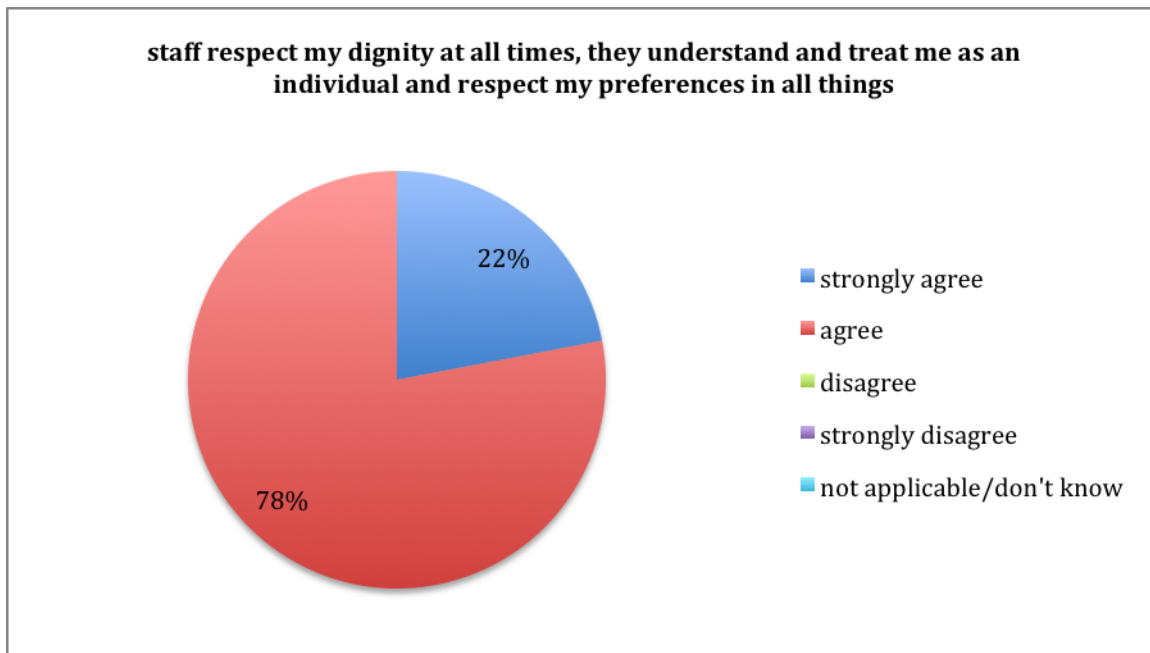
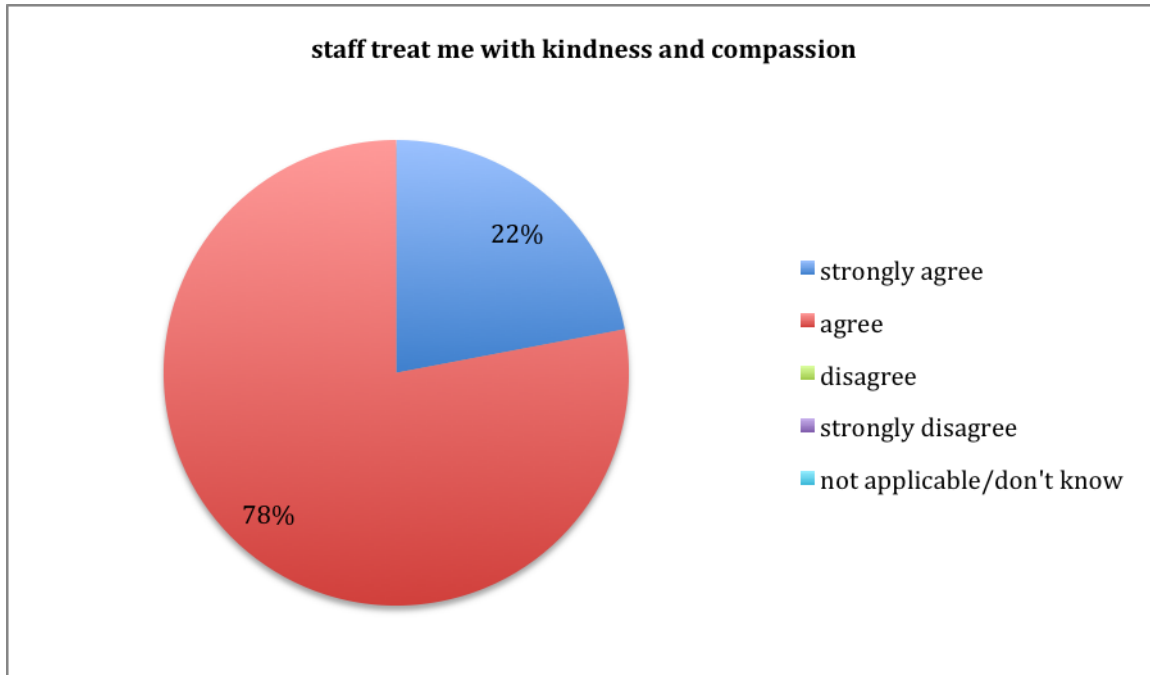


