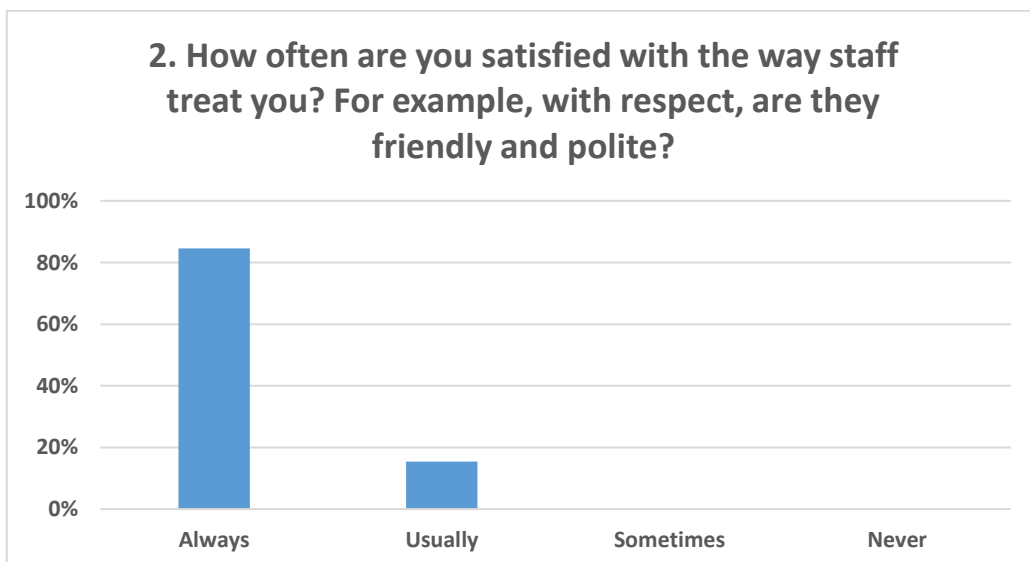
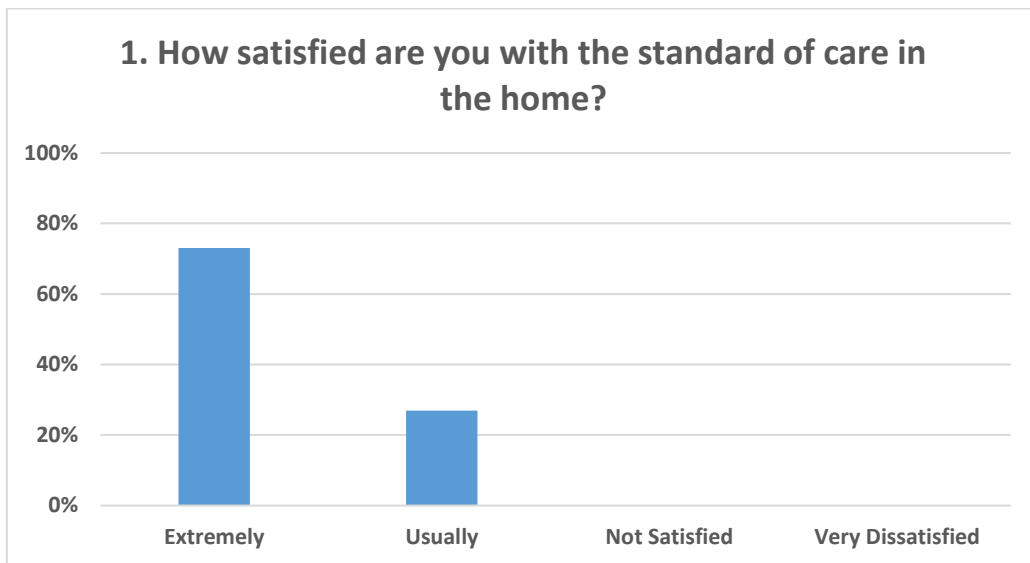




