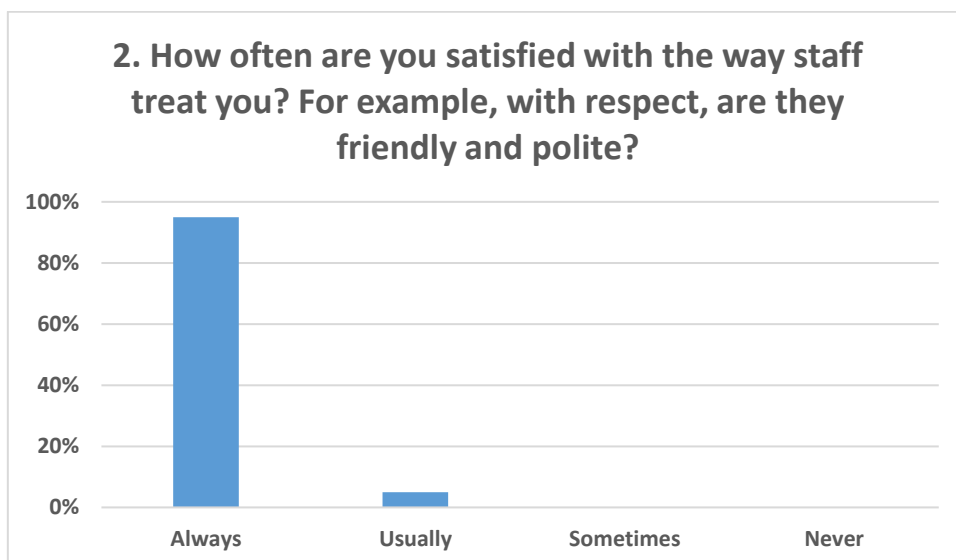
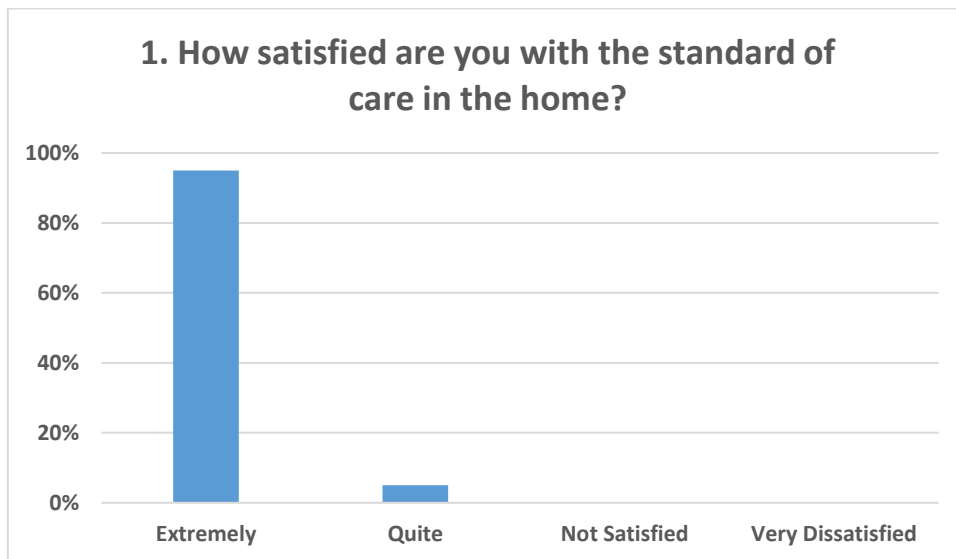