## Results from Service Users and Advocate Survey – Caring

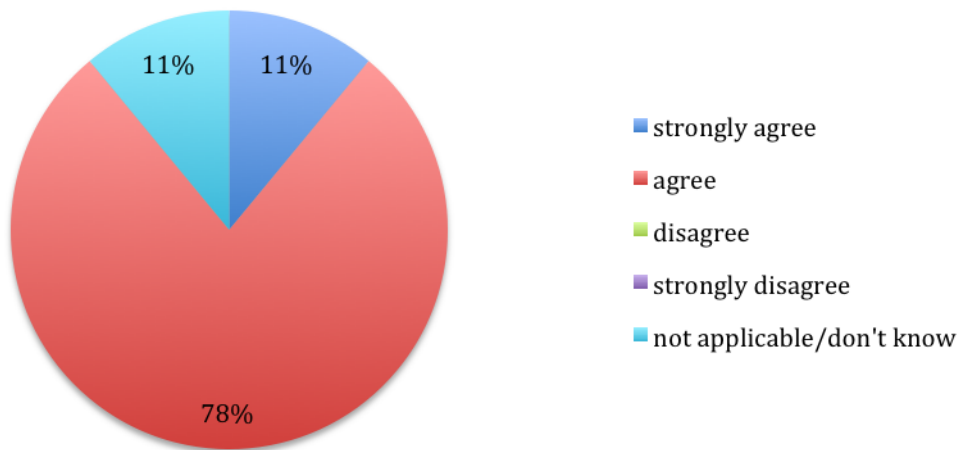
30% questionnaires were returned

Service users and advocates were asked 15 questions relating to CQC key question “caring”

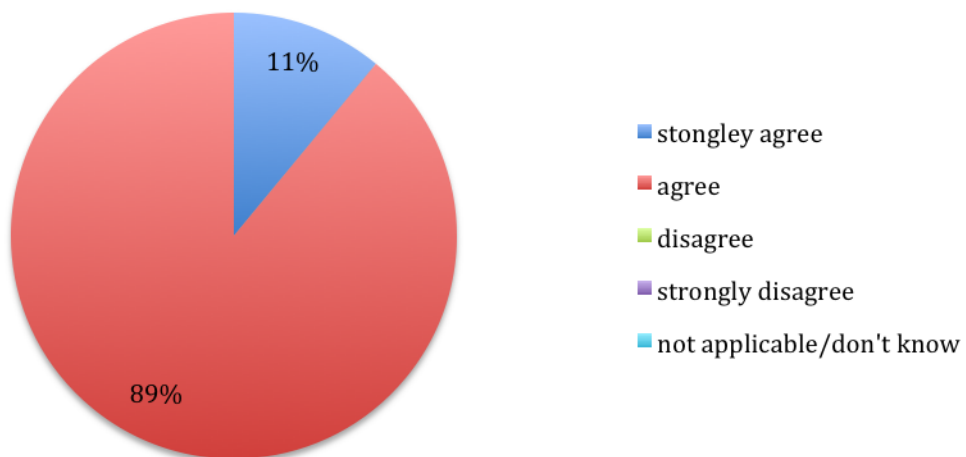
The results are as follows:



