

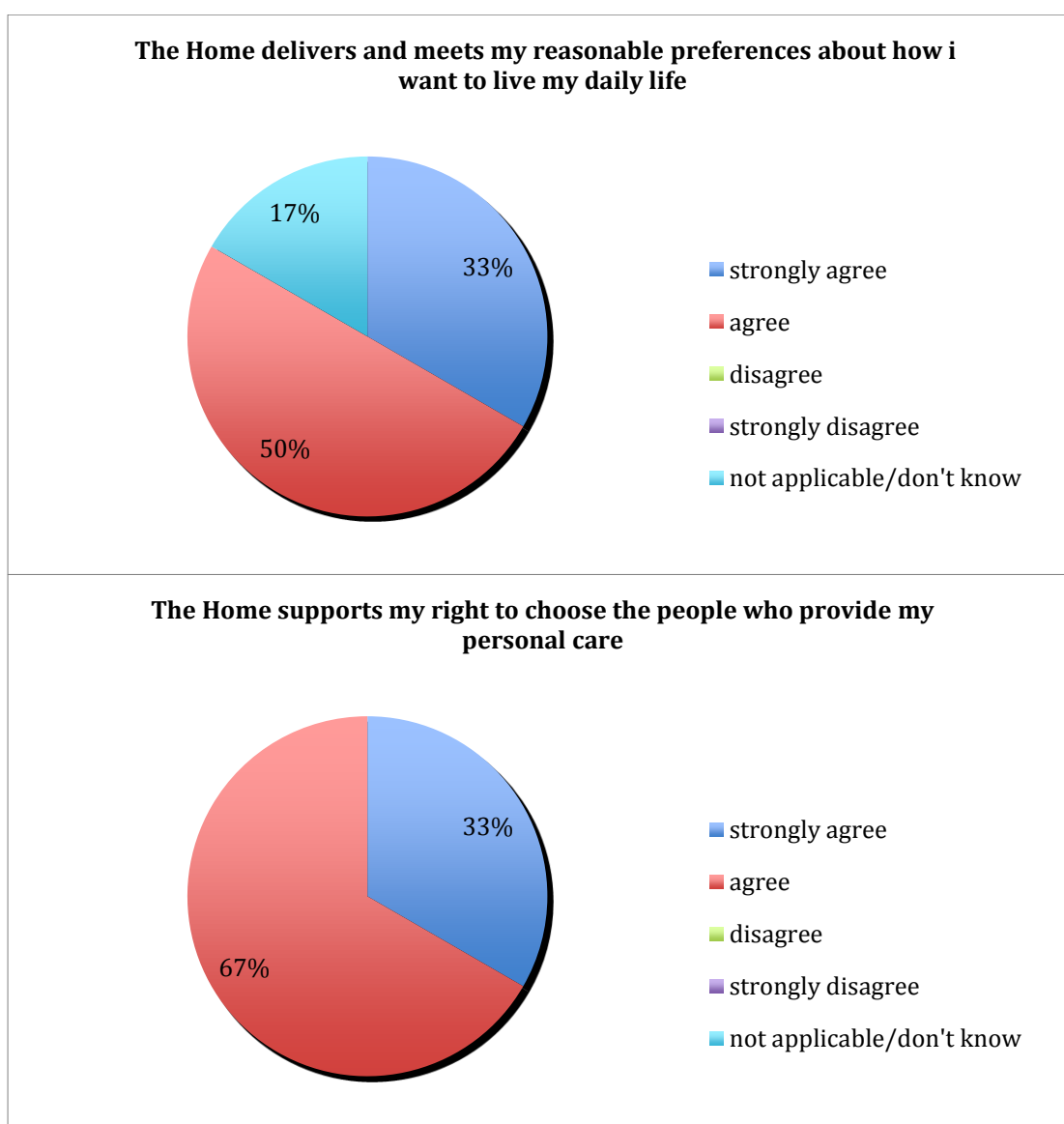
## Results from Service Users and Advocate Survey – EFFECTIVE

Service users and advocates were asked 22 questions relating to CQC key question “Effective”