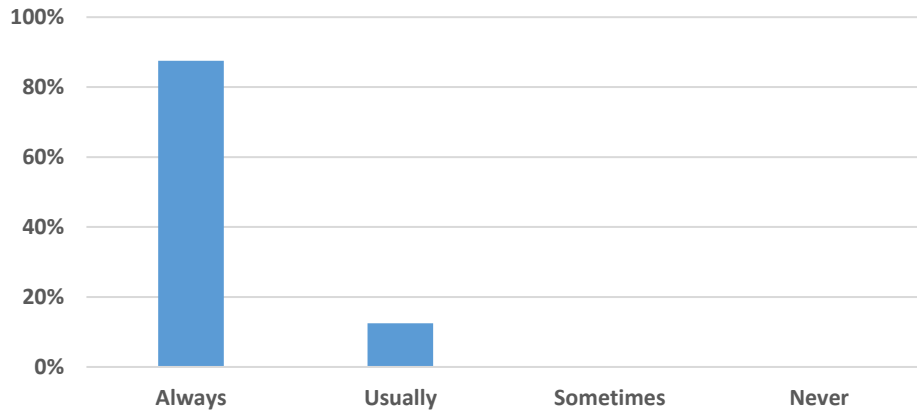
THELWALL GRANGE CARE HOME

Resident Surveys to October 2019

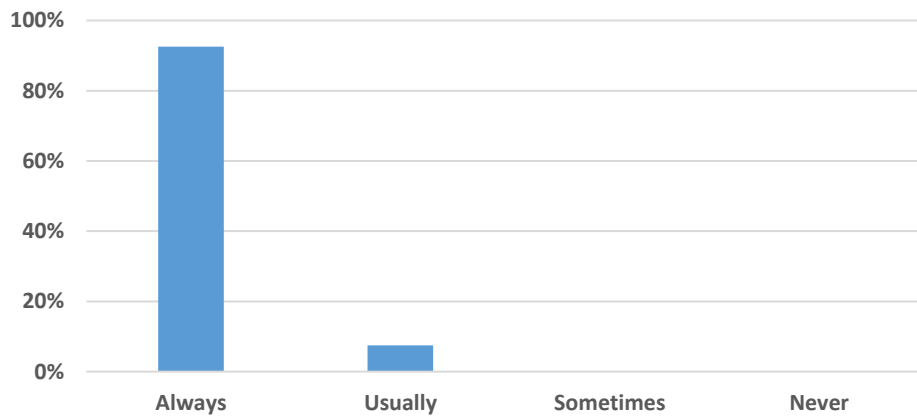
Forty Resident Surveys were returned



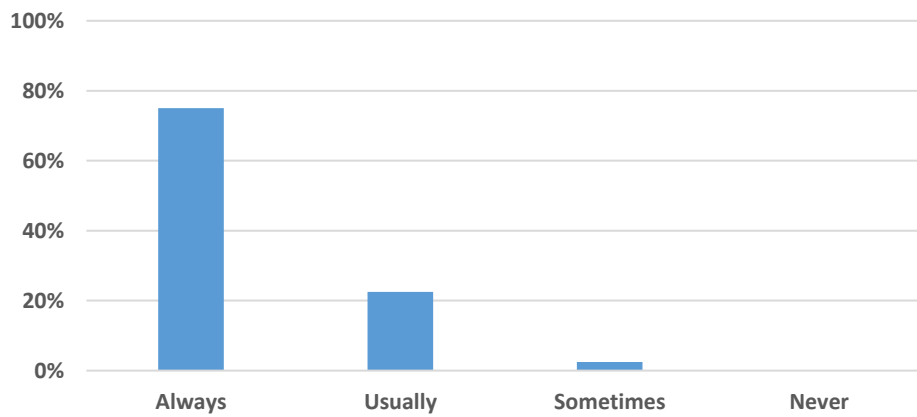
3. Do you feel there are enough staff to assist with your care needs?



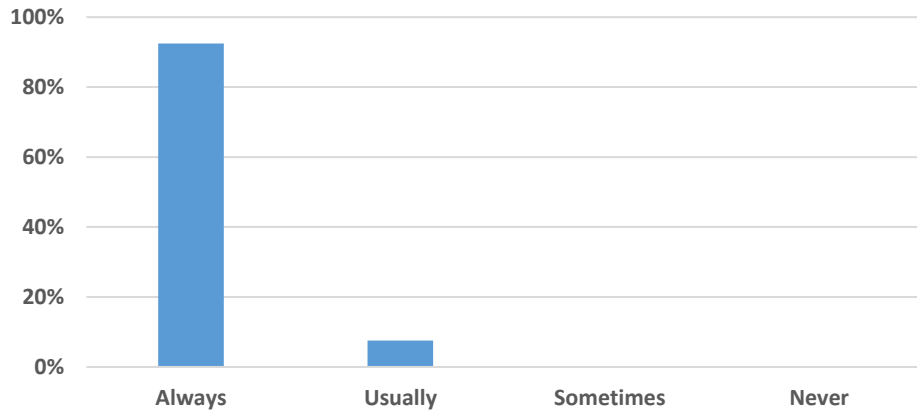
4. Do you feel the staff give you the help you need?



