

Resident Satisfaction Survey 2010

The Admission Process

33% of Residents became aware of Mountvale PNH from Care Management

11% “ “ “ “District Nursing

56% “ “ “ “Reputation (Other)

11% of Residents or their representative viewed the Home prior to admission

22% of Residents or the representatives viewed other Homes

100% of Residents and their representatives stated that they had NO complications with their admission

33% of Residents were greeted at the Home by the Nurse Manager

33% “ “ “ “a Staff Nurse

33% “ “ “ “a Nurse Assistant

General comments noted regarding the admission process

“My social worker is aware that I am quite concerned where I place my Mother, this home was carefully chosen based on particular needs”

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The Facility

44% of Residents were given a choice of room

100% of Residents stated that their room was accessible immediately on admission

100% of Residents stated that they did not encounter problems with their room

General comments noted regarding the facility

“The room was clean and welcoming; a TV was placed in my Mothers room which we appreciated”

“Excellent”

“All satisfactory, the room suggested was suitable”

“Bright welcoming, clean”

“Very Good”

“Very happy with the room given, kept very clean, bright and airy, everything I needed was in my room”

“Very clean and tidy”

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The Staff

100% of Residents or their representatives indicated that the staff were attentive and courteous at all times

89% of Residents or their representatives stated that the staff respond well to requests

100% of Residents or their representatives believe that the staff are well presented

88% of Residents or their representatives stated that the staff introduce themselves at all times

100% of staff wear their name badges at all times according to our residents and their representatives

100% of residents and their representatives stated that staff takes time to look after them

General comments noted regarding the staff

“Staff were pleasant when I asked questions, the Home was always well staffed with plenty of “life” about it”

“My Dad probably required extra time due to his condition and fluctuating mobility”

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The Care Services

55% of Residents or their representative stated that they saw and read the Homes Statement of Purpose, 33% said they did not, 12% were unsure

66% of Residents or their representatives stated that they saw and read the Complaints procedure, 22% said they did not, 12% were unsure

55% of Residents or their representatives stated that the Named Nurse introduced her/himself to them, 12% said they did not, 33% were unsure

100% of Residents and their representatives stated that they were given their medication correctly

89% of Residents or their representatives stated that they were cared for in a dignified manner, 11% were unsure

89% of Residents or their representatives stated that they felt safe at all times when they mobilised or transferred around the Home, 11% were unsure

89% of Residents or their representative stated that personal care was delivered in a considerate way at all times, 11% were unsure

General comments noted regarding the Care Services

“My Mum finds it difficult to have male carers attending to her”

“I was able to give my own medications”

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The Food and Catering

100% of Residents or their representative stated that they were given a choice from a menu

77% of Residents or their representative stated that the meals provided looked appetising

77% of Residents or their representatives stated that the meals provided were well presented

100% of Residents or their representatives stated that their dietary needs, likes and dislikes were catered for

General comments noted regarding food and catering

“I was always present at supper time there was always a good selection and plenty off it”

“I enjoyed breakfast”

“Seating arrangements may work better if Dad brings his own wheelchair to sit in while at the table”

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The Discharge Process

100% of Respite Residents or their Representatives where satisfied with the planned discharge process and would return for respite