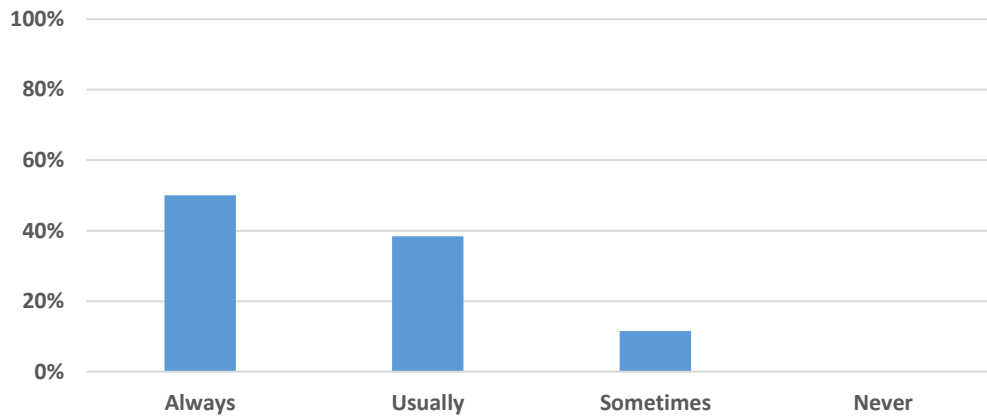
SUNNINGDALE CARE HOME

Resident Surveys to March 2023

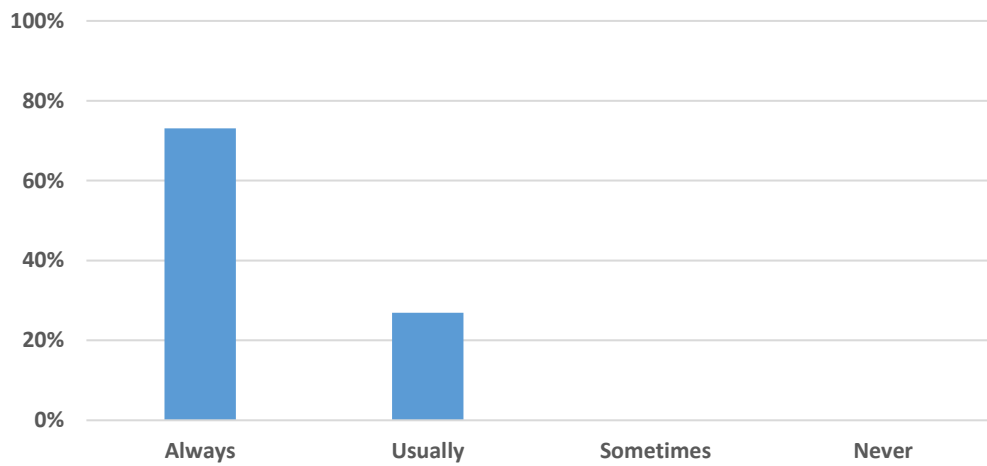
Twenty-Six Resident Surveys were returned



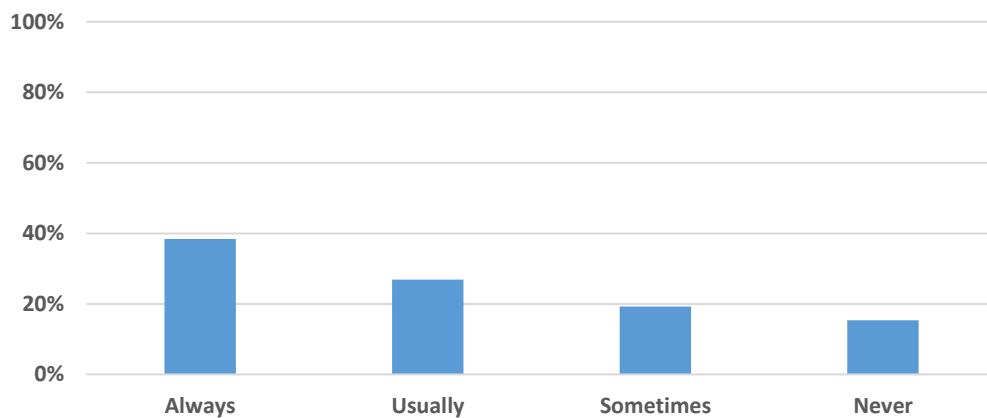
3. Do you feel there are enough staff to assist with your care needs?



