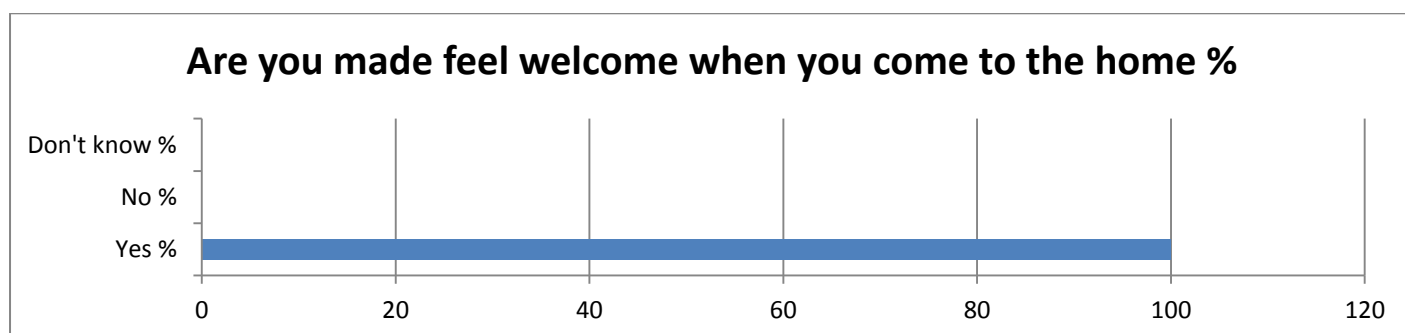
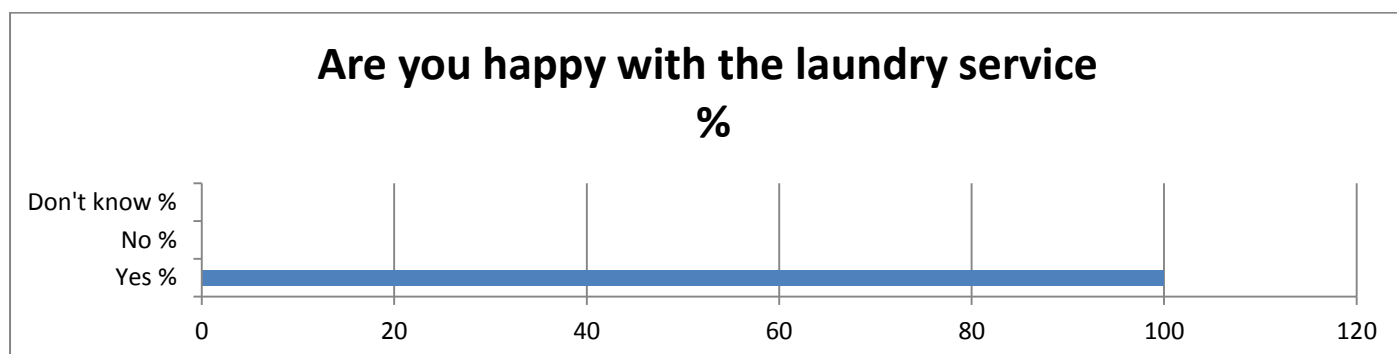
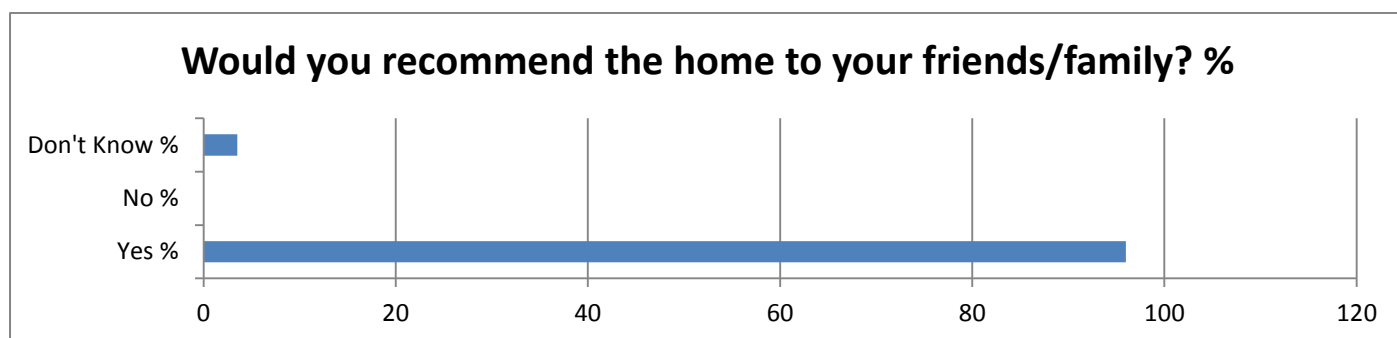
