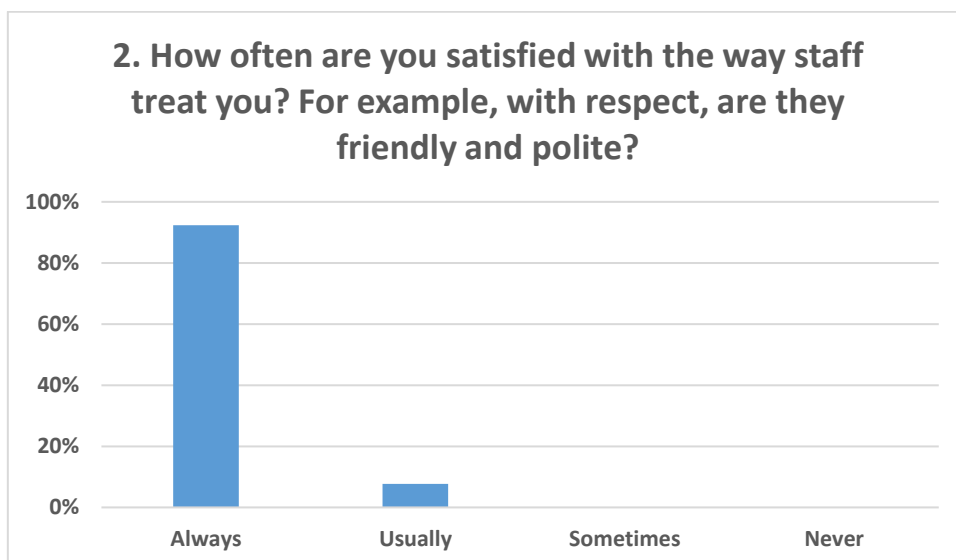
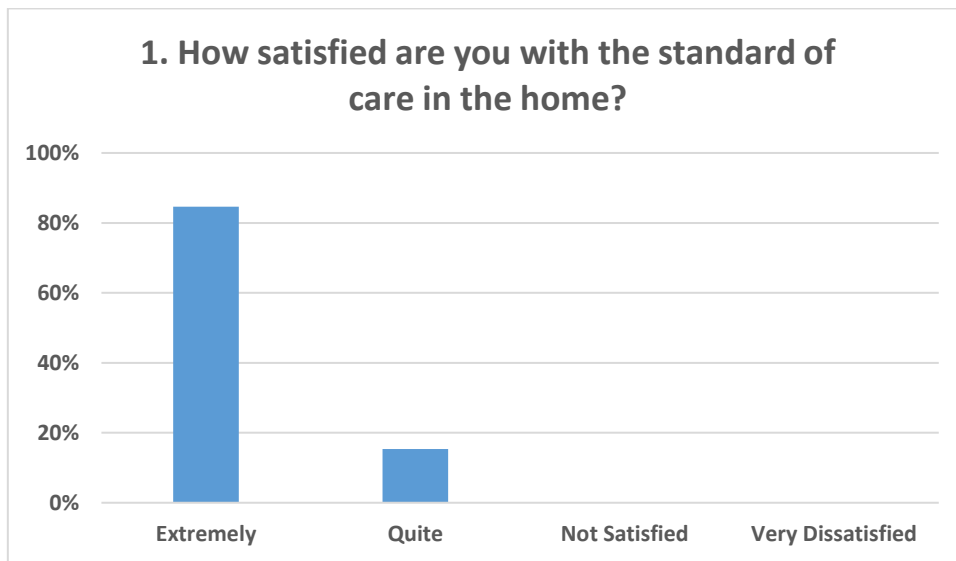




