



Boars Tye
RESIDENTIAL HOME LTD
SERVICE USER SURVEY

We are required to request the views of our service users and their relatives/ friends regarding the service that we offer at Boars Tye.
The following is a summary of the October 2016 response.

- What is the overall quality of the information that is relayed to you by the Home by various means, such as the Service user Guide, Web site, Posters, Telephone or face to face conversation?

<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Unsatisfactory</i>	<i>Poor</i>	<i>Not applicable</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25%	44%	25%	6%			

- What is the standard of accommodation?

<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Unsatisfactory</i>	<i>Poor</i>	<i>Not applicable</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12%	45%	37%	6%			

- What is the quality and variety of food provided?

<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Unsatisfactory</i>	<i>Poor</i>	<i>Not applicable</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37%	32%	31%				

- What is the standard of the laundry service?

<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Unsatisfactory</i>	<i>Poor</i>	<i>Not applicable</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12%	27%	43%	18%			

- What is the efficiency and courtesy of service you receive from the Management in dealing with your concerns/complaints?

<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Unsatisfactory</i>	<i>Poor</i>	<i>Not applicable</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50%	38%	12%				

- How attentive are the care staff to the needs of the individual resident?

<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Unsatisfactory</i>	<i>Poor</i>	<i>Not applicable</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
62 %	32 %		6%			

- What is the standard of activities that we provide?

<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Unsatisfactory</i>	<i>Poor</i>	<i>Not applicable</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12%	37 %	39%	6%	6%		

- What Is the overall standard of hospitality, such as refreshments being made available?

<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Unsatisfactory</i>	<i>Poor</i>	<i>Not applicable</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26 %	68%	6 %				

- What is the standard of personal appearance and hygiene care given to the individual residents?

<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Unsatisfactory</i>	<i>Poor</i>	<i>Not applicable</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13%	68 %	7 %	6%	6%		

- What is your overall impression of Boars Tye Residential Home?

<i>Excellent</i>	<i>Very good</i>	<i>Good</i>	<i>Satisfactory</i>	<i>Unsatisfactory</i>	<i>Poor</i>	<i>Not applicable</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32%	50 %	12%	6%			