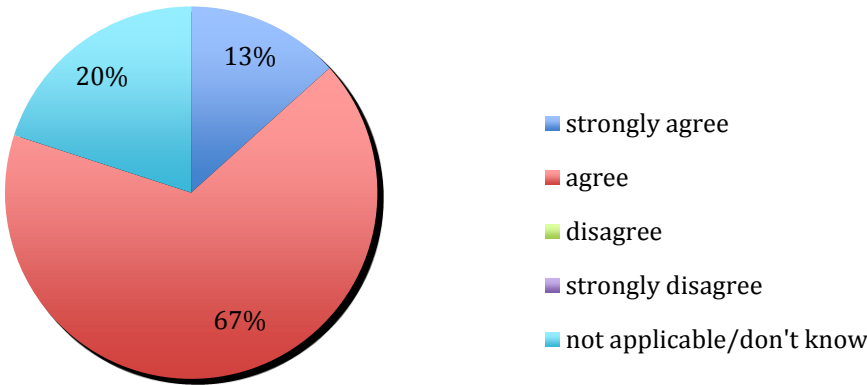
The feedback from individuals is on a voluntary basis and response rates can fluctuate, The response rate for this survey being 24 %

The results are broken down into questions asked and percentage views from strongly disagree to strongly agree.

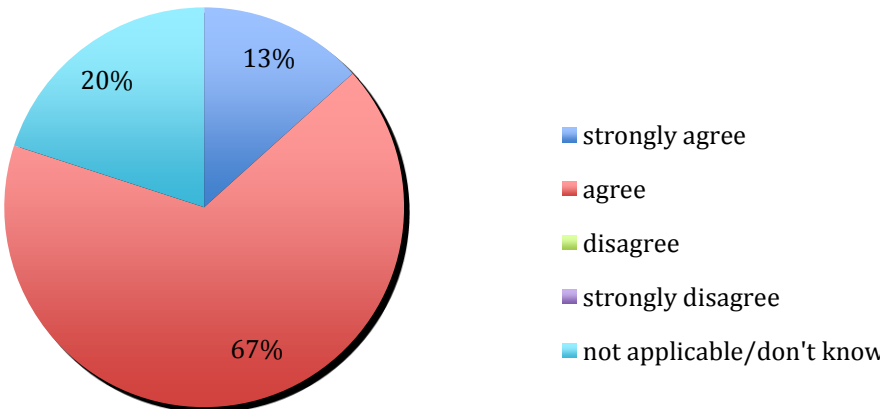
Within the next few months Bryden House will focus on areas where results obtained are strongly disagree and disagree. Along with continuing to maintain the high standards reported.



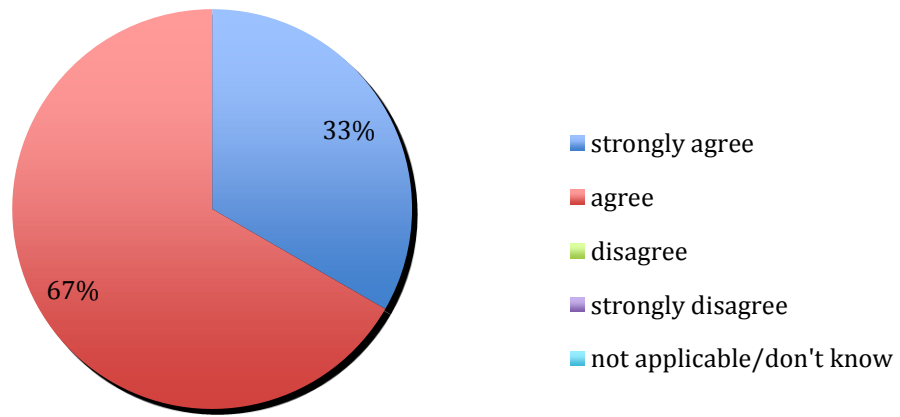
**Staff always ask for my consent and agreement with the care services and support I receive, before I receive them**



