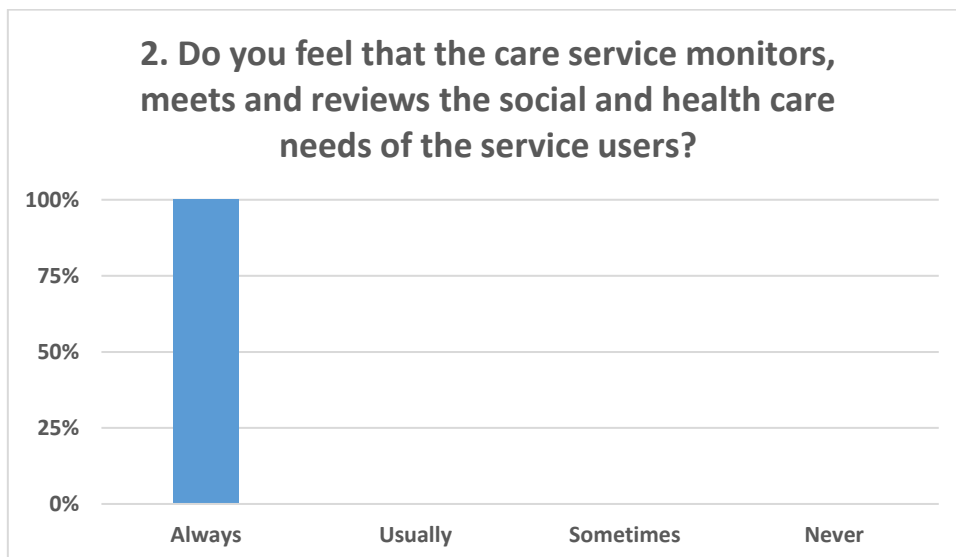
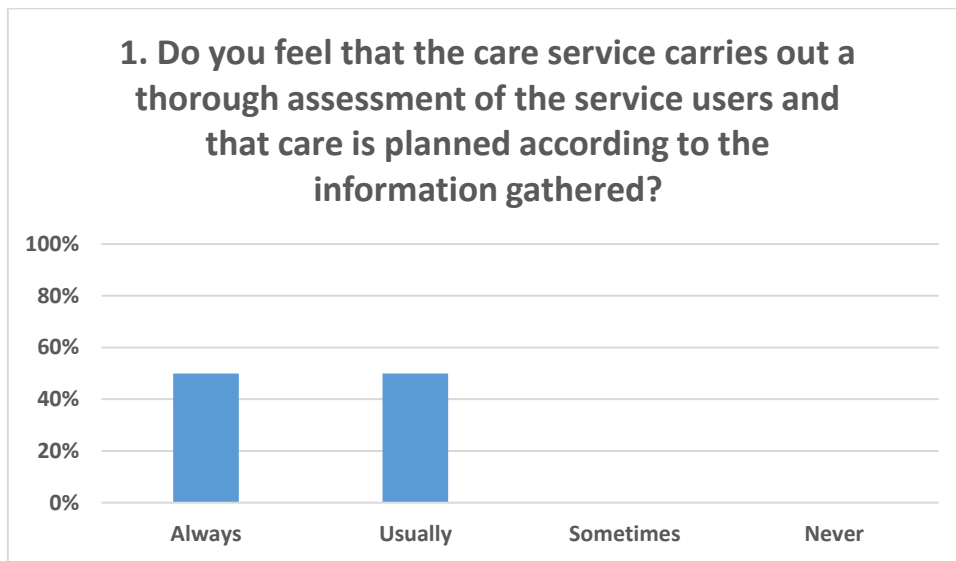