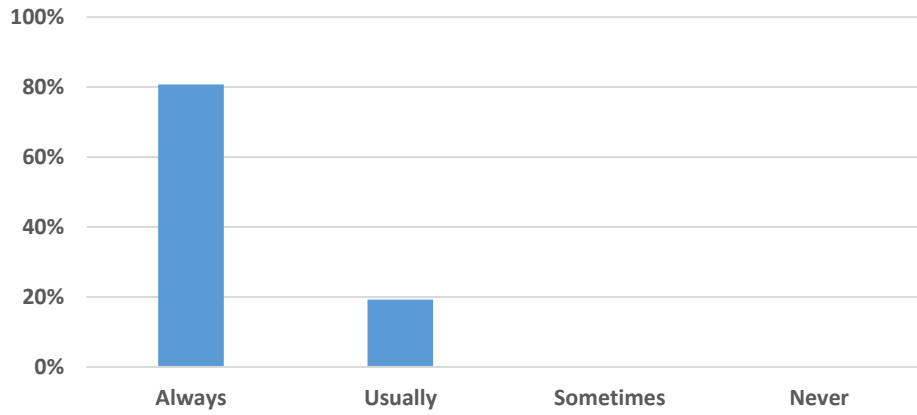
THELWALL GRANGE CARE HOME

Resident Surveys to October 2020

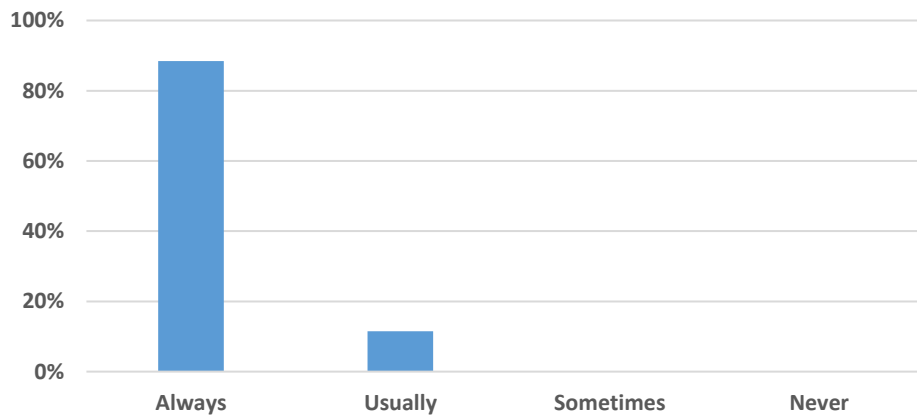
Twenty-Six Resident Surveys were returned



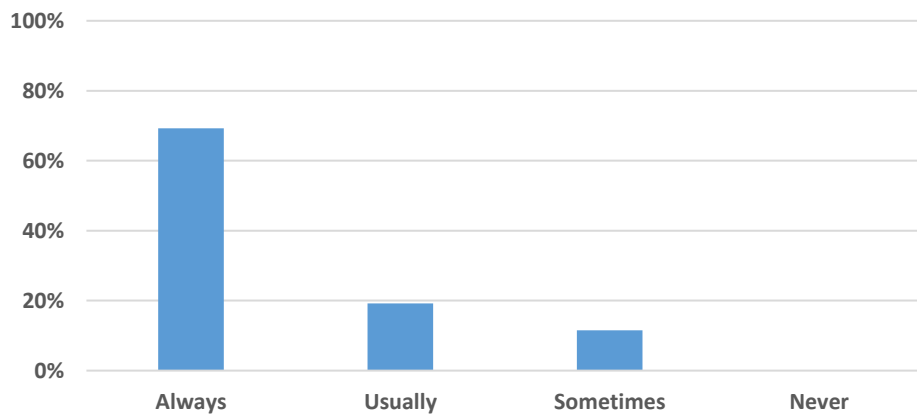
3. Do you feel there are enough staff to assist with your care needs?



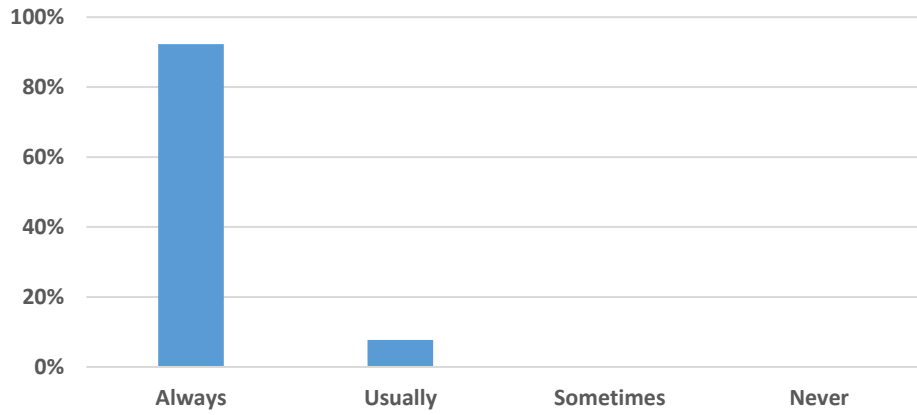
4. Do you feel the staff give you the help you need?