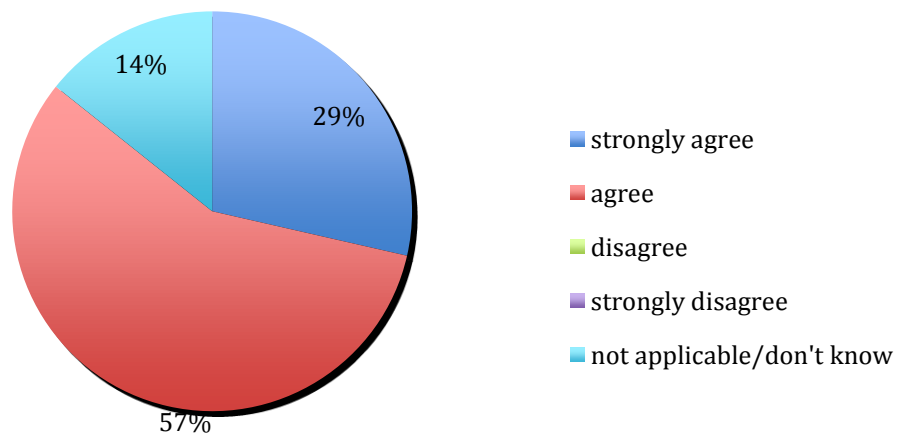
**Staff always respect my agreed choices and preferences**



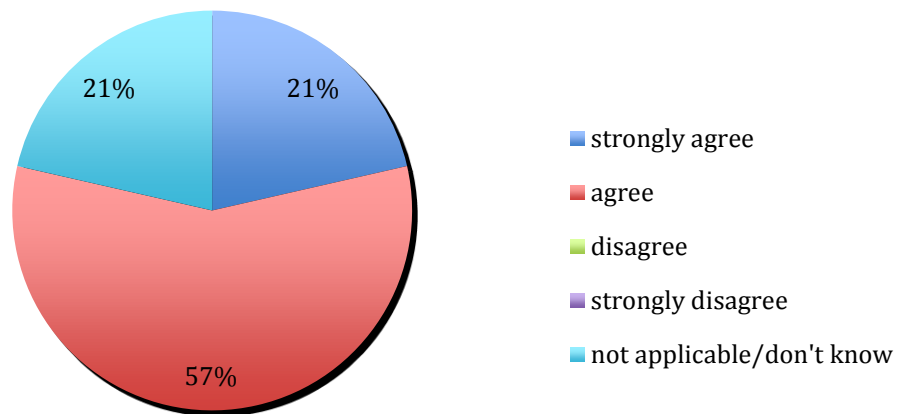
**The staff who provide my care, treatment, and support are competent**



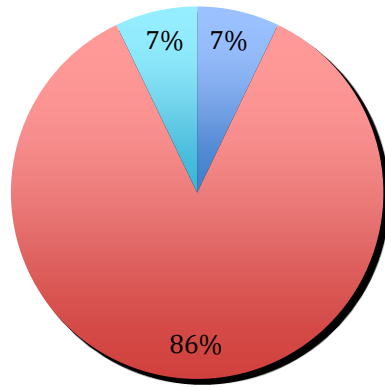
**Staff encourage me to discuss my health needs, and listen to them**



**The home supports me to have routine health checks**

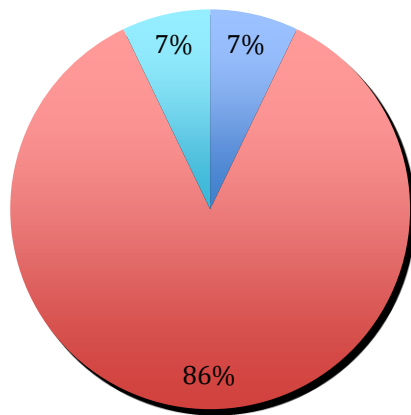


**Staff and the Home help me to access other medical help when i need it e.g GP, dentist etc**



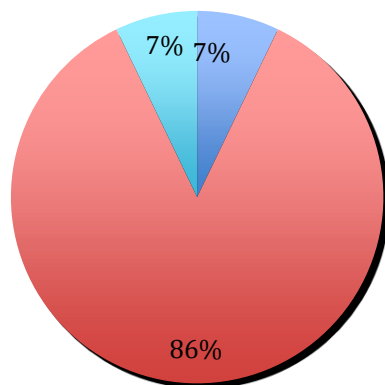
- strongly agree
- agree
- disagree
- strongly disagree
- not applicable/don't know

