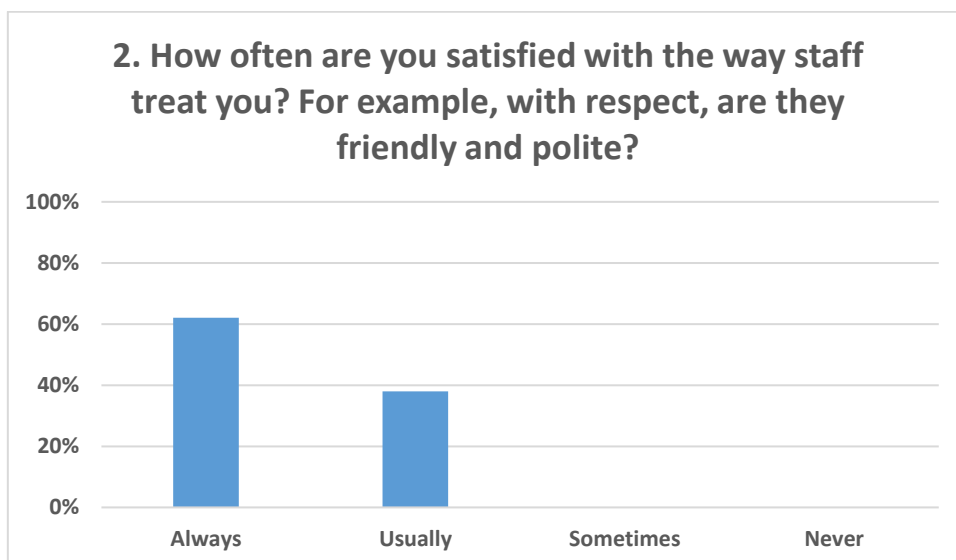
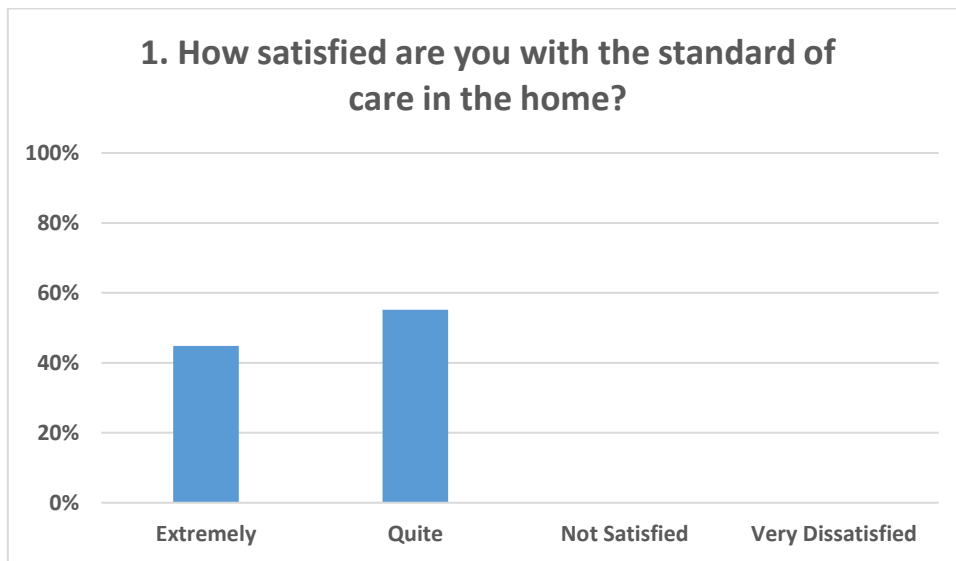




