

Residential Care Home

**RESULTS OF RESIDENT’S QUESTIONNAIRE – JANUARY 2023**

**Residents were each issued with a questionnaire to complete with the help of either their keyworker or the Pines administrator. Each question asked also showed a picture to help the residents identify what the question was asking of them. Prompts were given to encourage residents to make comments. Some residents did not have the cognitive ability to answer these questions by making an informed choice; therefore 10 out of our 13 residents completed the forms.**

**Residents were asked to score each question using the scoring table detailed below:-**

**(In some comments we have used an X instead of a name.)**

**SCORING (To help you we have devised a traffic light system)**

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| **1** | **C:\Users\Lindsey\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\6DHT2SDE\MCj04244520000[1].wmf** | **NOT GOOD** |
| **2** | **C:\Users\Lindsey\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\UA5V1NX8\MCj04231710000[1].wmf** | **OK** |
| **3** | **C:\Users\Lindsey\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\UA5V1NX8\MCj04244660000[1].wmf** | **GOOD** |

**The results are as follows:**

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| 1. **COMMENTS:-** |
| * Nice house * Yeah * Yes, very happy. * X nodded. * Yeah I am happy. * Too noisy. * Yes. * Yeah. |

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| 1. **COMMENTS** |
| * Not X when he shouts. I don’t like this. Nicer when I have meeting with social worker about 1 to 1’s. * I like X. * Yes. * Only the staff. X and X are alright. * I don’t get on with any, just X and X, nice and friendly. * Not all of them. * Yeah. |

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| **3. COMMENTS** |
| * Yeah. * Yes. * Yes. * Yeah, I do. |

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| **4. COMMENTS** |
| * The staff always do an amazing job. I think they are brilliant. * I like Emily B. * Yes. * Some. * I like the staff. * Yes, especially Ovi. * Some of them, not all of them. * Yes, good, yes. |

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| **5. COMMENTS** |
| * Brilliant. Always listens and supports me. * She listens to me. * Yes, she’s alright, yes. * He’s good. * Fine, happy. Little Nala. * Yes, to an extent. Sometimes asks if it’s okay to have some things/ people. * Yes I think so. |

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| **6. COMMENTS** |
| * Brilliant too. Yeah, yep they listen and support me. * Yeah, they’re beautiful. * Yes, a lot. * Yes. * Jo she does. Emily R she listens. Sheela and Emily B don’t listen. * Yes! * Sometimes quite strict but they do support and listen to me. * Yes. |

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| **7. COMMENTS** |
| * Of course. * Yes, a lot. * Yes. * Yeah. * Yes. * Yes. * Yes staff. |

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| **8. COMMENTS** |
| * Good for everybody to have a choice. Good as it is. * Sometimes. * Yeah. * Yes. * I like the food. I think so yes. * Yes. |

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| **9. COMMENTS** |
| * I do, but would be nice to have a bed that doesn’t move, as I feel it still moves. Rest of it is good. * Yes, thank you. Like to have curtains in bathroom window. Small recliner. * Yes. * Maybe move wardrobe. Carpet at back. Shelves. Not sure yet, just ideas. * No change. * I like my bedroom. No. |

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| **10. COMMENTS** |
| * Nice if the walls were a different colour. Everything else is alright, nice to have a new sofa. * I like the lounge. * I don’t know. * A new fire. Carpet in the lounge. * Too small. * No * Yes, I’m not in there often. Like to see more recliners. |

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| **11. COMMENTS** |
| * I like it. I think it is good. * Is this my bedroom? * Yes, maybe. * New carpet in dining room, make is warmer. * Too small. * Chairs are nice. Tables are nice. * Yes, everything there. |

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| **12. COMMENTS** |
| * Kitchen alright. * Yeah. * Yes. * A new cooker, its rubbish, we need a new one. Names on each cupboard for each person. Separate sections with keys for each person. * Yes. * No changes. * Yes, like to see power whisk to whisk food. |

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| **13. COMMENTS** |
| * Have some 1 to 1. * I like going out for coffee. * Yes. * I need more 1 to 1. * Yes. Charity shops and coffee. * Some of them, not all of them. Coffee morning on Sunday- Looking forward. * Yes. |

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| **14. COMMENTS** |
| * Yeah, they are good. * Yes, well sometimes. * Like massage with Suzy. * Yes. Arts and crafts. * Like to go out to some more places in car. I’d like to go to a trip round an area on a coach. |

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| **15. COMMENTS** |
| * I think I am independent, the staff help me. * Cooking, yeah? * No. * Except for morning. Sometimes people don’t come up to help me. * A bit of cooking not too keen on washing. * Yes. |

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| **16. COMMENTS** |
| * Yeah. * Of course. * Yeah. * Yes. * Yes. * Yes. |

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| **17. COMMENTS** |
| * Yep. * Yeah, I’m a lady. * I don’t mind * Yeah. * Sometimes, yes. * I like the Pines |

**QUESTION 17:**

**WHAT ELSE CAN YOU TELL US ABOUT YOUR LIFE AT THE PINES THAT YOU ENJOY OR DISLIKE?**

**“I enjoy going out with staff to see live music and very soon going to start my job. Next Tuesday 17th, I think. I don’t enjoy when I don’t go out. Apart from that it is good, Emily is the best key worker”.**

**“I like the Pines”**

**“It’s alright. Yeah, it’s alright”.**

**“No”.**

**“Different locks on the doors – Better keys to doors so they don’t get lost”.**

**“I would like to move to Southbourne. Holiday and spa day I would like to do”.**

**“Would like to go to Winchester rally”.**

**OUTCOMES:-** Our questionnaires proved that our residents are happy and feel safe living at the Pines.

**ACTIONS:-**

* **Question 6 comment: ‘**Jo she does. Emily R she listens. Sheela and Emily B don’t listen.’ This resident has a history of accusing staff of things, but this feedback has been passed onto these team members to work on and listen further.
* Question 15 comment:’ Except for morning. Sometimes people don’t come up to help me’ – this resident can get ready independently but he prefers staff to be there for company, although we do promote independents.
* Questions 12 comment :’ A new cooker, its rubbish, we need a new one. Names on each cupboard for each person. Separate sections with keys for each person.’ We purchased a new cooker in 2021 which does work well.
* Question 9 comment: ‘I do, but would be nice to have a bed that doesn’t move, as I feel it still moves. Rest of it is good.’ A new bed was purchased in 2021 and our handyman has screwed this to the wall to prevent the bed from moving now.
* Question 2 comment: ‘Not X when he shouts. I don’t like this. Nicer when I have meeting with social worker about 1 to 1’s.’ X being another resident