made to feel welcome when you visit the care service?





10 What does the service do well?

* The staff at Sunningdale are all very professional and are very welcoming when I come in. They take what I say and act on it.

* I feel the staff members I have personal involvement with are a credit to your business. They are always warm and welcoming, they are knowledgeable and professional with residents being their priority. Some have a genuine passion and will fight for the rights of residents to get the best care possible.

* Staff are always courteous, well mannered and helpful. The leadership team show decorum and respect to service users and fellow staff alike.

11 What could the service do better?

* Just a bit of organisation with patients' medical belongings. Several times I have been in and hunted high and low for what I was looking for, to then have to cancel the visit and reboot when we have the equipment,

* Like everywhere, at the moment staff are extremely busy. More employees for the home would mean less stress for the staff and a higher concentration of one to one quality time with the residents thus resulting in more personalised care.

* Better coffee (only kidding!!). I feel self improvement to be encouraged. Well done.

12 Would you like to add anything to your comments?

* The suggestion or improvement I refer to above would be another telephone line into the home. It is extremely difficult to get through on many occasions to discuss residents and calls are missed. Not just from ourselves but also from outside sources due to being engaged. An example being GPs trying to return calls to discuss residents. They only have to try a maximum of three times and then the call is marked as failed.