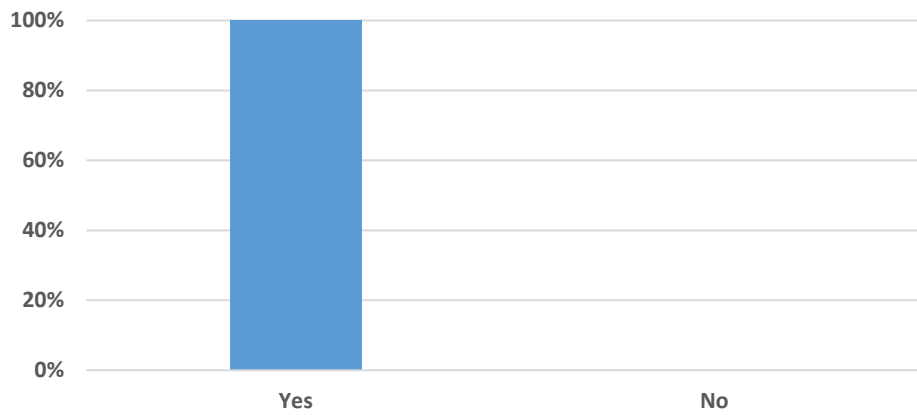
5. Do you have the opportunity to become involved in the planning of your care?



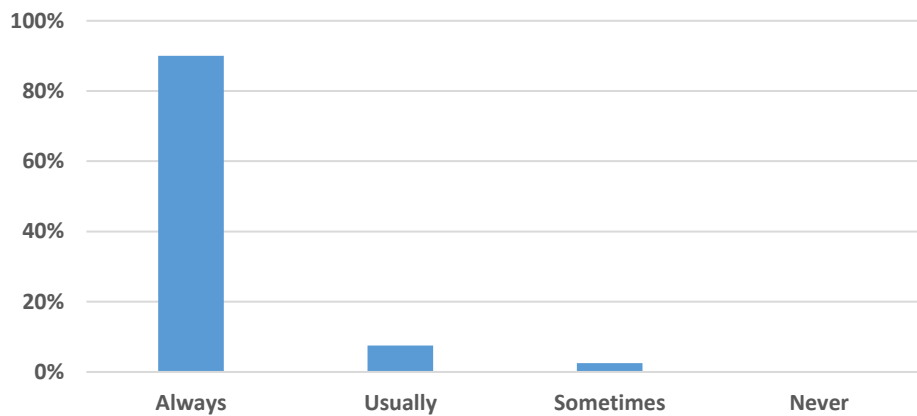
6. Do you feel your room and the rest of the home is kept clean and tidy?



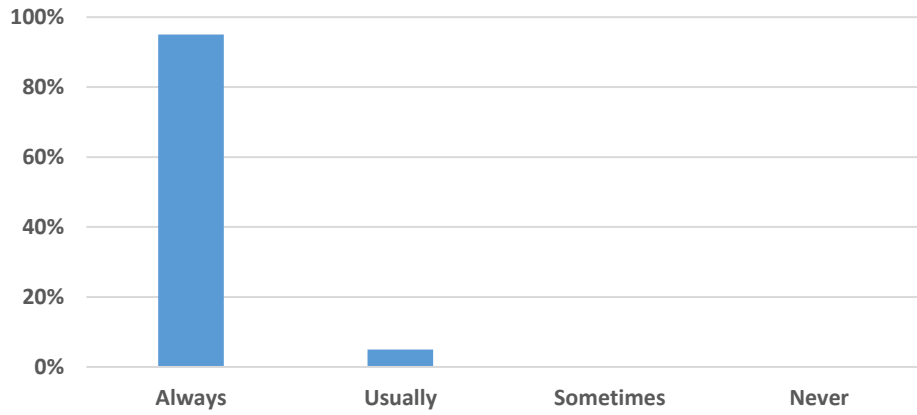
7. Are you able to practise your religion or beliefs as you would wish?