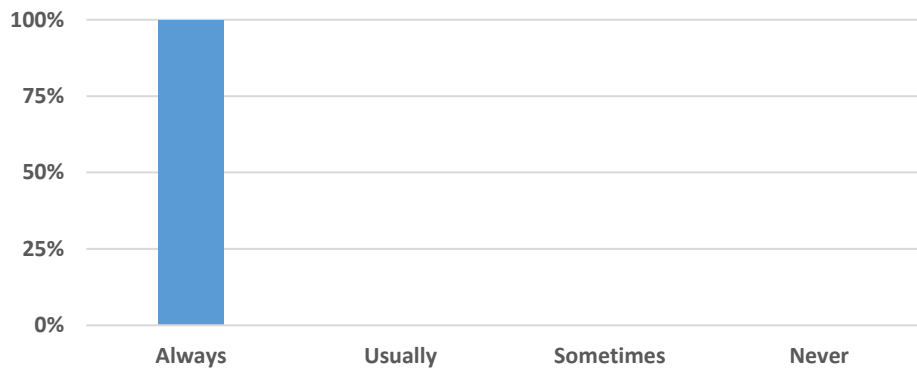
THELWALL GRANGE CARE HOME

External Healthcare Professional Surveys to October 2020

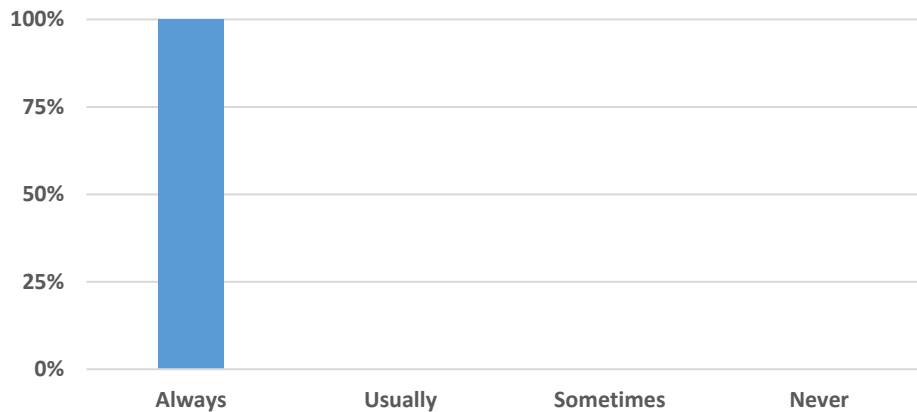
Two External Healthcare Surveys was returned



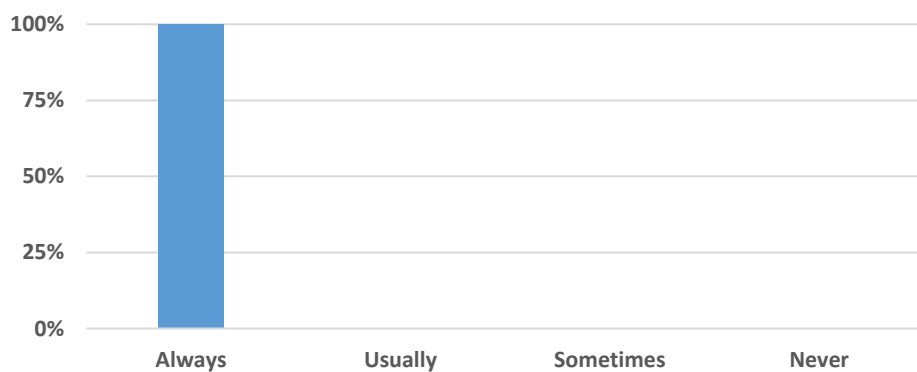
3. Do you feel that the care service seeks and acts on advice to meet service users' social and care needs and to promote well-being?



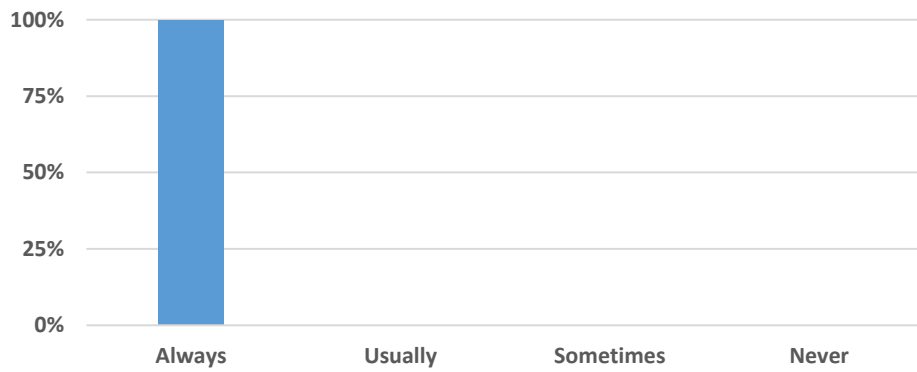
4. Do you feel that the care service respects the service users' right to privacy and dignity?