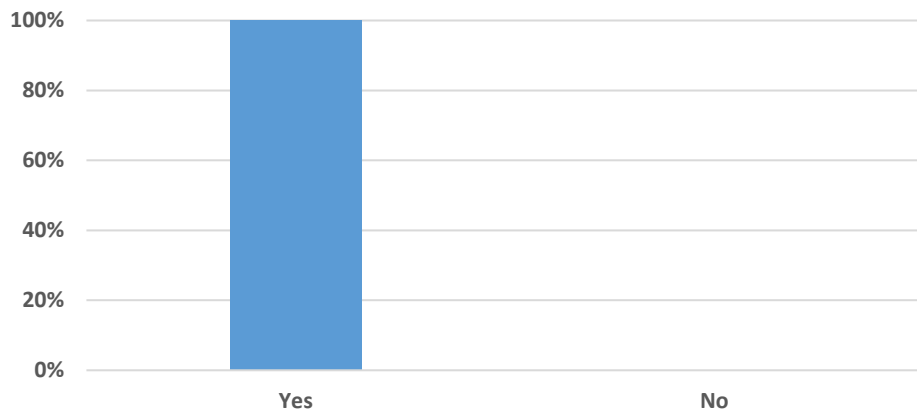
5. Do you have the opportunity to become involved in the planning of your care?



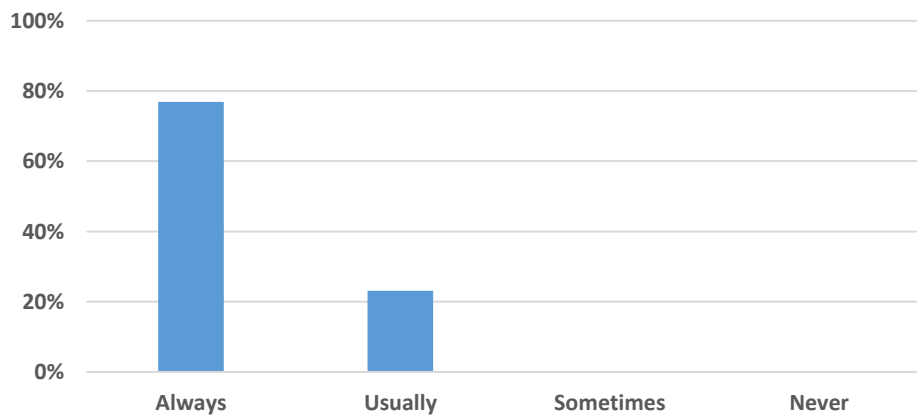
6. Do you feel your room and the rest of the home is kept clean and tidy?



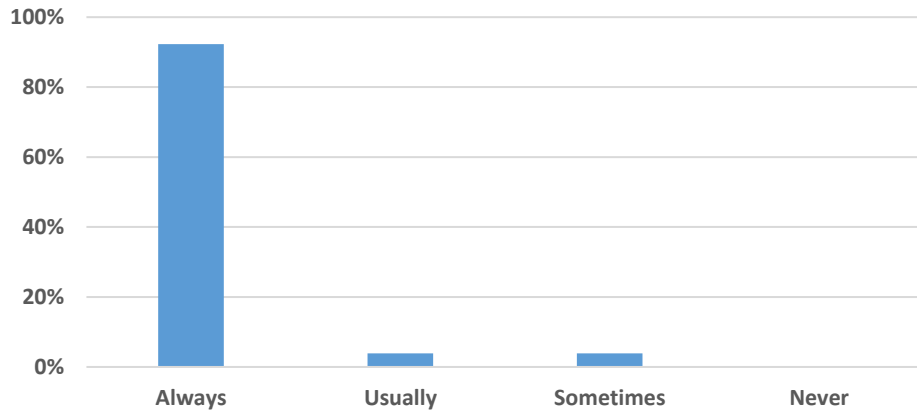
7. Are you able to practise your religion or beliefs as you would wish?