**The Home gives me the food and drink that I have told them I prefer**



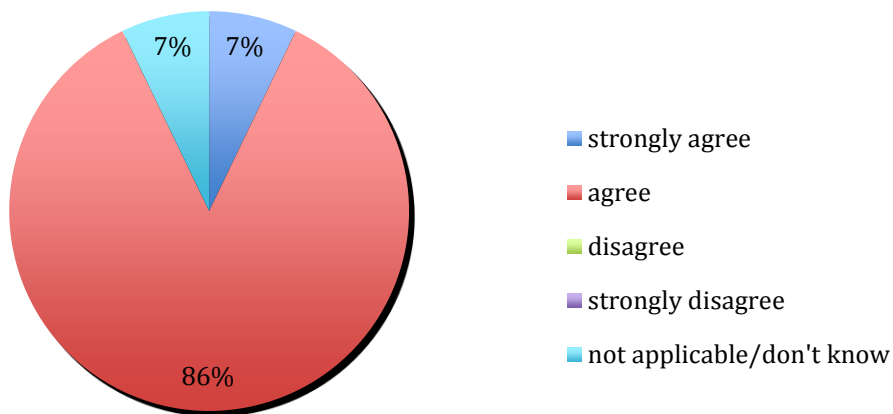
- strongly agree
- agree
- disagree
- strongly disagree
- not applicable/don't know

**Staff discuss my food and drinks needs and preferences with me from time to time**

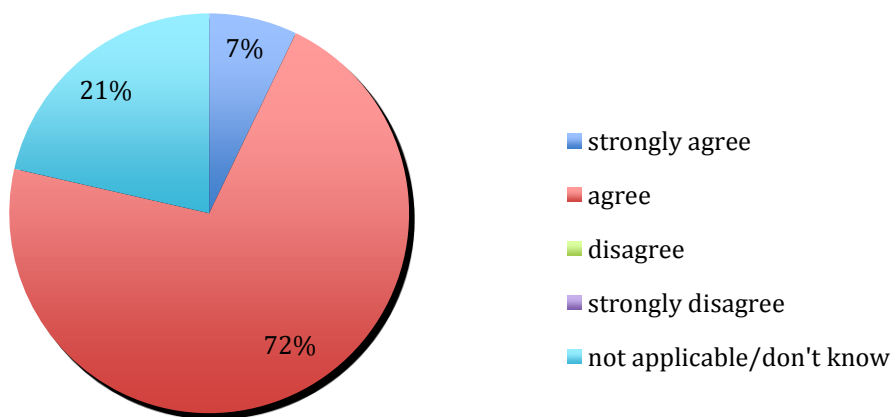


- strongly agree
- agree
- disagree
- strongly disagree
- not applicable/don't know

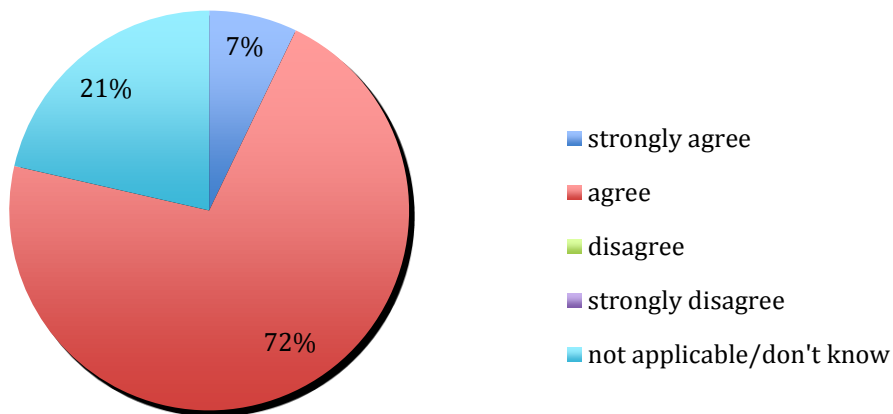
**The food and drink served to me is what i prefer and choose to have**