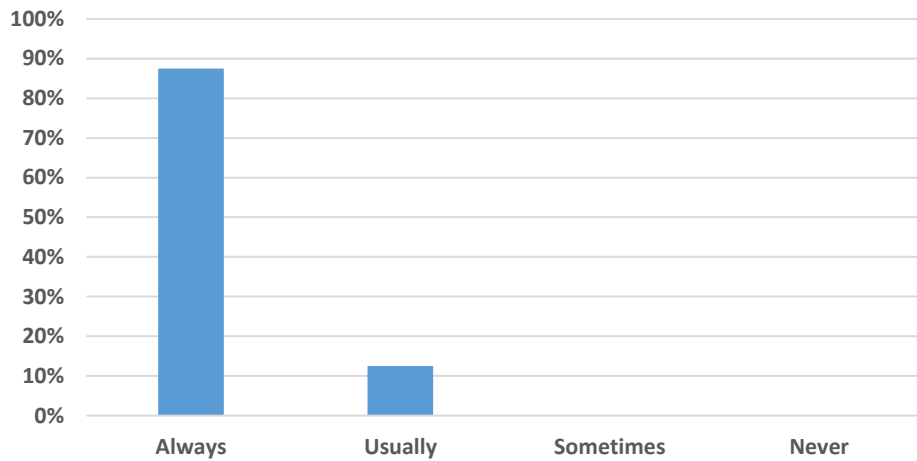
8. Are you able to choose when you get up and go to bed?



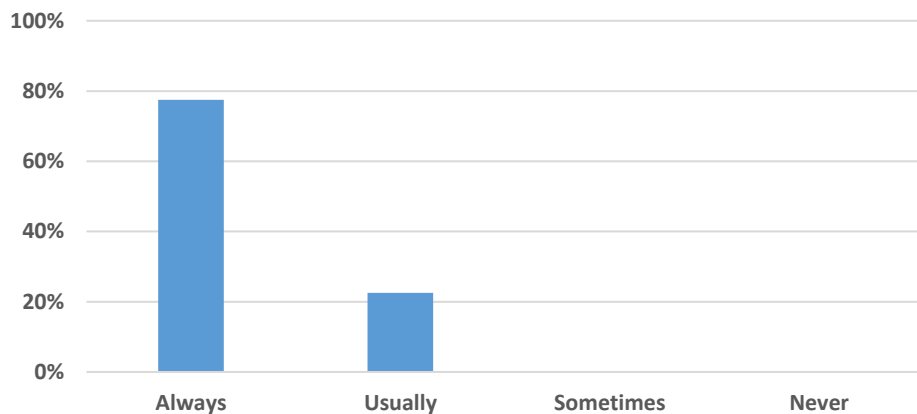
9. Are you happy with the meals served in the home?



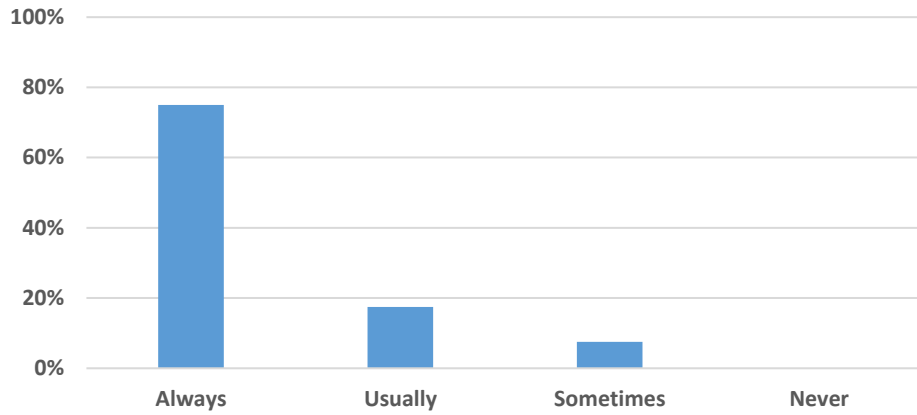
10. Do you have a choice of meals?