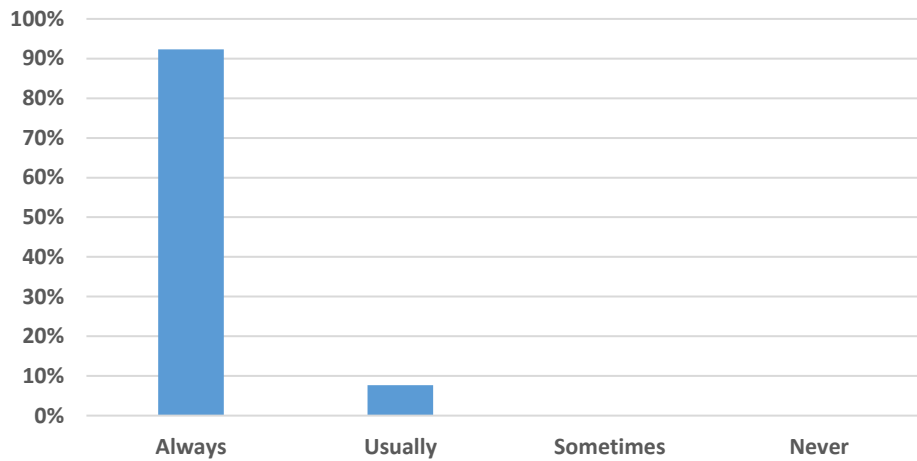
8. Are you able to choose when you get up and go to bed?



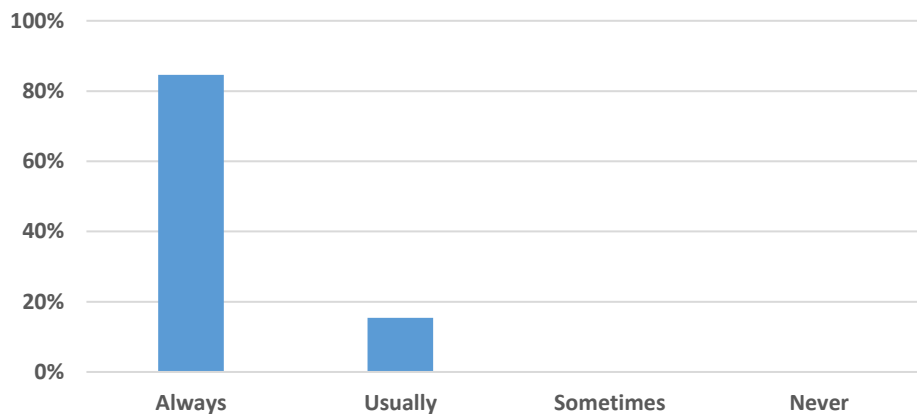
9. Are you happy with the meals served in the home?



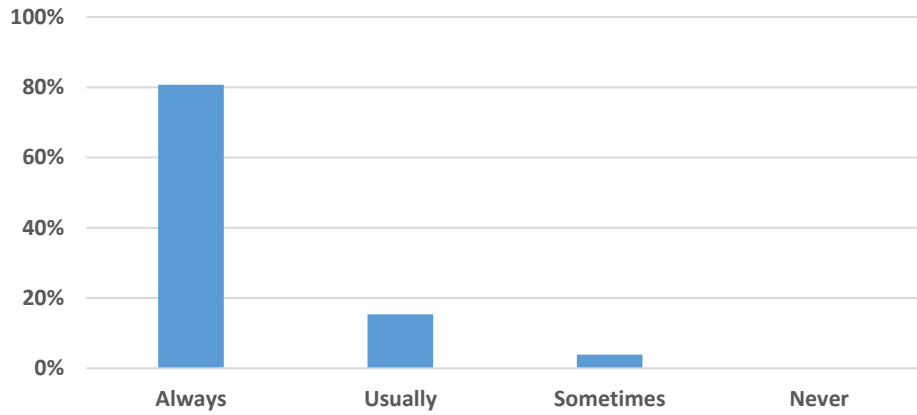
10. Do you have a choice of meals?