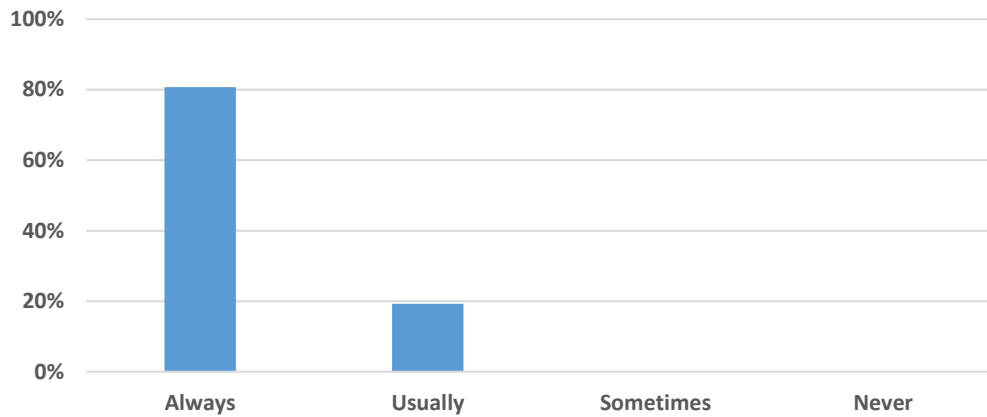
4. Do you feel the staff give you the help you need?



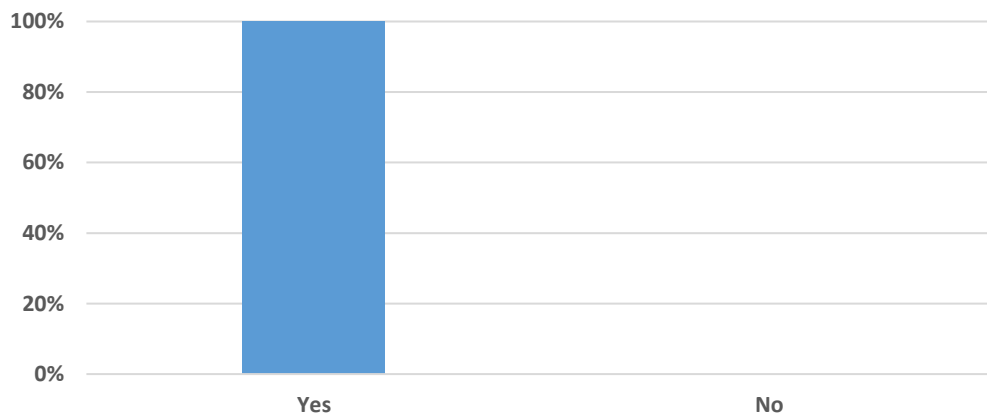
5. Do you have the opportunity to become involved in the planning of your care?



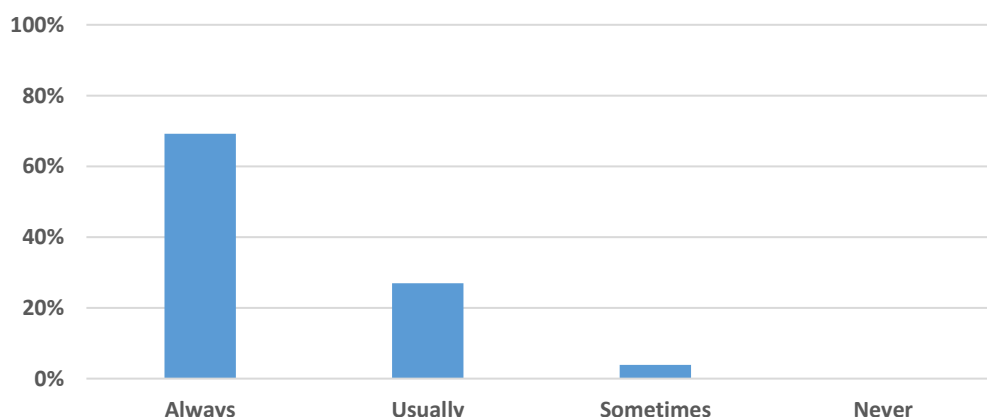
6. Do you feel your room and the rest of the home is kept clean and tidy?