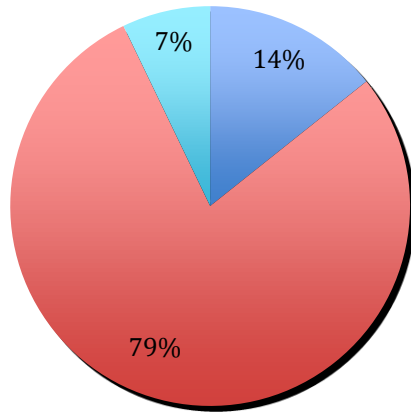
**The Home always serves food at the right temperature**



**Staff do not rush me through mealtimes**

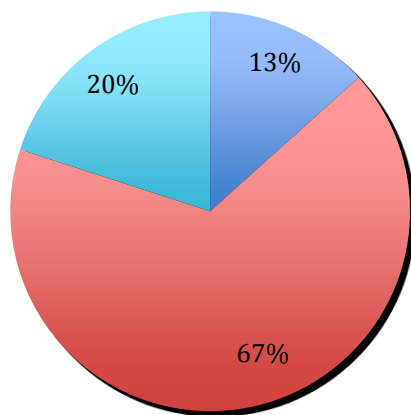


**Mealtimes are enjoyable**



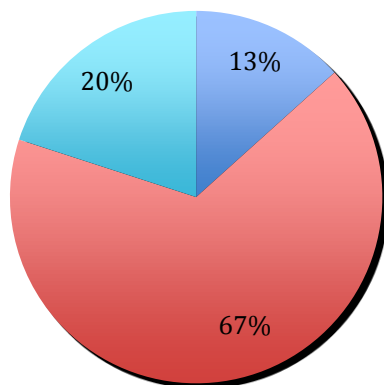
- strongly agree
- agree
- disagree
- strongly disagree
- not applicable/don't know

**The Home discusses planned changes to the premises with me**



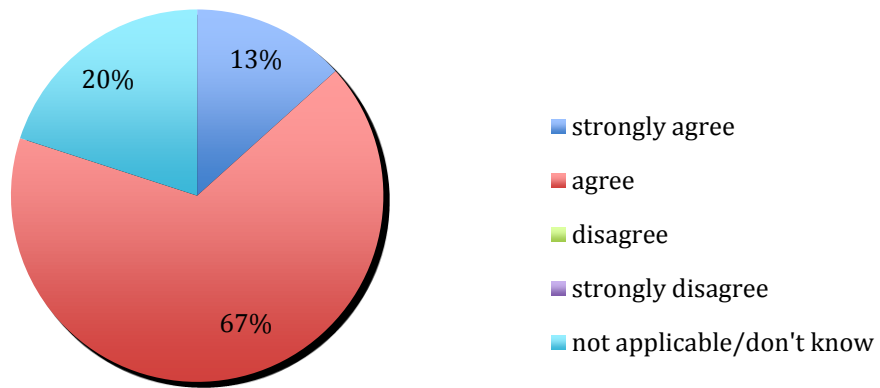
- strongly agree
- agree
- disagree
- strongly disagree
- not applicable/don't know

**The premises, and the adaptations to it, enable me to live my life the way I want**

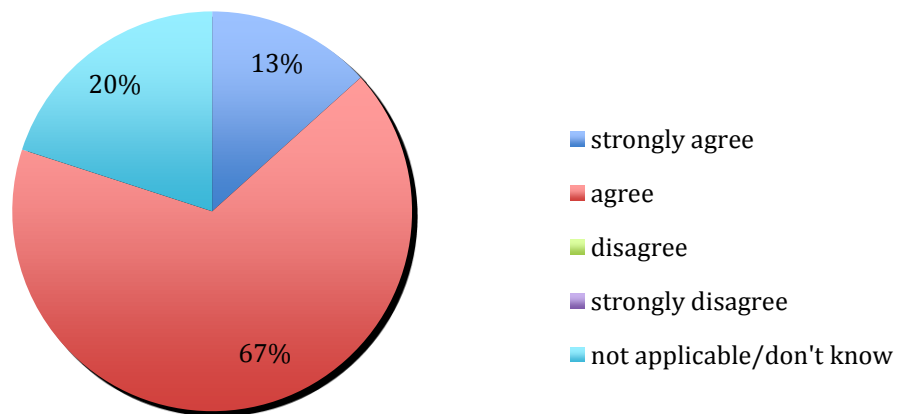


- strongly agree
- agree
- disagree
- strongly disagree
- not applicable/don't know