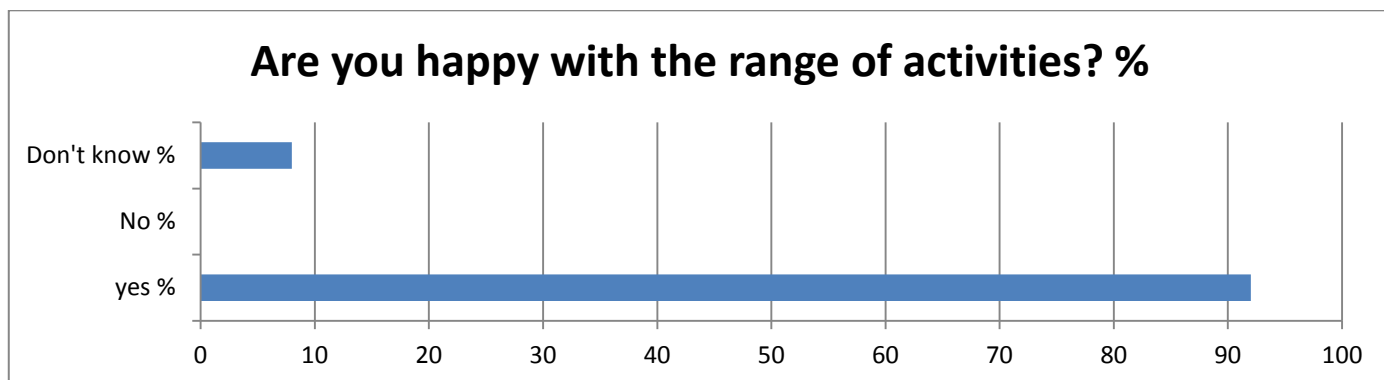
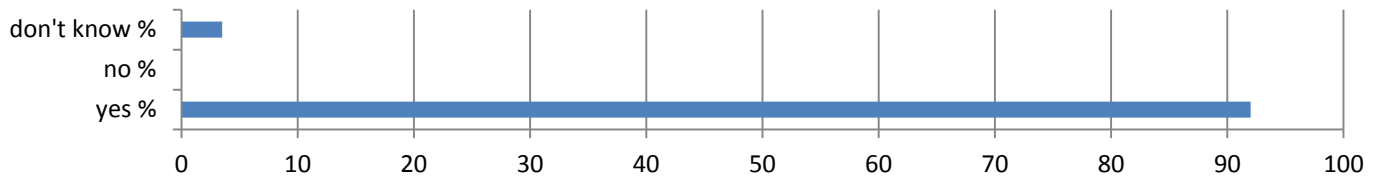


