

St David's Nursing Home

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“Living well every day”

November 2022

St David's Update on our Resident, Family & Friends & Professional responses to our Surveys during 2022.

I would very much like to take the opportunity of thanking everyone who has kindly responded to the various surveys and feedback forms that we have sent or given you during 2022. Your input and responses are vital in helping us to develop our plans for the coming year ensuring that your suggestions and ideas help us in the decisions that we make to improve and develop your home environment.

I am very pleased to share with you the results of the resident's responses, the family & friends' responses and those from the professionals that we work alongside bringing the support and care to each and every resident.

Some residents felt that the care they received was “Excellent” and “Very Good,” one resident said that there was “Very friendly staff.” Some residents would like us to look at the food offering and we have decided to take this forward into our 2023 plans.

Other suggestions included “better lighting needed in the dining room” – we are pleased to confirm that the electricians have increased the lighting available. Another was “will the landscaping of the main garden be completed this summer?” This was a little delayed, but the main landscaping has now been completed with some additional works needed to further develop some new garden borders during the winter months.

We have received a number of responses from family and friends of residents and the full details of the surveys are detailed below. Some of the comments included,

“I have been very impressed by the standards of care given by all of the staff,”

“If I ever have to go into care, this is the home I would like to come to,”

“A brilliant idea to provide ‘Your Guide to Living Here’ as most of the questions relatives and friends might need to ask are covered,”

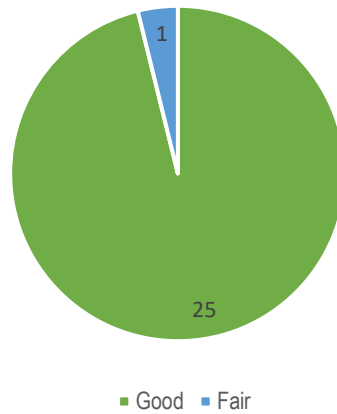
“Just feel that Linda and her staff provide amazing care,”

With very best wishes

Linda Cooke, Matron

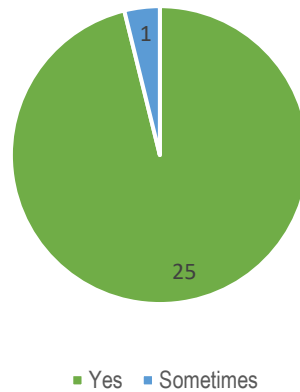
Feedback from Residents: Early September 2022

1. What is your opinion of the care you receive?



Two additional comments of "Very Good"

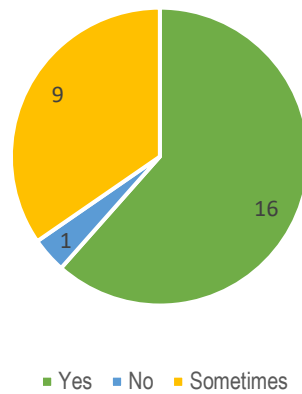
2. Do you find the staff team friendly and approachable?



One additional comment "Very Friendly"

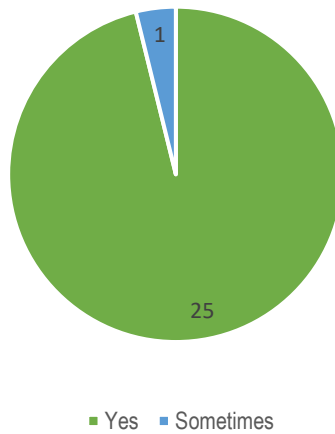
Feedback from Residents September 2022

3. Do you feel that the food is of a good standard and that there is enough variety of choice?



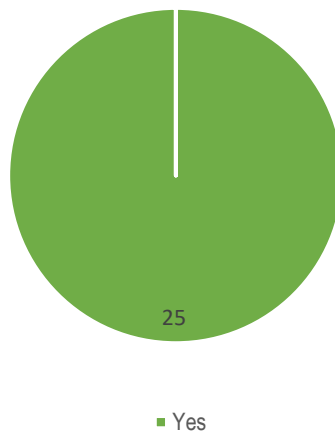
One comment of "Excellent"

4. Do you feel valued and respected?



One comment of "very"

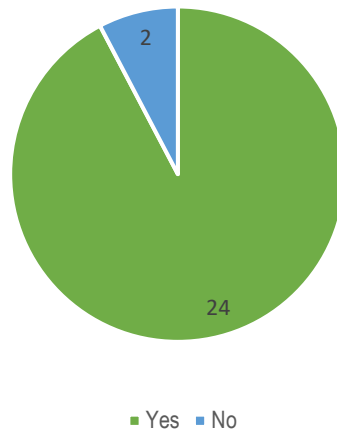
5. Do you feel safe and protected at St. David's?



One added comment "I do"

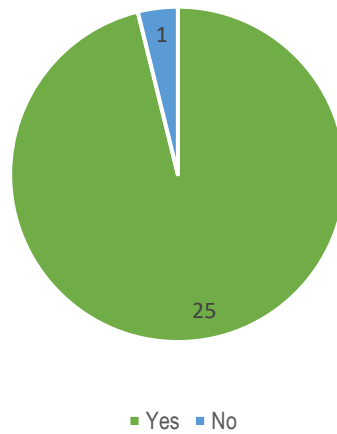
Feedback from Residents September 2022

6. Do you know how to make a complaint?



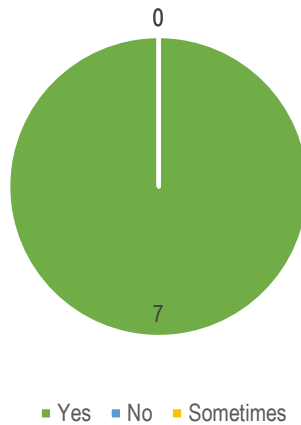
One added comment "I would see Matron"

7. Would you feel safe to make a complaint?

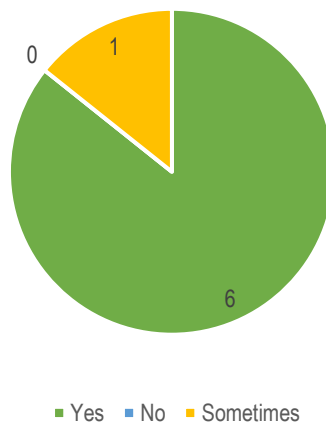


Relatives' Responses to Questionnaire on PPE and Safety

1. Do you feel that carers are wearing appropriate PPE for your relative to feel safe?



2. Do you feel supported and are you happy to wear the PPE we provide?

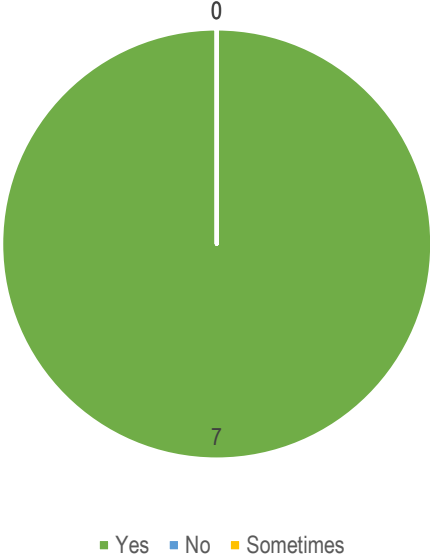


3. Have you felt supported and safe with the testing arrangements prior to your visits?



Relatives' responses to PPE Questionnaire

4. Have you felt safe with the PPE you have worn during your visits?



5. Have you ever felt unsafe during your visits?

