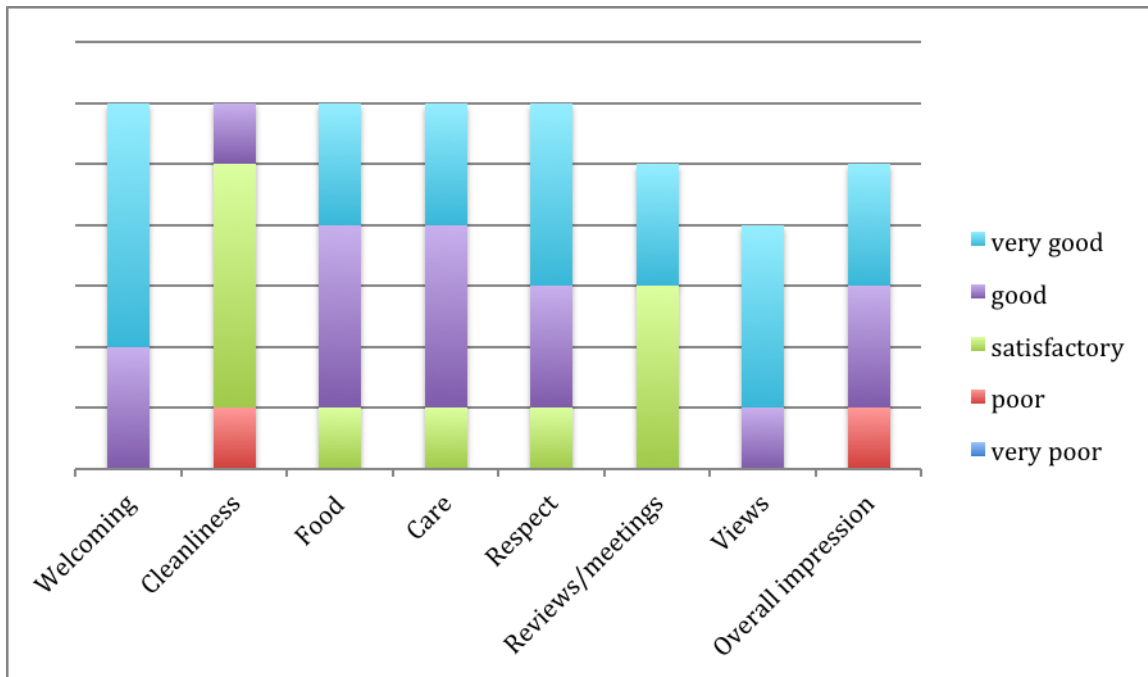


Family and Visitors Survey

36 questions were asked ranging from the appearance of the home to overall impression of the home. 6 questionnaires were completed and returned

The survey has been broken down into following areas

- Welcoming this includes staff
- Cleanliness and décor
- Food
- Care
- Respect
- Reviews/meetings
- Views
- Overall impression



The survey has highlighted the continued good work staff, at Bryden House are doing in providing the quality of care to meeting relatives/friends needs

We at Bryden House will continue to make improvements in areas that have been indicated as being poor.

Since the survey was conducted we have invested in new state of the art laundry equipment. This will allow more flexibility to be spent in the cleanliness of the home as the equipment provided is more efficient, and allows for a variety of cleaning cycles, which are automated.

Reasoning for the poor score in the overall impression was reference to activities for bed bound resident. We encourage those bed bound and able to join our activities and will continue to positively encourage these individuals. Individual 1-1 activities will form a planned aspect of activities conducted at the home. To assist we have purchased an I-pad to allow for access to emails you-tube and quizzes.