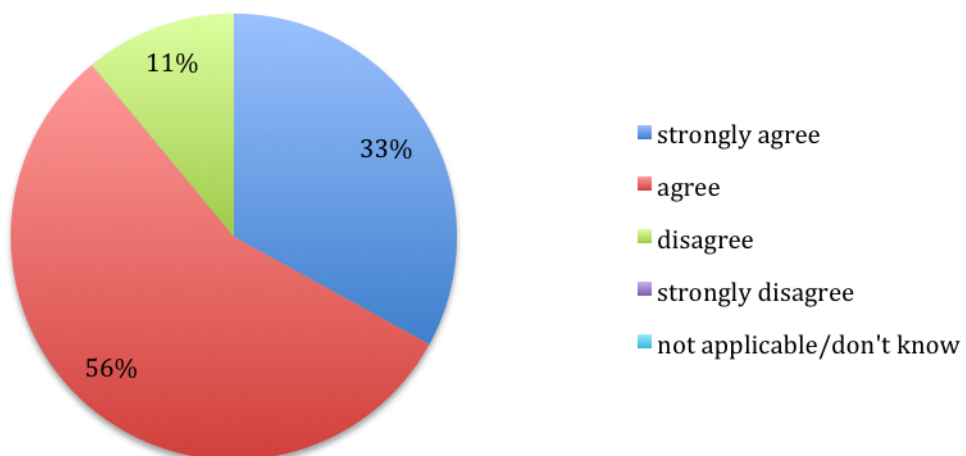
**staff know my previous life experiences I have chosen to share with them,  
and therefore know me and my preferences**



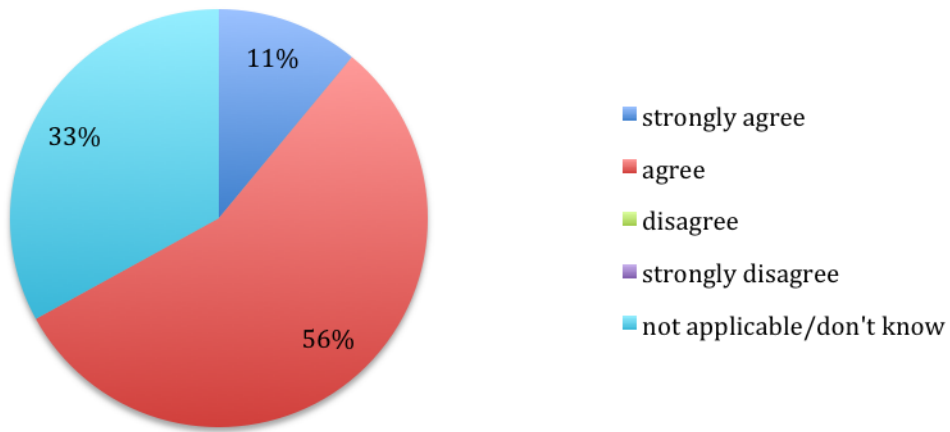
**Staff spend time listening to me**



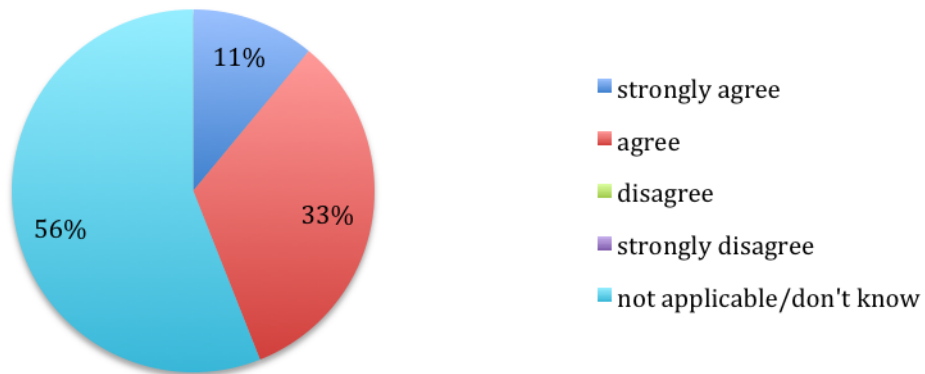
**Staff take action to support me if I am distressed or in discomfort**