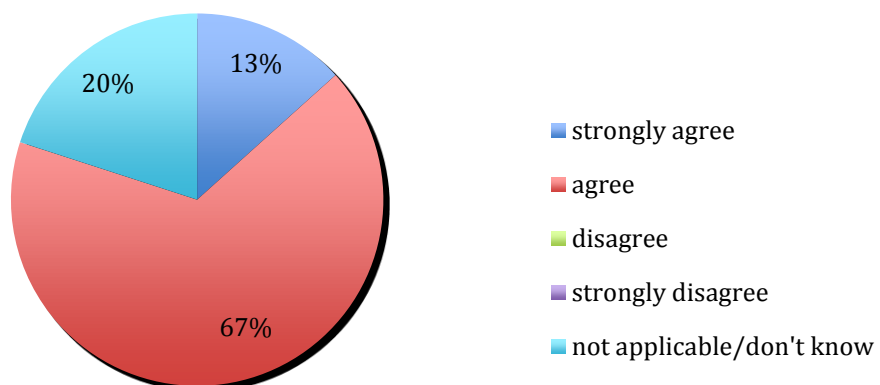
**The Home provides outdoor space that I can use safely whenever I want**



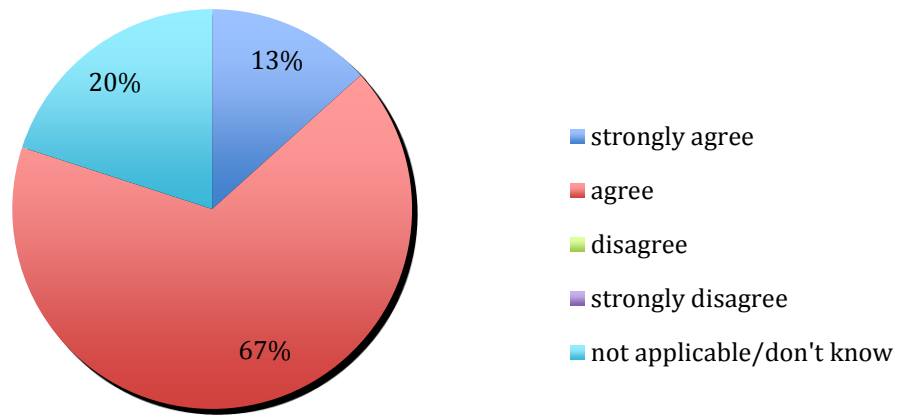
**The Home provides space for me to see visitors, in private if I want to**



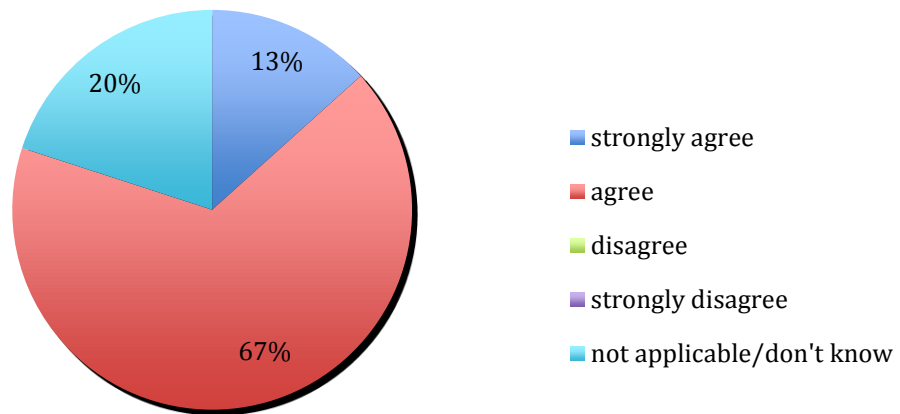
**The Home provides access to space for me to follow my interests and hobbies**



**The Home provides access to space for me to meet other people**



**The Home gives me space and time to spend alone when I want to**



**The Home encourages me to tell them my views and preferences about how i want to live my daily life**