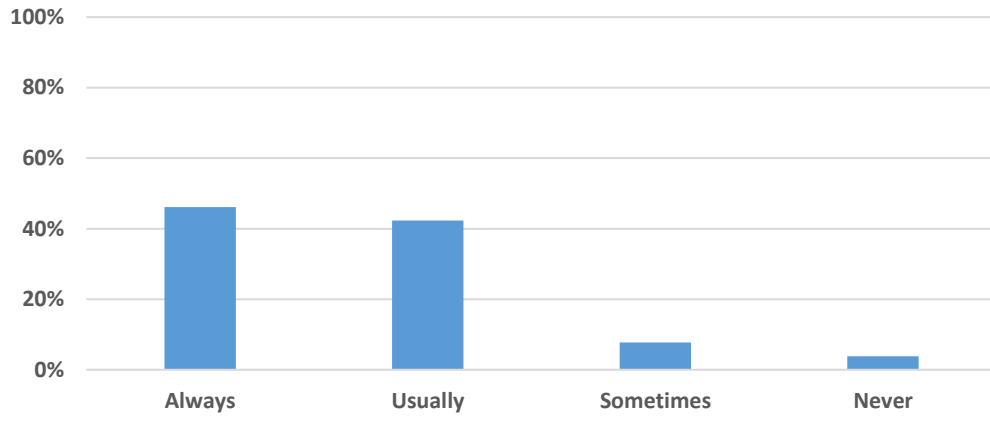
7. Are you able to practise your religion or beliefs as you would wish?



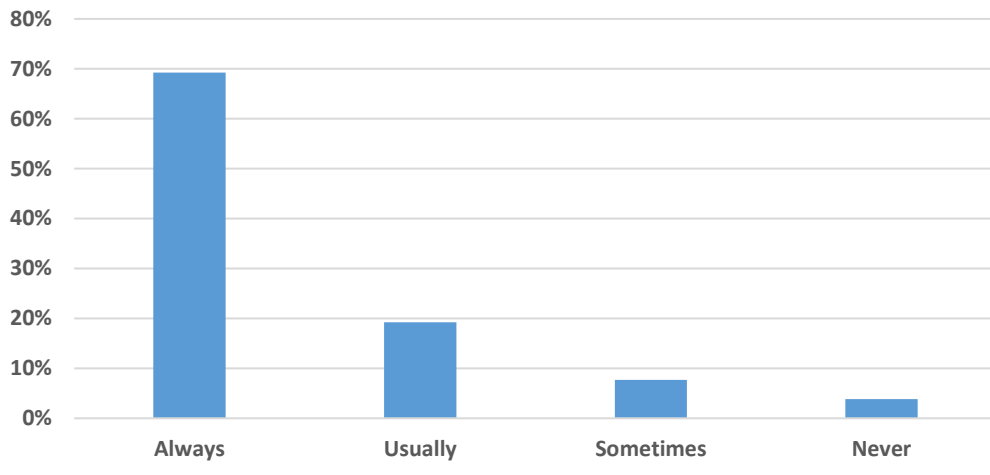
8. Are you able to choose when you get up and go to bed?



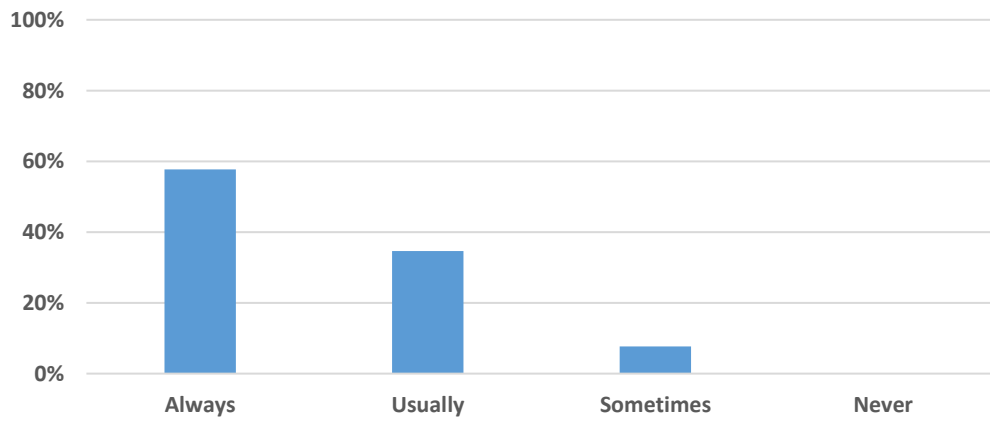
9. Are you happy with the meals served in the home?



