Mountvale Private Nursing Home

Food Satisfaction Survey April 2012







Caring Excellence First Time Every Time

www.mountvalepnh.co.uk

5 Brewery Lane, Dromore, Co Down, BT25 1AH Tel No: 028 92699480 e-mail: info@mountvalepnh.co.uk

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:-

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

Part	2:					
	Question			Yes	No	N/A
19.	Is there always something availa	ble for you to drink if you want it?		96%	4%	
20.	Is there enough choice on the me	enu for you?		87%	9%	4%
21.	Is there always something on the	menu that you like to eat?		83%	13%	4%
22.	Have you been able to take your	meal in your room if you want to?		83%	0%	17%
23.	Have you been fully involved in p	planning and making your own food choices?		70%	22%	8%
24.	Are you happy with the times tha	t meals start?		100%	0%	0%
25.	Do you feel that residents are given enough time to eat and enjoy their meals?			91%	9%	0%
Part	t 3:					
Doy	ou have any further comments o	or suggestions?				
" Jus	st the same as home"	"I like all the food its all very good"	"don't see how you could make it any better"			
Wha	t are your favourite meals provid	ded by the home?				
"I thi	nk its very good that we are asked	want we want every day for lunch and dinner"				
Are	there any areas where you believ	ve the meals or catering service could be im	nproved?			

Actions taken as a result of this survey:

No comments or suggestions made.

Modified Diet Notification sheet that is filled out for all new admissions which asks residents what foods they like and dislike. Food Questionnaire will be completed by the Home's cook with patients prior to the review to gain input from patients.