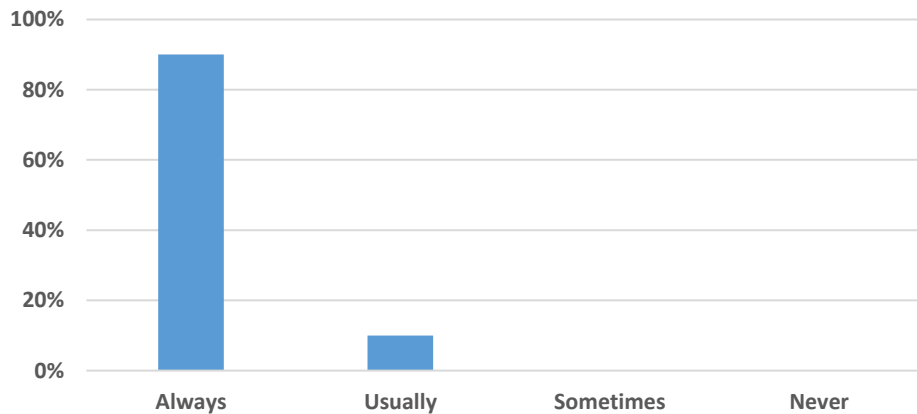
11. Over the past few weeks, have activities taken place in the home?



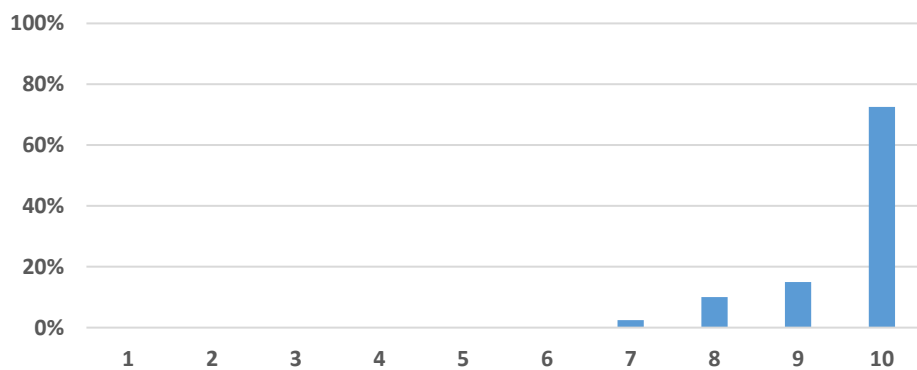
12. Do you feel that the activities are suitable for your abilities and interests?