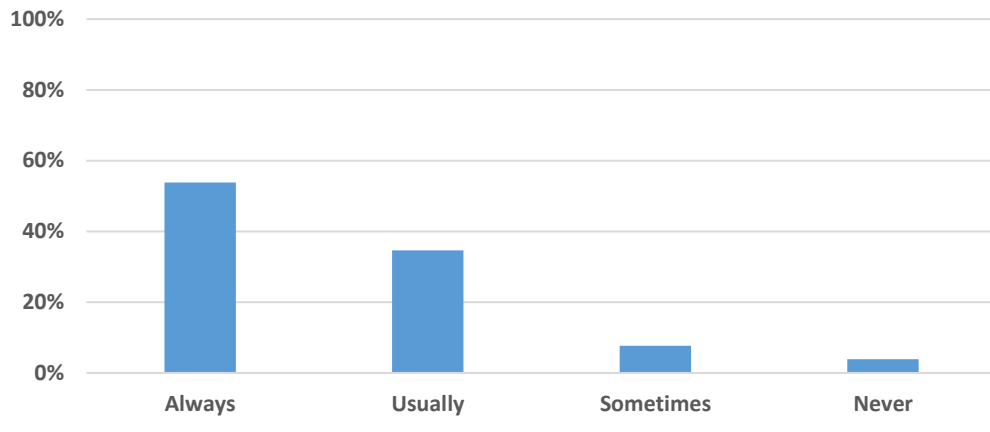
10. Do you have a choice of meals?



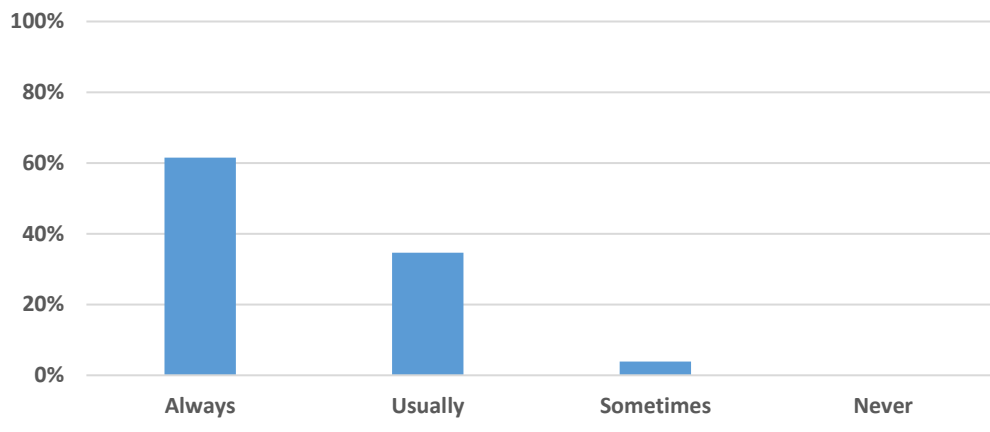
11. Over the past few weeks, have activities taken place in the home?



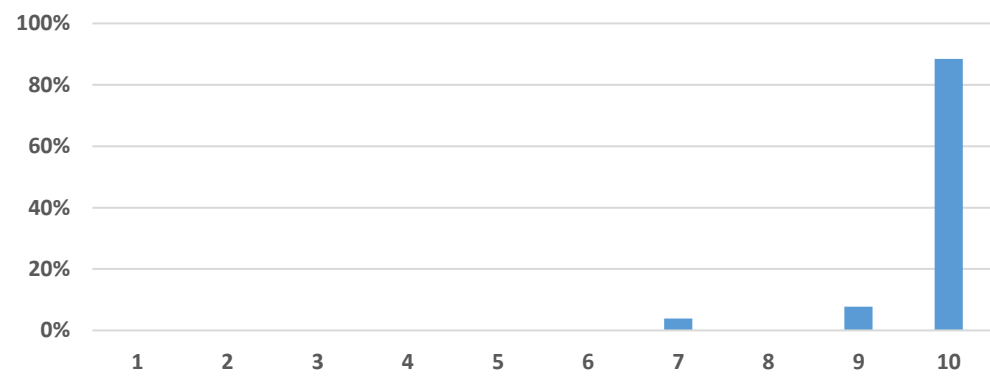
12. Do you feel that the activities are suitable for your abilities and interests?