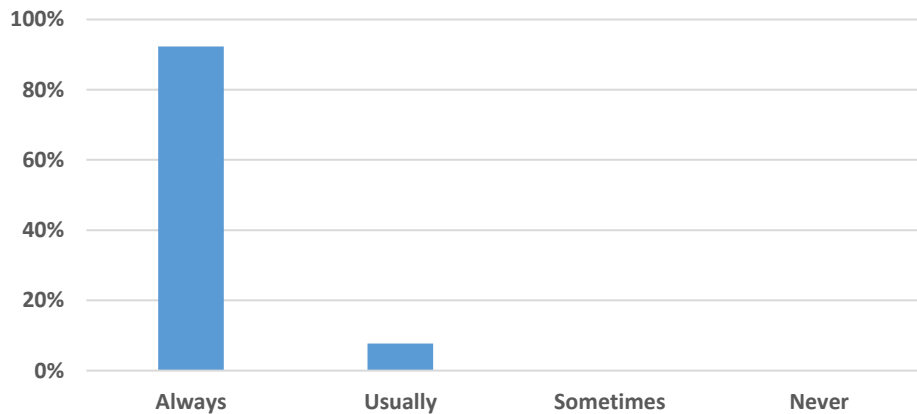
11. Over the past few weeks, have activities taken place in the home?



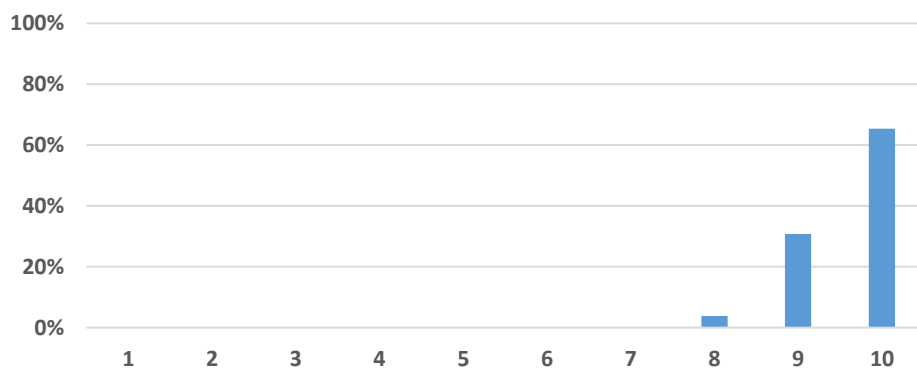
12. Do you feel that the activities are suitable for your abilities and interests?



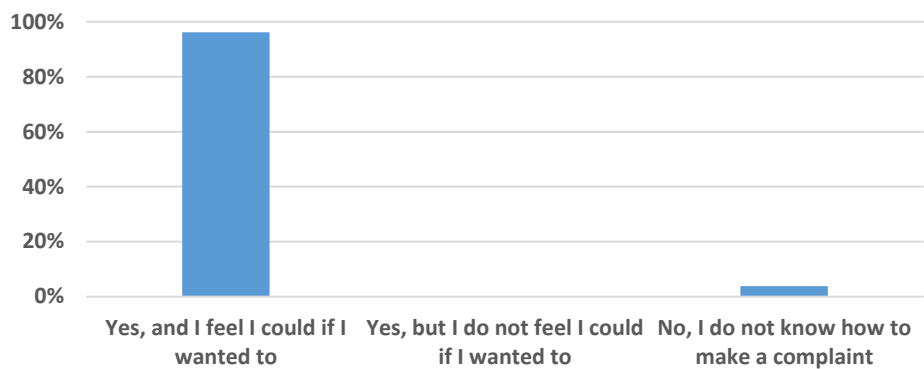
13. Are you able to talk to the manager of the home if you have any concerns or worries?