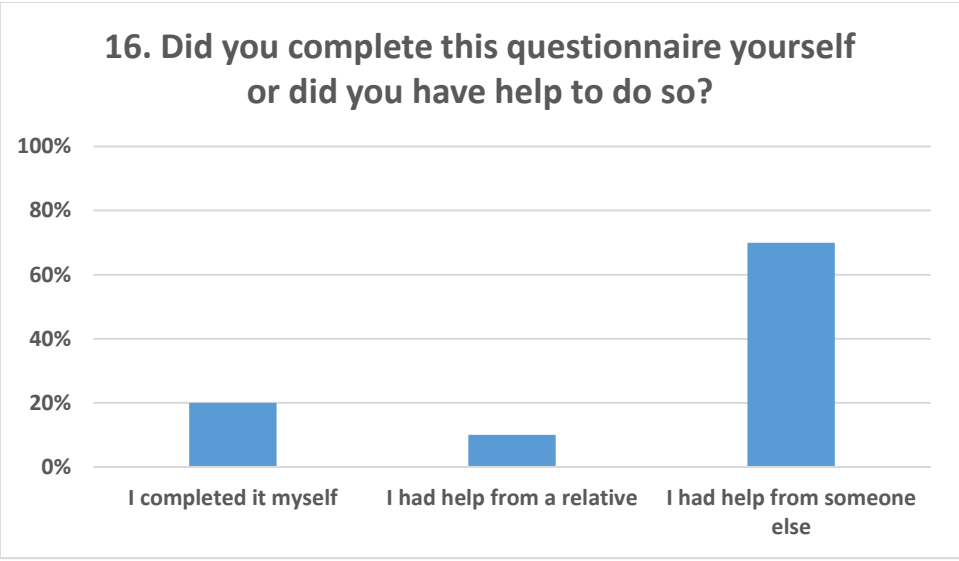
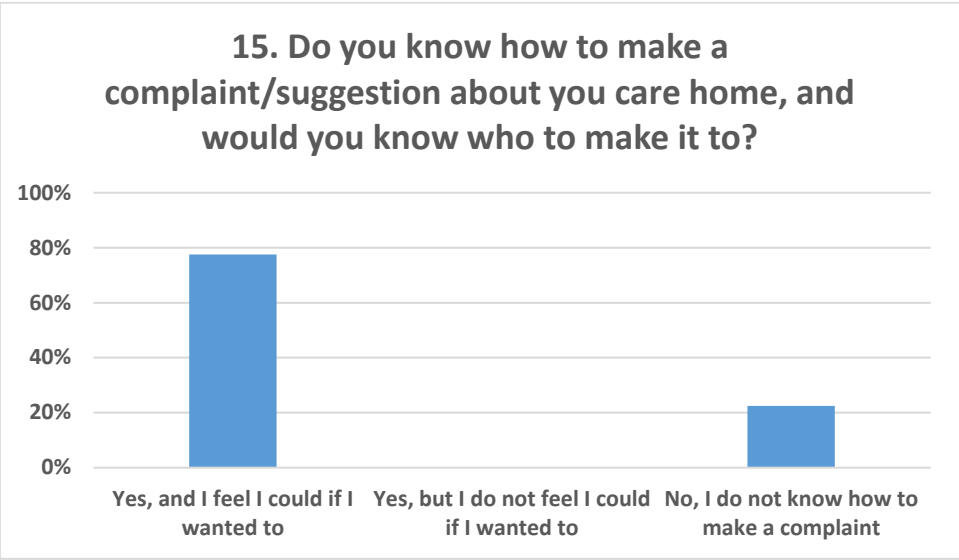


13. Are you able to talk to the manager of the home if you have any concerns or worries?



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?





17 What is the best thing about living in your home?

- * We let her do what she likes and get on with whatever she wants. Enjoys the food. Likes her room. Enjoys talking to the other residents.
- * All very friendly people. The meals are very good with plenty of choice. We are able to have plenty of snacks when we want.
- * Staff are really nice; the home is nice, and everybody is nice. I have been well looked after on my week's respite and would come again to stay.
- * Gives re-assurance to family when needed. Knows the resident's needs and respects their individuality. Treats individuals with dignity and respect. Staff know the resident well and I have observed their interaction, care, concern and empathy on every visit. Staff constantly engaging, re-assuring and caring for residents. Clean and comfortable environment.
- * Getting to see my wife when I want. She doesn't live here but the staff make her welcome.
- * All my friends live here. Everyone smiles. The meals are really nice and lots of options.