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



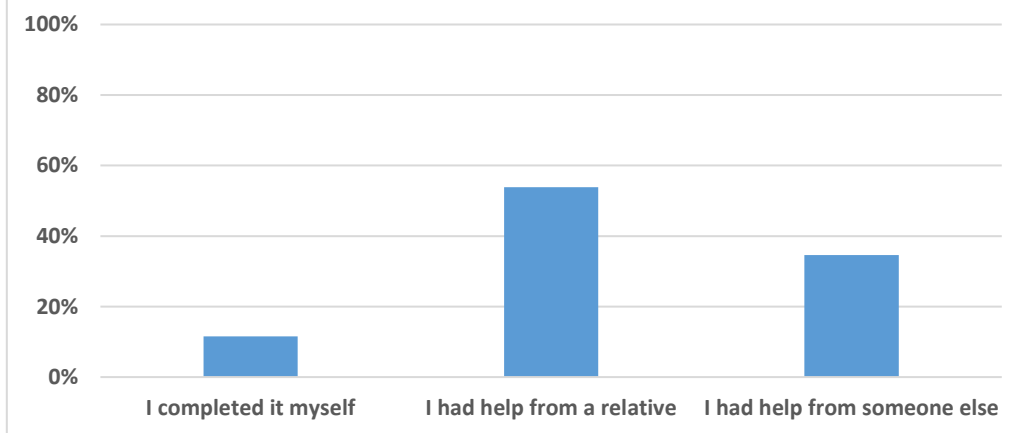
14. It is important that you feel safe in your home. On a scale of 1 to 10, please let me know how safe you feel, 1 being the least safe?



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?

- * 24 hour nursing care. Lovely staff
- * You can relax.
- * Company, friendliness.
- * Having my own room and having peace and quiet.
- * It's well run.
- * I have no cares or worries.
- * The freedom.
- * My care.
- * Comfortable and safe.
- * Safe care.
- * Staff and the quality of care.
- * Staff. I am very happy.
- * I am given freedom and I can go out when I want. I don't have to stick to times.
- * People are friendly and there is always someone here to help.
- * Staff friendliness, kindness and standard of care plus many activities.

- * The staff.
- * I feel very safe. The staff, they are very kind and they take good care of me.
- * TLC. Individual care with conscientious carers.
- * My mum is safe so it is go for all the family.

18 Is there anything you would change if you could?

- * A bit more flat surfaces, like a desk.
- * No.
- * Go outside more.
- * The floor boards.
- * Yes - The ability to have the freedom and opportunity to go outside of the home more.
- * The food.
- * Need a chair in mum's room to enable visitors to have a seat. Wardrobe and drawers not organised. Looks like clothes are crammed into drawers. Looks really scruffy and disorganised.
- * I would change the buzzers because they have woken me up in the night.
- * Nothing.
- * More staff.
- * No.
- * I would like to have a suitable wheelchair to be taken outside.

19 Would you like to tell me anything else?

- * This is one of the safest homes I've been to.
- * No.
- * Please ensure she gets a choice of food particularly puddings. It appears that it is too easy to give her a mousse. We want her to have puddings the same as everyone else albeit pureed. Mum is paying full costs for her care out of her savings so I expect she receives a good quality service mainly choice of meals. We also pay wholly for the hairdresser to set mum's hair. Very often when we visit she looks like she has been dragged through a hedge backwards. Mum was always a lady that took pride in their appearance so it is distressing to see her in the state she is in.
- * Relatives are very happy and say that it is a good care home for their brother.
- * I would like more frequent showers. The internet keeps cutting out and it can be frustrating.
- * I would just like to add that I think the staff are fab and they keep in contact with me all the time if they have concerns. Thank you for looking after my mum.