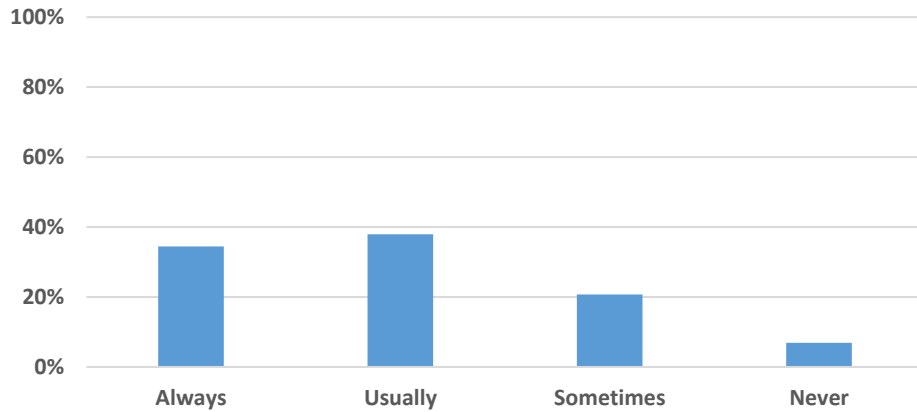
## SUNNINGDALE CARE HOME

### Resident Surveys to November 2023

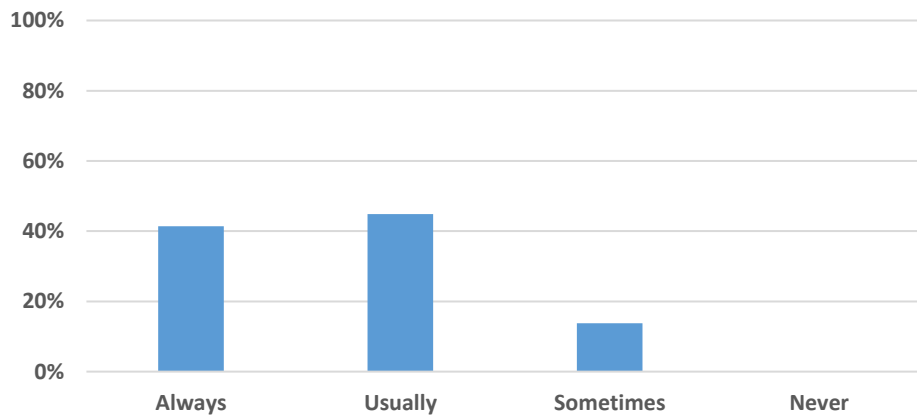
Twenty-Nine Resident Surveys were returned



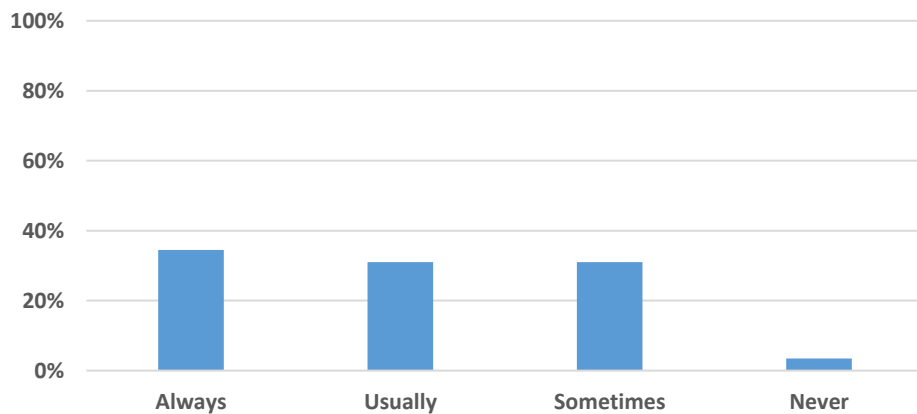
**3. Do you feel there are enough staff to assist with your care needs?**



