

2021 Resident Questionnaire Results

In the months of June & July the home sent questionnaires out to the families and loved ones.

The basis of the questionnaire was to gauge how the home was performing, especially through the pandemic of COVID.

Question 1.

Throughout the covert pandemic how do you think the home has communicated information to you on your loved one

20% said we exceeded expectations
80% said the communication was 'as expected'
0% said we could have done better

Question 2.

How do you think we have coped with the overall management throughout COVID

50% said we exceeded expectations
50% said the communication was 'as expected'
0% said we could have done better

The Home was delighted that **everyone's expectations were met or exceeded**. We are aware that we are one of the only homes that stayed 'COVID free' which we are very proud of.

Question 3.

How do you feel about the Care given to your loved one

60% said they were very happy
40% said as they would expect
0% said we could have done better

It is reassuring that with the additional information given and the new reporting software for families is working,

Question 4.

Was based on our 'Social Media' and 'Web site'. How often did they access the Website or our Social Media

50% said they accessed it more than 1-5 times a month

50% said they never accessed it

We are happy that half of our families access information, we need to enhance exposure.

Question 5.

How do you feel about the current visiting arrangements?

20% said it was better than expected

80% said it was as expected

The Home was delighted that **everyone's expectations were met or exceeded**, its been a difficult time for everyone.

Question 6.

What could we do better, comments?

- A new hairdresser, you're all doing brilliantly
- waiting for restrictions to lift
- organised activities to be more inclusive
- queries have been dealt with satisfactorily
- sometimes difficult to speak with accounts
- more info on newsletter

Reactions to comments by the Home.

- A new hairdresser is available once restrictions are open
- We are led by the Government guidelines on visiting but we keep the families updated via email, calls, social media and our website.
- We are recruiting additional hours for the activities. A new format has been devised and more information will be collected to enhance the reporting to families and

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loved ones. We will have more gatherings when restrictions are lifted. We are intending to offer more activities and links to 'World events' and hopefully external activities will start soon.

- Our accounts office is open on Tuesdays but are contactable 7 days a week via email; sarah@thechace.com
- Our Newsletter has a new format and will continue to be a monthly production.