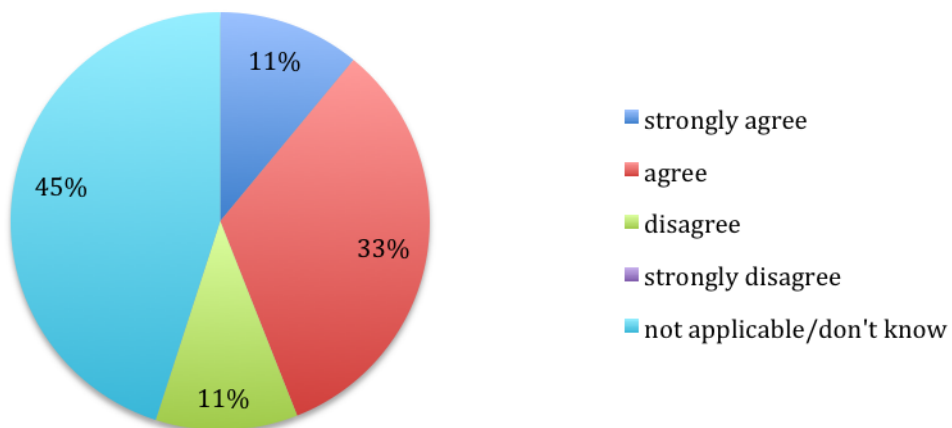
**The home involves me fully in making decisions about and plans for my care treatment and support (my care plan)**



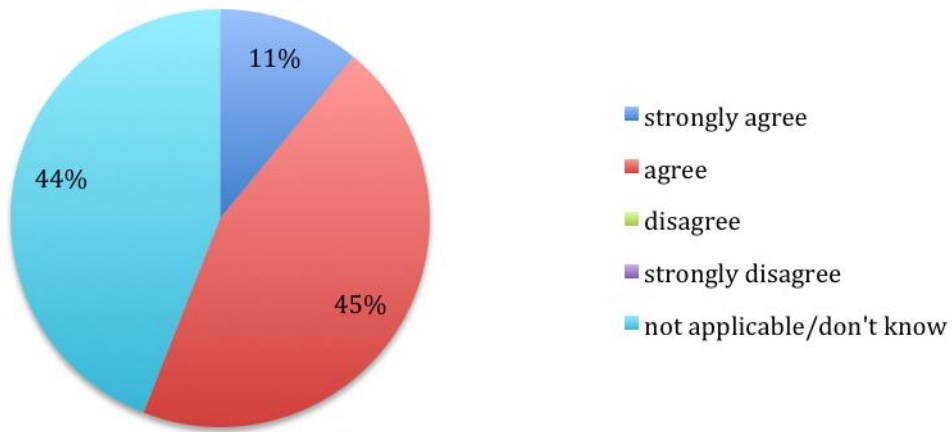
**The home provides me with the information I need to be able to make informed choices about my care arrangements (my care plan), and they encourage and support me to express my views regarding my care arrangements**



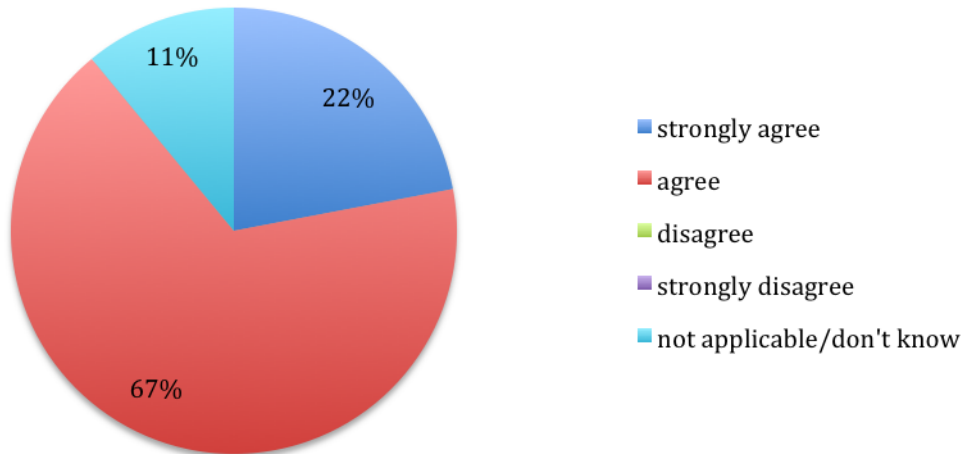
**The home encourages and supports those that matter to me express their views about my care arrangements (my care plan)**



