

# Mountvale Private Nursing Home

Food Satisfaction Survey  
April 2012



*Caring Excellence First Time Every Time*

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**We place strong emphasis in making sure that the food we serve to our residents meets their expectations. To ensure that we respond to individual tastes and preferences we have undertaken a detailed survey of our residents and the food we provide. The results are as detailed below. The following results are expressed in percentages of those that took part e 23 residents who took part:-**

	<b>Question</b>	<b>Very Good/ Good</b>	<b>Poor/ Fair</b>	<b>Residents Responded</b>
1.	How do you rate the overall quality of the meals provided in the home?	<b>78 %</b>	<b>22 %</b>	<b>23</b>
2.	How do you rate the quality of the breakfasts?	<b>91%</b>	<b>9%</b>	<b>23</b>
3.	How do you rate the quality of the lunches?	<b>83%</b>	<b>17%</b>	<b>23</b>
4.	How do you rate the quality of the evening meals?	<b>70%</b>	<b>30%</b>	<b>23</b>
5.	How do you rate the quality of the snacks served between meals?	<b>83%</b>	<b>17%</b>	<b>23</b>
6.	How do you rate the variety of food provided?	<b>83%</b>	<b>17%</b>	<b>23</b>
7.	How do you rate the amount of food provided?	<b>91%</b>	<b>9%</b>	<b>23</b>
8.	How do you rate the quality of information given in the menus?	<b>86%</b>	<b>14%</b>	<b>22</b>
9.	How do you rate the suitability of the food provided?	<b>91%</b>	<b>9%</b>	<b>23</b>
10.	How do you rate the presentation of the food (ie how much effort is made to ensure that the food looks nice)?	<b>86%</b>	<b>14%</b>	<b>22</b>
11.	How do you rate the temperature of the food, (ie is hot food always served hot?)	<b>91%</b>	<b>9%</b>	<b>23</b>
12.	How do you rate the availability of drinks?	<b>87%</b>	<b>13%</b>	<b>23</b>
13.	How do you rate the quality of the dining room facilities?	<b>76%</b>	<b>24%</b>	<b>18</b>
14.	How do you rate the ambience of the dining room, ie is it a pleasant place to sit and enjoy your meals?	<b>75%</b>	<b>25%</b>	<b>17</b>
15.	How helpful are the serving staff and cooks at mealtimes?	<b>83%</b>	<b>17%</b>	<b>23</b>
16.	How helpful are care staff if residents require assistance at mealtimes?	<b>91%</b>	<b>9%</b>	<b>23</b>
17.	How would you rate the efforts made to satisfy your individual requirements (including any religious and cultural requirements)?	<b>86%</b>	<b>14%</b>	<b>22</b>
18.	What is your overall rating of the food and catering services offered at this home?	<b>100%</b>	<b>0%</b>	<b>23</b>

