

# Wenham Holt Nursing Home



## Customer satisfaction survey 2018/19

The annual survey was undertaken in November 2018. This year we surveyed relatives, families and friends of residents. In total 35 survey forms were issued and 21 returned a response rate of 60%.

The questions asked of relatives, families and friends were to rate various aspects of the nursing home and the service provided as outlined below. Respondents were able to rate either Poor, Average, Good, Very Good or Excellent.

**1. Overall experience of the home:**

*The overall experience of people visiting the home was either excellent (67%) or very good (33%).*

**2. Services offered within the home:**

*Respondents rated the services offered in the home as either excellent (71%) or very good (29%).*

**3. Welcome given when visiting the home:**

*76% of people rated their welcome to the home as being excellent and 24% very good.*

**4. Understanding of residents' needs:**

*All 21 respondents rated the understanding of resident's needs as either excellent (62%), very good (33%) or good (5%).*

**5. If any issues were raised how they were dealt with:**

*Of the people who had raised issues with the home all responded that these had been dealt with in either an excellent (69%), or very good (31%) manner.*

**6. Efforts made to include residents in activities:**

*Not all respondents answered this question because their relatives were unable to join in physical activities. However, we would include social interaction, hand massage, aromatherapy and so on within the definition of activities and will make this clearer next year. Of those who responded 62% said excellent, 24% very good and 14% good.*

**7. Quality of care provision:**

*All 21 respondents rated the quality of care provision as either excellent (90%) or very good (10%)*

**8. Level of staff support:**

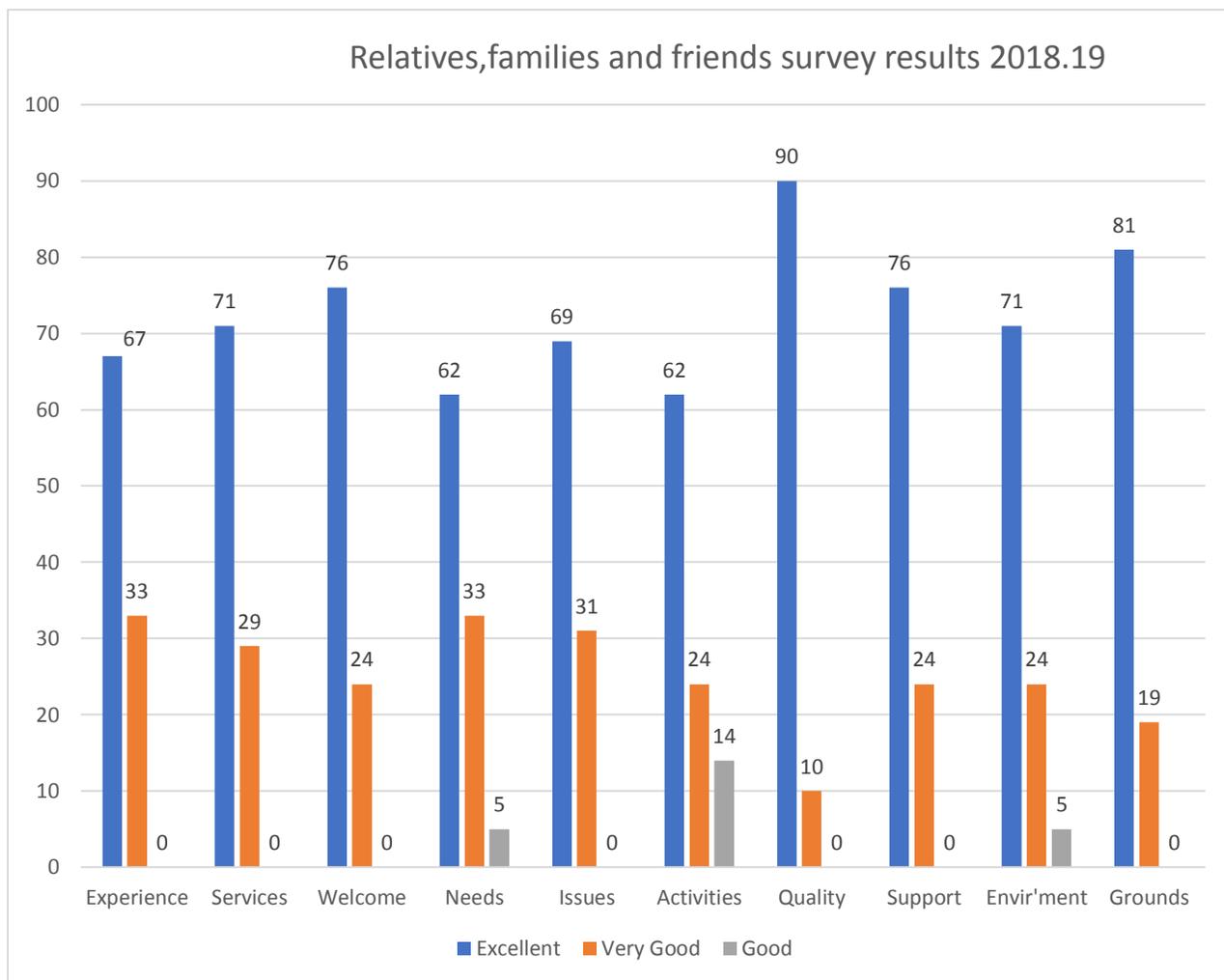
*All 21 respondents rated the level of staff support as either excellent (76%) or very good (24%)*

**9. General environment and equipment of the home:**

*Of the 21 responses to this question 71% were excellent, 24% very good and 5% good.*

**10. Grounds and gardens:**

*All 21 respondents rated the grounds and gardens as either excellent (81%) or very good (19%)*



**Summary:**

100% of respondents rated Wenham Holt excellent, very good or good in all areas.

The survey also gave the opportunity for people to make their own comments, many of these were extremely positive and included:

- *Thank you for looking after mum we could not be happier.*
- *My mother needs a lot of care and support and is always grateful for the standard and quality of care she receives.*
- *The staff are all so friendly and helpful, I feel happy that she is safe, and I don't have to worry about her.*

- *I am always impressed by the care and patience staff exercise when approaching XX. I have found staff to be invariably tolerant, considerate and kind in meeting his quite eccentric needs.*
- *During the past three and a half years we have visited 3-4 times a week. We have always found XX content, clean and well cared for, we would like to thank everyone at Wenham Holt for all their kind dedicated, hard work.*
- *Wenham Holt is first class in all that it does. Leadership is exemplary and staff consistently helpful.*
- *An overall happy and professional environment for which the home and the staff are to be congratulated.*
- *We are very happy and grateful to the staff for the way XX is cared for.*
- *We are extremely pleased with mum's care; the staff are super friendly and make us all feel very welcome. Mum is looked after so well and is completely settled. We would all like to say a big thank you to you all.*
- *Thank you for looking after mum we could not be happier.*
- *I have always found all the staff, without exception to be very helpful and friendly.*
- *My sister has been at Wenham for a few years now and as her previous carer I am well aware of how difficult and demanding she can be. I am extremely grateful for the 24-hour care that she is able to receive at Wenham Holt and for the patience and understanding from the staff who cater for her complicated needs.*
- *The home always has a very calm and welcoming atmosphere and feels like a real "home". The garden is always spectacular and the lovely plantings in the porch are very welcoming.*