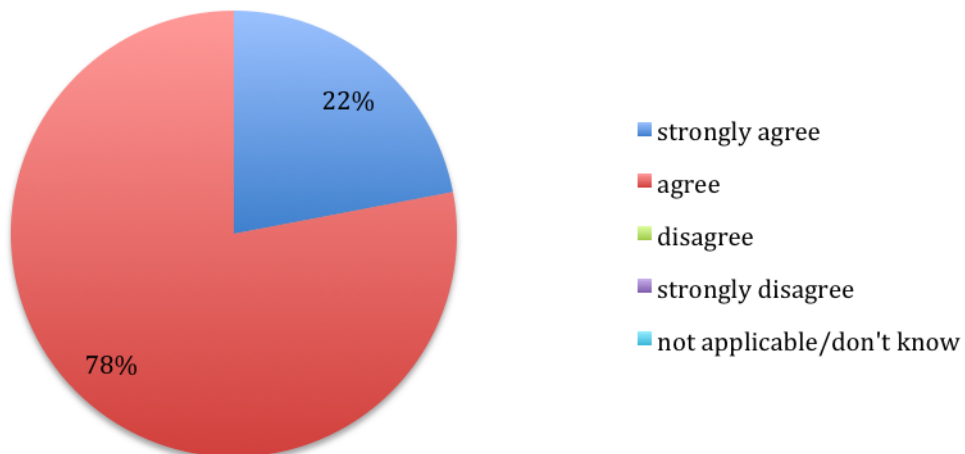
**The home gives me, and that that matters to me, the time we need to make informed decisions about my care arrangements (my care plan)**



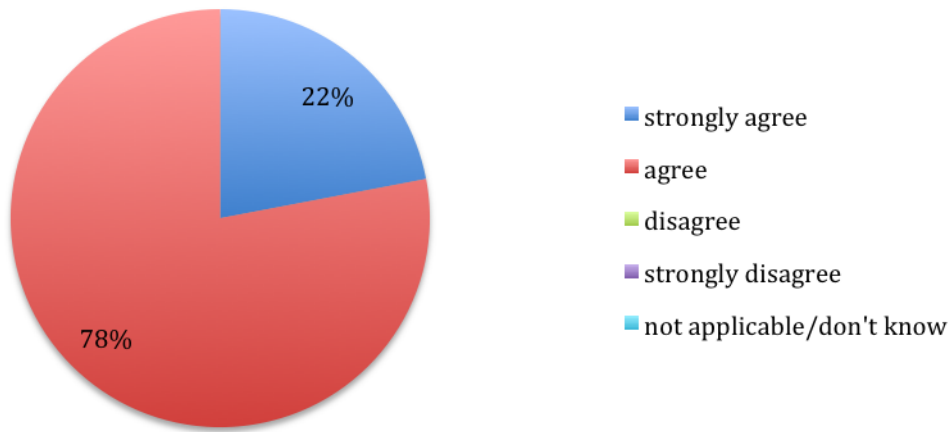
**I am confident that information about me is treated confidentially**