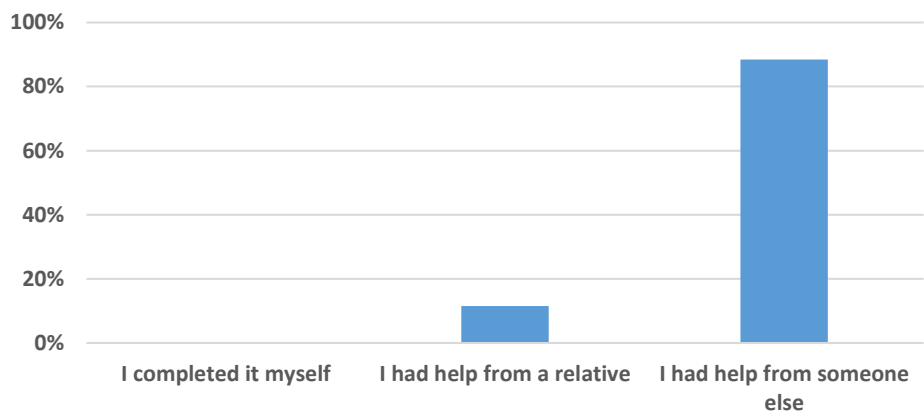
14. It is important that you feel safe in your home. On a scale of 1 to 10, please let me know how safe you feel, 1 being the least safe?



15. Do you know how to make a complaint/suggestion about you care home, and would you know who to make it to?



16. Did you complete this questionnaire yourself or did you have help to do so?



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

- * Staff and food. My home feels safe and, as a family, that means a lot.
- * I feel safe and secure and I am cared for 24/7 as I can't look after myself.
- * Food, staff, feel secure and gardens.
- * You're made to feel welcome. Food lovely. Very helpful staff.
- * I'm safe here.
- * Everyone is friendly and talks to you. You're looked after. No washing up.
- * No bills coming in. Made friends. Everyone is lovely.
- * People are always doing things. Fish and chips are my favourite. I always get it when I want. Staff is lovely. Kirstie is fun to be around.
- * We can please ourselves and do as we wish. Whenever I want to go out Kirstie will arrange it for me. Carol is very friendly and I can go to her with any problems.
- * It's peaceful, everyone is nice and helpful and always happy to help. Nothing is too much trouble. The rooms are lovely. They make a cracking brew!!
- * There's no work or chores. I love living here. The staff are lovely and always smiling. I love Sunday roast with all the trimmings. It's lovely.
- * It's nice here. I have friends and the girls help me whenever I need them.

- * Everyone's friendly. We have our meals ready and no washing up.
- * Lots of space for everyone. The gardens are nice.
- * Everyone is friendly and nice. I'm always warm and plenty to eat.
- * Everyone is nice to you. Whenever I have an issue I can go to Carol and she sorts it out straight away. I like that I can go shopping whenever I want.
- * Well looked after. The food is really good. The company and staff are very attentive.
- * It's nice and warm in here. I have friends.
- * The views are lovely. Everyone is caring.
- * It's like a happy family. I like the dog being here.
- * My room is nice, the people are friendly. I like the views.
- * You never go without anything. I can smoke.
- * Everyone talks and smiles.
- * There is lots to do and lots of people to talk to. Everyone is always happy.
- * The girls are lovely. Everyone is very kind to me. My room is lovely.
- * It's like a community. The atmosphere is always relaxed and positive. The people are really nice to me.

18 Is there anything you would change if you could?

- * More chips.
- * At dinner time the staff serve main courses and sweets together. By the time I've eaten the main course the sweet is cold.
- * Bedroom downstairs.
- * No, I'm quite satisfied.
- * No, it's perfect how it is.
- * No, everything is perfect.
- * No, I'm happy and settled here.
- * I would like to go out for a walk.
- * No, I am happy here.
- * No, it's a nice balance here.

19 Would you like to tell me anything else?

- * Home from home. A very fine manager. We ring her a lot, weekly.
- * The staff work very hard and are good at what they do for me. Sometimes I feel there isn't enough staff on night times and weekends.
- * Really happy. Manager always smiling and helpful. Very kind.
- * The staff are very nice.
- * I love it here. Everyone is very chatty and kind.
- * I don't have to be bored here. The activities team always has something planned or have ideas on how to keep busy. I especially like it when we dance and sing.