SERVICE USER QUESTIONNAIRE 2014

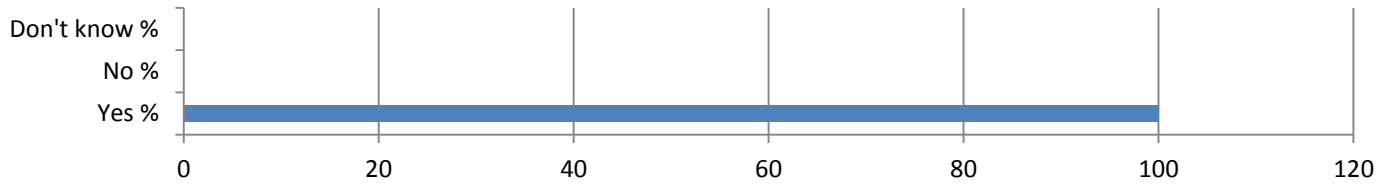
Below is the results of our recently completed Service User Questionnaire for 2014 we would like to thank everyone who took the time to respond



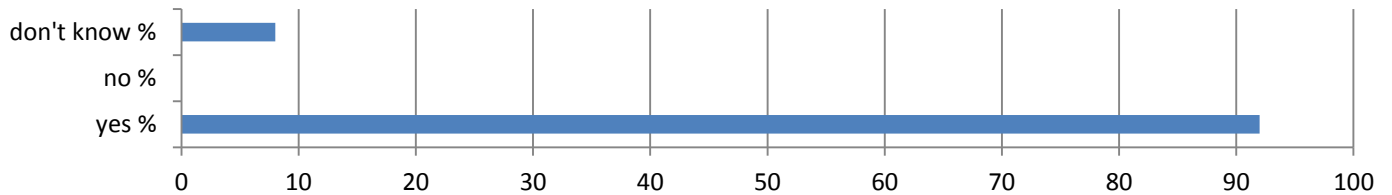
Is you next of kin treated in a dignified manner by staff %



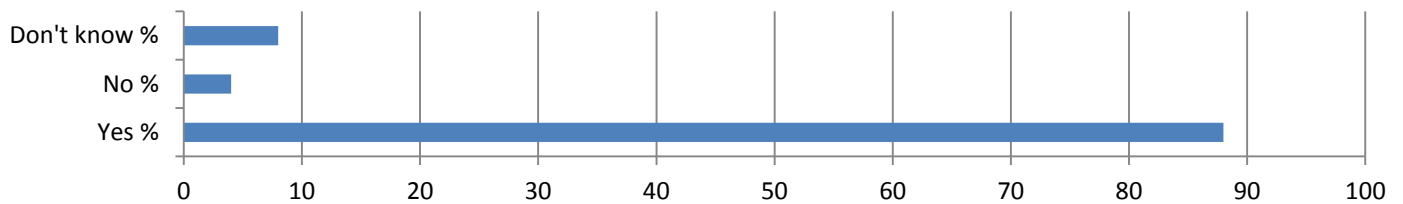
Are the Staff Approachable %



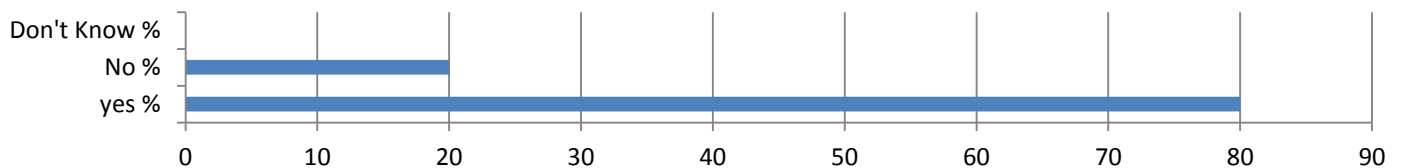
Do you feel staff are always close at hand to help your next of kin %