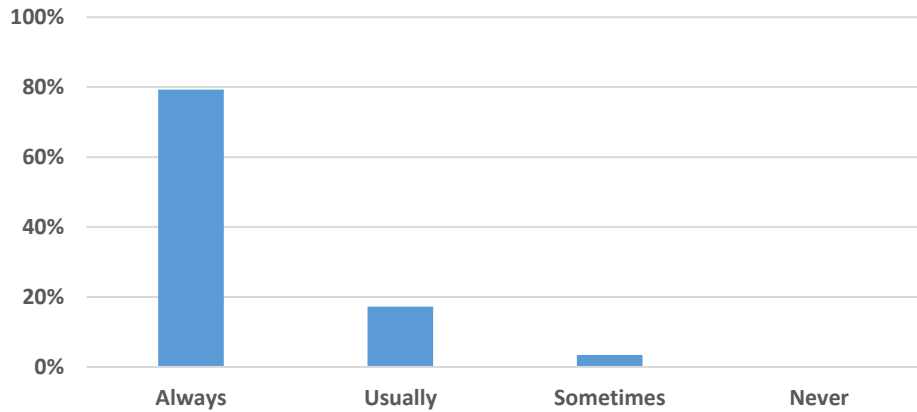
**4. Do you feel the staff give you the help you need?**



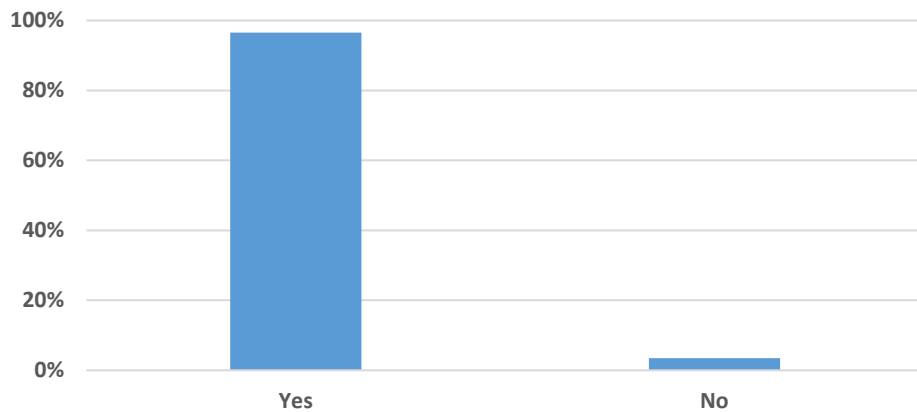
**5. Do you have the opportunity to become involved in the planning of your care?**



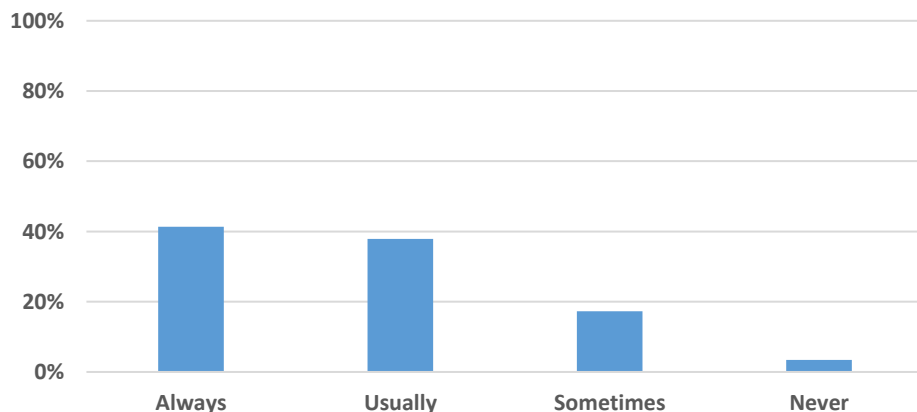
**6. Do you feel your room and the rest of the home is kept clean and tidy?**