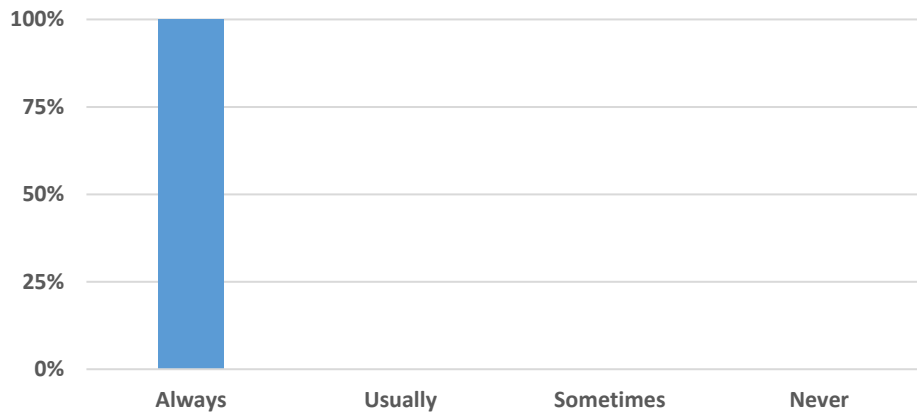
5. Do you feel that the care service offers service users the opportunity to live the life they choose, as far as possible?



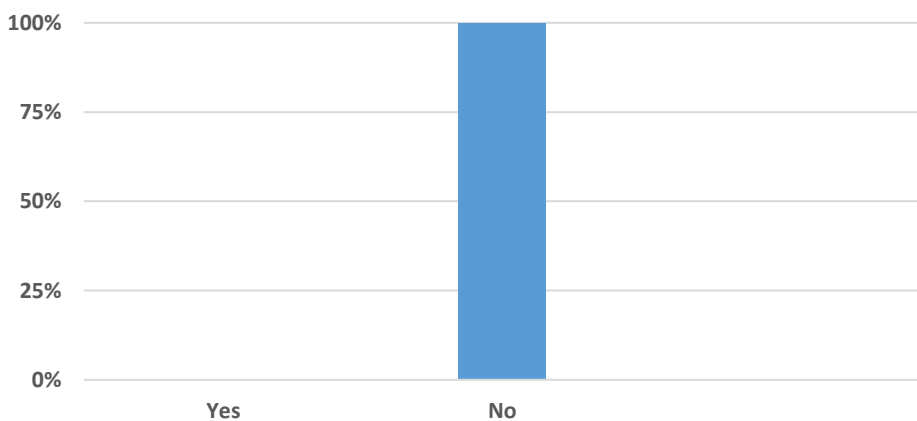
6. Do you feel that the manager and the staff of the care service have the necessary skills and attitude to meet the needs of the service users?



7. Are you made to feel welcome when you visit the care service?



8. Do you have any concerns that you would like to raise with me personally?



9 What does the service do well?

- * The staff here are innovative and I feel I can discuss ideas and alternative non pharmaceutical options to lesson agitation. Also, the staff do recognise when one of their residents is out of sorts and not their usual self.
- * Meeting the needs of dementia residents.

10 What could the service do better?

- *
- *

11 Would you like to add anything to your comments?

- * Nathan always gives me a warm welcome and brew, when I arrive. But, I also enjoy working with all the staff here and I've known Carol for years and always enjoyed her positivity.
- * Fantastic home and lovely staff, who know the residents' needs.