

Overall Satisfaction of the Home

How do you rate?

	Yes	No	Comments
Do you feel the staff team plan for your visit?			
Are you offered refreshments (drinks) when you visit?			

What do we do well?

What could we do to improve?

Survey results are used to help us measure the care and service quality; your feedback is important to us as it helps us to promote quality and to look at improvements needed, which in turn provide better outcomes for the people using our service.

The results will be collated and any comments will be added to our Compliance System which enables us to regulate and monitor our services. Thank you for taking the time to complete our survey.

For Official Use Only

Date of Issue: _____

Date to be returned: _____ Date received: _____



Professional Visitors



SURVEY

Satisfaction Survey: Professional Visitors

We are committed to delivering the highest quality care and customer service; in order to help us develop our services we would appreciate your time to complete this survey and return to us in the enclosed pre-paid envelope.

Visitor Details

Your Name: _____

Address: _____

Postcode: _____

We are working hard to help the environment by reducing the amount of paper used. If you would like to receive future surveys electronically please provide your email address.

Email Address: _____

The Care and Activities

How do you rate?

	Excellent	Good	Fair	Poor	Comments
The overall atmosphere of the Home?					
The standard of care?					
Staff's knowledge of the people using our service?					
Staff response to your requests?					
The social and recreational activities available to the people using our service?					
The outcomes intended for the people using our service?					

The Staff Team

In relation to the staff who work in the home, we value your feedback on the job they do

Your feedback

The Hotel Services

How do you rate?

	Excellent	Good	Fair	Poor	Comments
The greeting from Front of House/Reception?					
The cleaning standards in the Home?					
The overall smell of the Home?					

The Home and its Grounds

How do you rate?

	Excellent	Good	Fair	Poor	Comments
Maintenance around the Home?					
The upkeep of the Home and its grounds?					
The overall environment of the Home?					