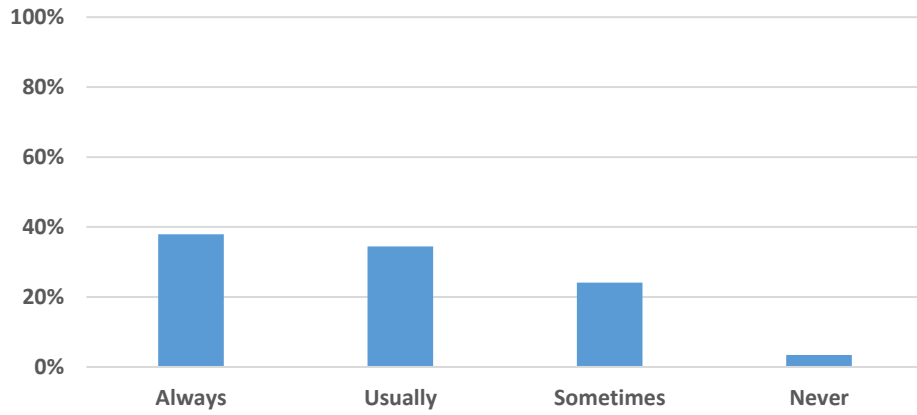
**7. Are you able to practise your religion or beliefs as you would wish?**



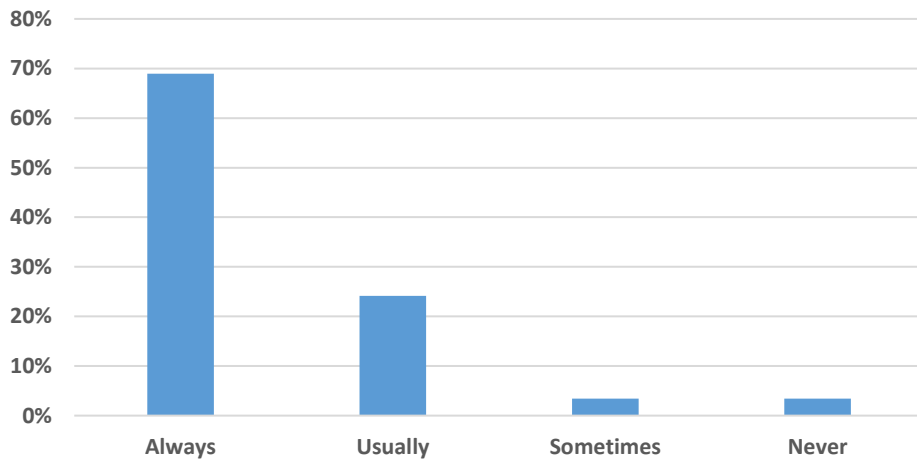
**8. Are you able to choose when you get up and go to bed?**



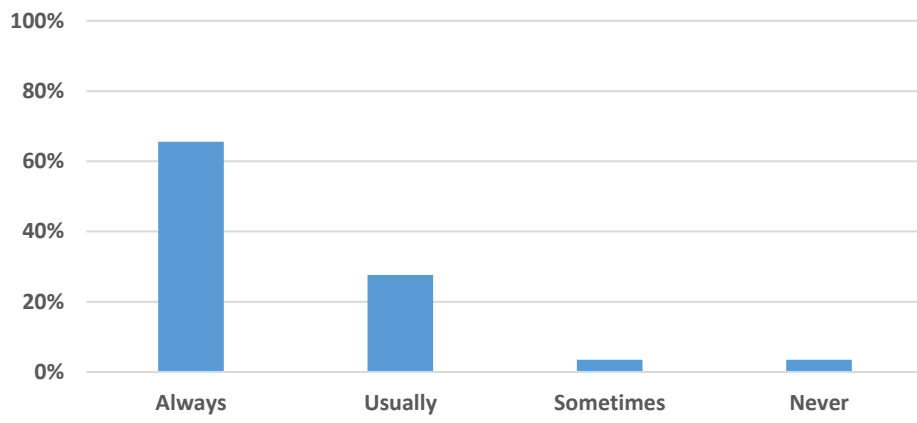
**9. Are you happy with the meals served in the home?**