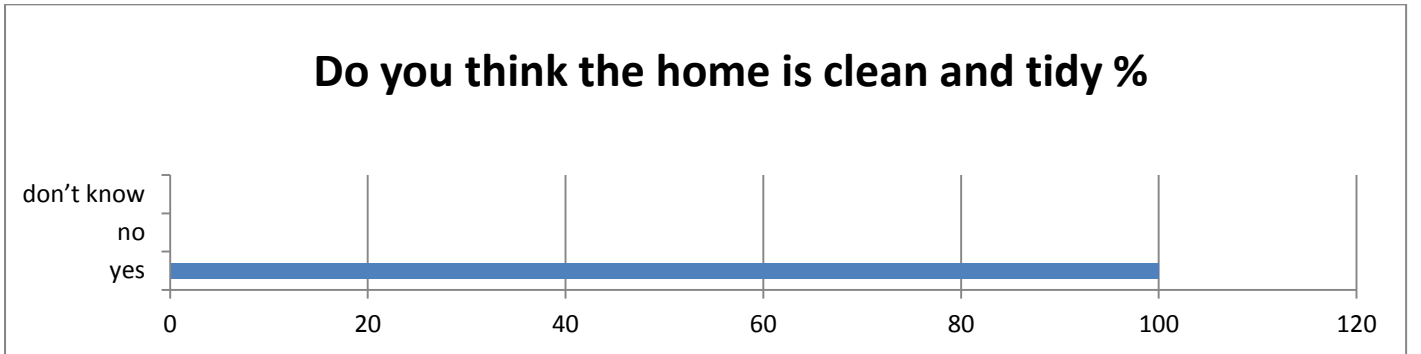
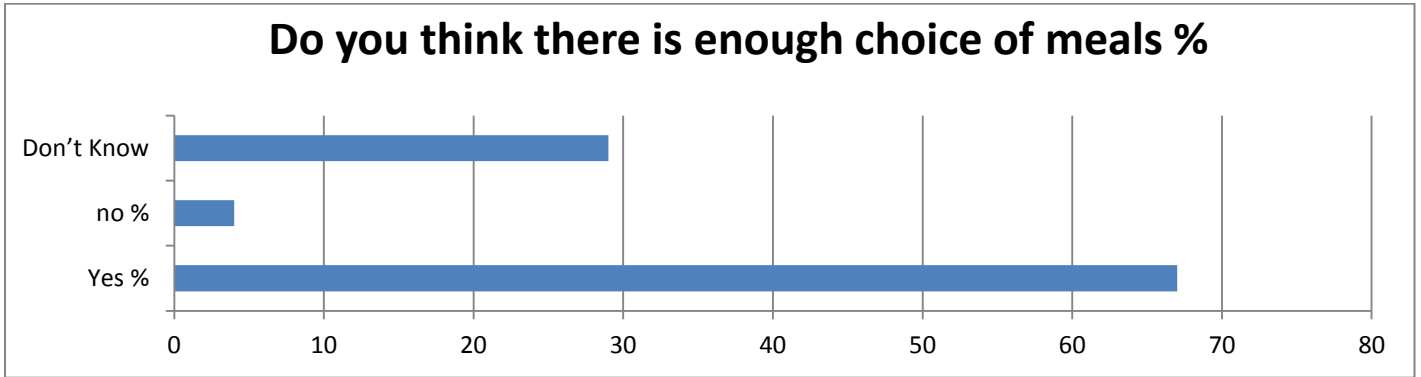
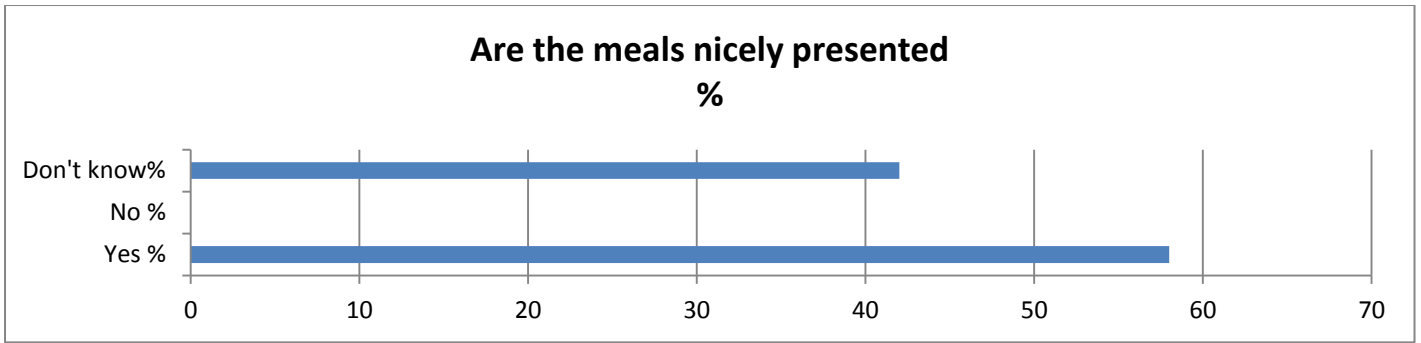


Are you aware of how you make a complaint or comment? %



Are you aware that we are inspected by the RQIA and that you are invited to speak to them during an inspection? %





General comment:

“Excellent Home, big thank you for all you do for my mother”

“Staff are good and caring”

“A lot of thought goes into activities, the activities are very good”

For Information

A copy of the home’s Complaints policy is in the Statement of Purpose in each bedroom

In advance of an Announced Inspection a notice is displayed in the main foyer area.