

The Village Residence. SATISFACTION WITH SERVICES IN RESPITE

Thank you for taking the time to assist us with this survey.

We are undertaking this survey in order to ensure that you are satisfied with the Care you currently receive in Respite Care in The Village Residence.

Please note that any information received from you will be treated with the utmost courtesy and respect and will remain completely confidentiality.

Thanking you for your consideration and time.

RELATIVES AND NEXT OF KIN OR OTHER FAMILY MEMBERS ARE ASKED TO COMPLETE THIS AS IF THEY ARE DOING IT ON BEHALF OF THEIR RELATIVE.

1. I am **Male** ☐ **Female** ☐

2. Who do you live with?

3. The Care I receive enables me to have choice and control over my life

Strongly agree Agree Disagree Strongly Disagree

4. I feel comfortable and safe with the staff within the centre

Strongly agree Agree Disagree Strongly Disagree

5. I have been informed and given a leaflet on how to make a complaint when in Respite Care

Strongly agree Agree Disagree Strongly Disagree

6. I am happy with the service I receive

Strongly agree Agree Disagree Strongly Disagree

7. I feel I am treated with dignity and respect when in this Centre

Strongly agree Agree Disagree Strongly Disagree

8. I am made to feel welcome here and I have been helped to settle in

Strongly agree Agree Disagree Strongly Disagree

9. I have a care plan

Yes No.

11. How happy are you with your care plan?

Very Satisfied, Satisfied Unsatisfied Very Unsatisfied

12 How satisfied are you with the level of cleanliness in this Centre

Very Satisfied, Satisfied Unsatisfied Very Unsatisfied

13. How is this service improving your quality of life?

A lot Somewhat A little None at all

14. Are you ever frightened in this Centre?

A lot Somewhat A little None at all

15 I have always received my medicines on time

Strongly agree Agree Disagree Strongly Disagree

16. I have been seen by a doctor in this Centre

Strongly agree Agree Disagree Strongly Disagree

17 I am satisfied with the meals that I receive

Strongly agree Agree Disagree Strongly Disagree

18. The most useful aspect of Respite Care for me is:

20. Any other comments.

Thank You.