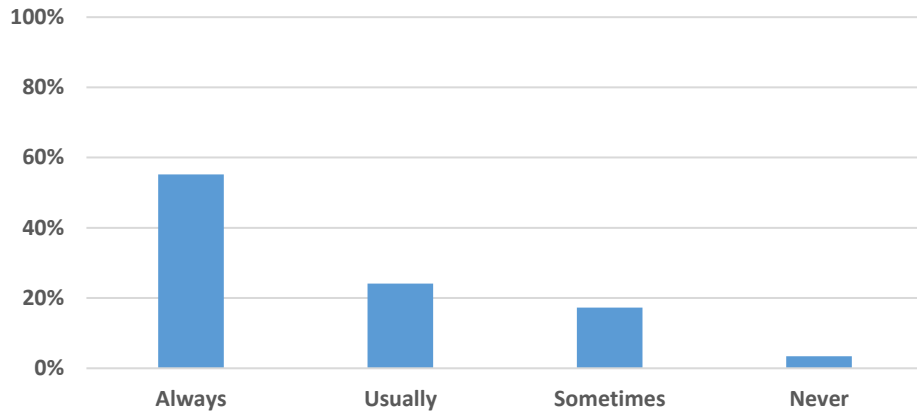
**10. Do you have a choice of meals?**



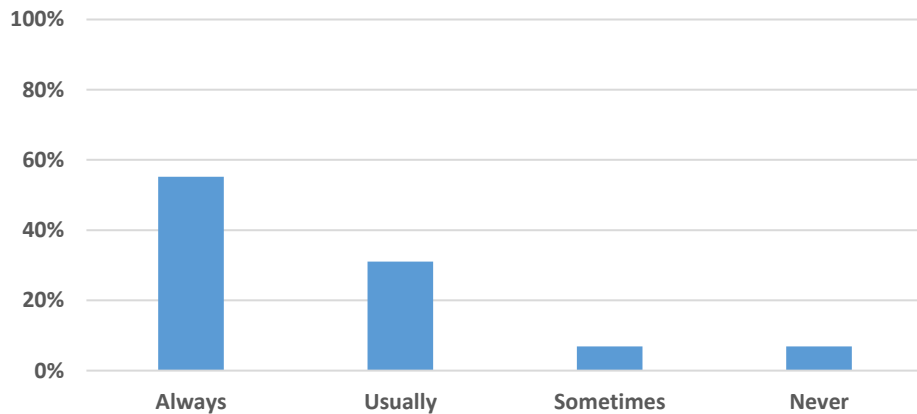
**11. Over the past few weeks, have activities taken place in the home?**



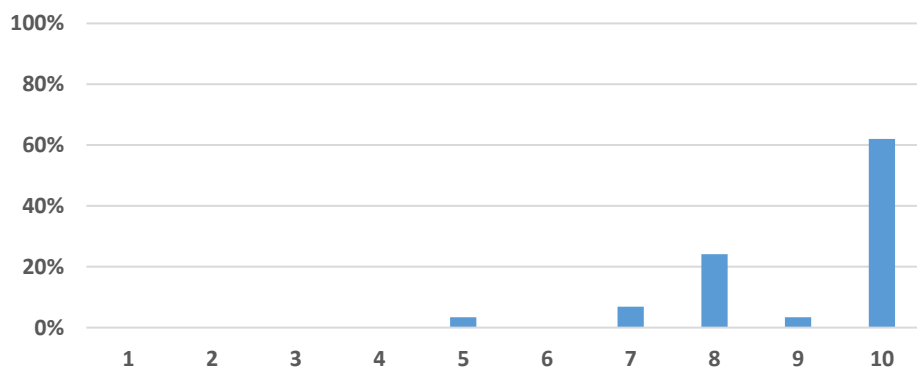
**12. Do you feel that the activities are suitable for your abilities and interests?**



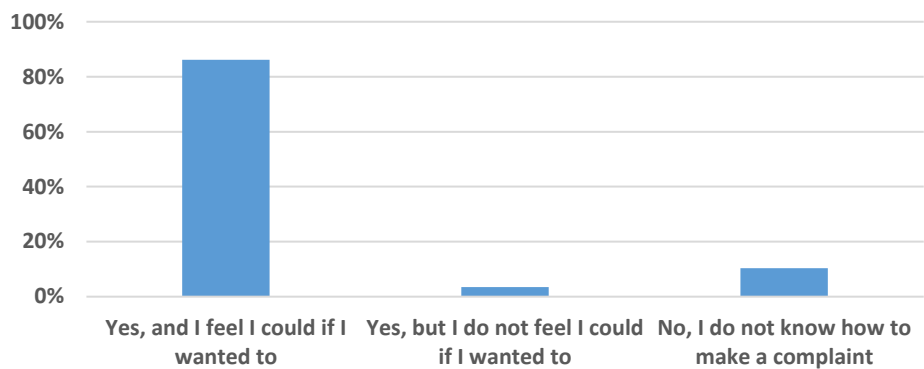
**13. Are you able to talk to the manager of the home if you have any concerns or worries?**