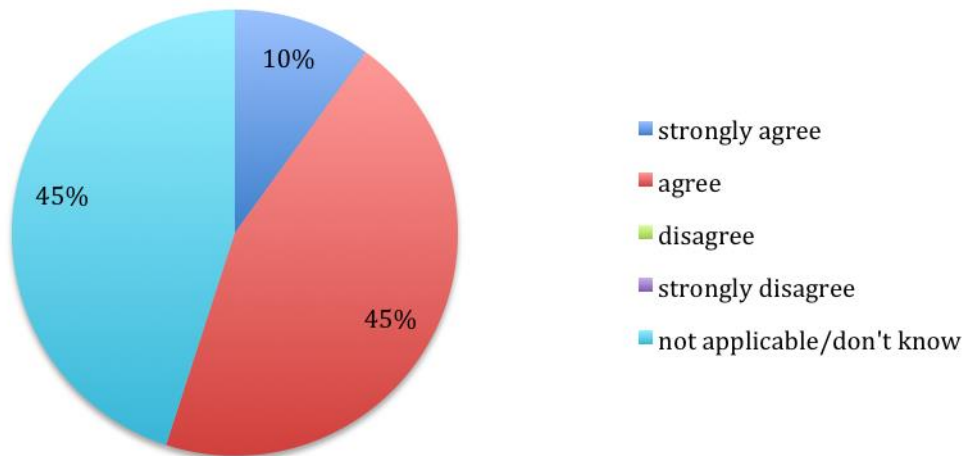
**The home and staff always allows me the privacy I need**



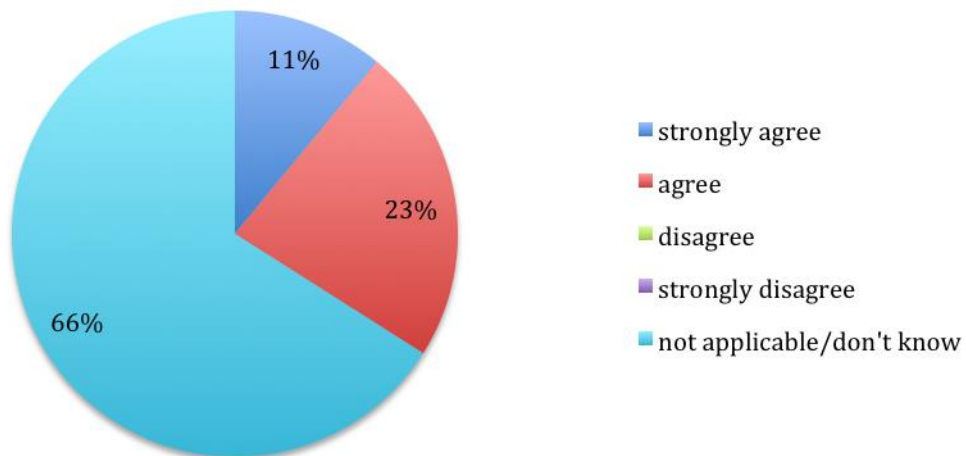
**I can communicate with staff because they understand me, and they talk to me in a way I can understand**



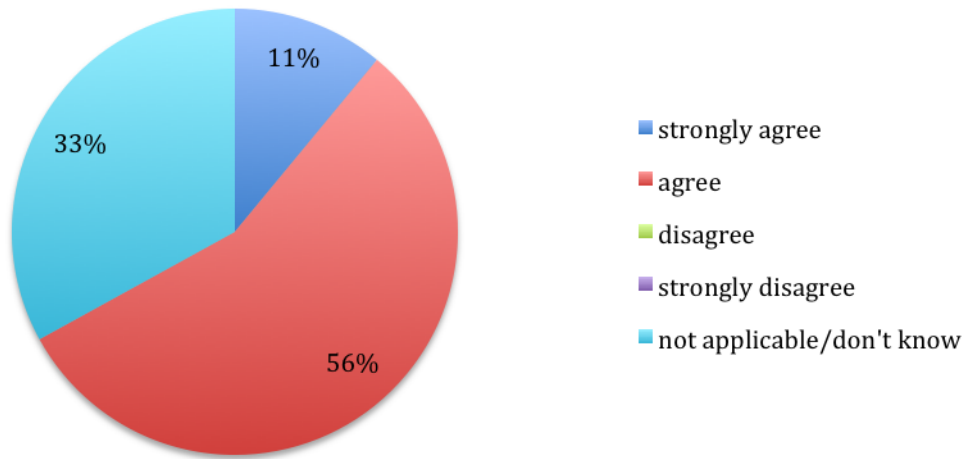
**I feel able to discuss arrangements for my end of life care if I want to**



**If I have chosen to discuss end of life care, my wishes have been recored**



**I feel confident that any end of life wishes I have expressed will be met**



The survey has shown Bryden House has a caring approach towards residents.  
We will look at areas where we have scored a low rating and work to improve these arrears over the next few months.