- * The care and attention. The food is lovely. Everyone's helpful. I couldn't manage without them!!
- * I like the view out of the window. The staff are nice. The breakfasts are lovely.
- * The entertainment. You make everyone happy.
- * The company since I lived alone for years.
- * Having friends around me all the time. Feeling safe and not worrying. The food is lovely and hot. The carers are always around to help me.
- * My bedroom is always clean and tidy. Activities are happening around the home and the lady in black (Carol) is always making sure that I am OK and happy.
- * Everyone's so happy. We always have food, and everybody helps me.
- * Visits from my wife anytime.
- * Comfort. I don't feel lonely anymore. I'm very lucky. The staff are good and very kind. Carol always helps me.
- * My friends. Lovely staff. Not lonely anymore.
- * I have lots of friends around me. It's comfortable.
- * Lovely friends. Food is lovely. Staff are really good and caring.
- * I haven't got to do my own washing, and everyone is friendly. I enjoy the company.
- * The care I receive and the safe environment I live in.
- * It's nice and bright. Everyone is friendly. I can always sing and dance. Very pleased with where I am. I have a nice warm room and a comfortable room.
- * I have stayed here before for respite and wanted to come back here as I felt well cared for and looked after.
- * Feel comfortable.
- * Everybody is very friendly. I like to have a hug from staff.
- * Always caring and attentive to my mother's needs. Very clean and staff inform me of any problems that my mother may have.
- * I feel safe and you can relax when you feel safe.
- * Relaxing in bedroom. Being visited by family. Staff. The food.
- * Everyone is nice to me here. I'm happy, I always go to new places and the home took me on a boat. It was lovely. I have never been on a boat before. At my age, can you believe it?
- * Everything's good!! The staff are lovely, and nothing is ever too much trouble. I am part of the lunch club and we go out often and see new places and try the food. The food here is better, though!! I love going out and the home helps me do that.
- * You can talk to anyone you want. The staff are lovely. The chef asks me about my meals and makes sure I like them. The manager always sits with me in the morning for a chat. The home is lovely, and the staff are amazing.
- * Everyone's friendly. I feel at home. The food here is great and the parties we have in the garden are lovely. Not much you can ask for really. I love my home.
- * Everyone is friendly and the staff are very good. I like my breakfast in the morning.
- * I like seeing the staff all "perky"!! I've made friends here.
- * I love everybody here. You can go up to anyone and they will help you.
- * The open space. You get lots of fresh air watching the horses from outside. You're all friendly.
- * You don't have to worry. I enjoy having company all the time.
- * It's nice. The staff and people are lovely. Everybody is very helpful.
- * The location is great. Everyone is nice.

* It's easy. I like it here!!

18 Is there anything you would change if you could?

* More activities in the lounge, where she sits.

* Would like to be able to go out more as I enjoy being outside and going for walks.

* Only point I can think of is, as I work full time and, mostly, only visit on evenings and weekends. The administrator isn't available to discuss questions regarding how much money is in my uncle's safe account, whether any bills need paying.

* I don't think so.

* I don't think so. You couldn't do more than what you are already doing.

* No - It's bang on.

* Not really.

* Mealtimes can be close together.

* No, happy with everything is and everyone gets on with one another.

* Want to have a lock back on my door as people are coming into my room at night.

* A minibus to go to church.

* Would like a carpet but does our Chris have to pay?

* I think the entry system could be improved to save standing in the cold or rain in the winter. Maybe a closed canopy.

* I would like to go more. I know there's trips done but I would like more fresh air.

* No, I've been quite happy.

* No, it is OK like this.

* No, it's lovely here.

* I can't think of one.

19 Would you like to tell me anything else?

* She thinks the staff are fair and enjoys talking to us.

* It is a very nice place and the staff are lovely and welcoming. We have daily activities, which I have enjoyed.

* Staff work really hard and nothing seems too much trouble. They are always accommodating, give time and seem genuine, kind, professional and caring.

* I like the grounds, walking around the garden and stroking the horses.

* It's very welcoming here.

* All the staff are very friendly and caring.

* The Christmas trees look lovely around the home with the decorations.

* I like it here and I'm very lucky. Everyone is so kind.

* I am really looked after, and I feel at home.

* I feel I can speak to anyone with any concerns I have. Very friendly and helpful staff.

* I feel looked after. Carol and staff are very caring and always listen to my needs.

* I'm quite comfortable in here and feel staff. I love Carol and you. I love having my hair done.

* She is extremely happy at Thelwall Grange. She is safe and has a lovely friend in one of the residents. We are very happy with the care she receives. Thank you.

- * I would like us to have our own bus so we could go out and it would be much easier for residents. I love everyone here and I love Carol. Everyone here is easy to love.
- * I like it here, it's good.
- * No, I'm very happy here!!
- * I'm very happy here.