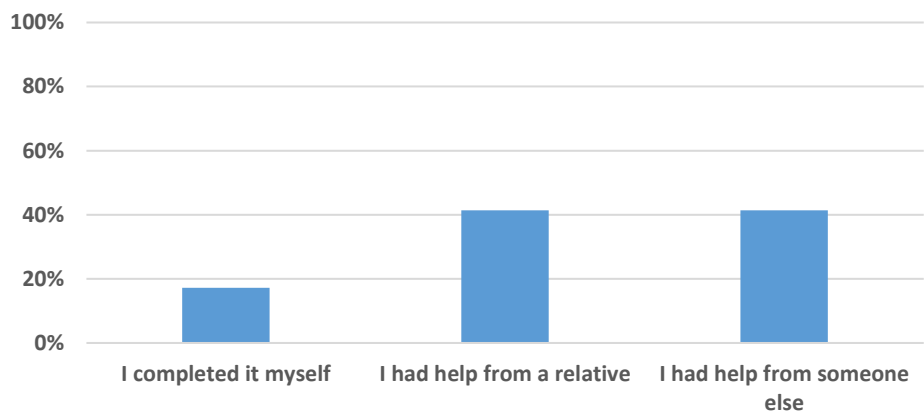
**14. It is important that you feel safe in your home. On a scale of 1 to 10, please let me know how safe you feel, 1 being the least safe?**



**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?**

- \* Mum is safe and well looked after.
- \* Location. Friendliness of staff.
- \* Feeling staff.
- \* The staff and their kindness to me.
- \* It provides me with excellent medical care, security and social care by interacting with staff and other residents.
- \* I'm being looked after with first class care. Plenty of entertainment, very sociable. I'm looked after very well.
- \* I'm in Tamworth. Friendly people.
- \* Sage and warm.
- \* Pleasant staff and I feel safe.
- \* Continuity is great. My family are treated like one of the family.
- \* I feel I am cared for.
- \* The company from staff and residents.
- \* The staff are lovely.
- \* Someone to look after us for 24 hours, trips out and can choose own food.

- \* Best way to be.
- \* Watching films.
- \* The care.
- \* Well cared for, best place for mum.
- \* She is kept safe by provisional staff.
- \* I've got no option but I'm close to sister, who can't drive.
- \* The company/staff.
- \* The care that we could not provide at home.

**18 Is there anything you would change if you could?**

- \* More outside access. Currently only allowed access to inner garden.
- \* Going out more.
- \* No. None I can think of.
- \* More staff.
- \* Going on hoist.
- \* Buzzer system too loud. More than one shower a week.
- \* Access out of the home.
- \* Better TV reception.
- \* Better heating. A hotter room. Not having enough privacy when going to the toilet.
- \* More carers.
- \* No.
- \* Long nails of carers can hurt.
- \* Bigger garden. Don't like hoisting.
- \* No.
- \* Don't know.
- \* No.
- \* Parking.
- \* Room is small, difficult to manoeuvre equipment around with a wheelchair in room. Hardly any room for visitors. Electric hoist.
- \* The food.

**19 Would you like to tell me anything else?**

- \* Lunch & break times not always sufficiently staffed.
- \* No.
- \* I am pleased by how the staff are welcoming to my wife and family members, which means a lot to me.
- \* I'm not happy to be in this care home. I don't know how to change that.
- \* I feel the staff put me to bed for their timetable not to when I want to go to bed.
- \* I don't have enough space to put everything. I'm used to having a clean and tidy house but everything is everywhere.
- \* Staff and home very good.