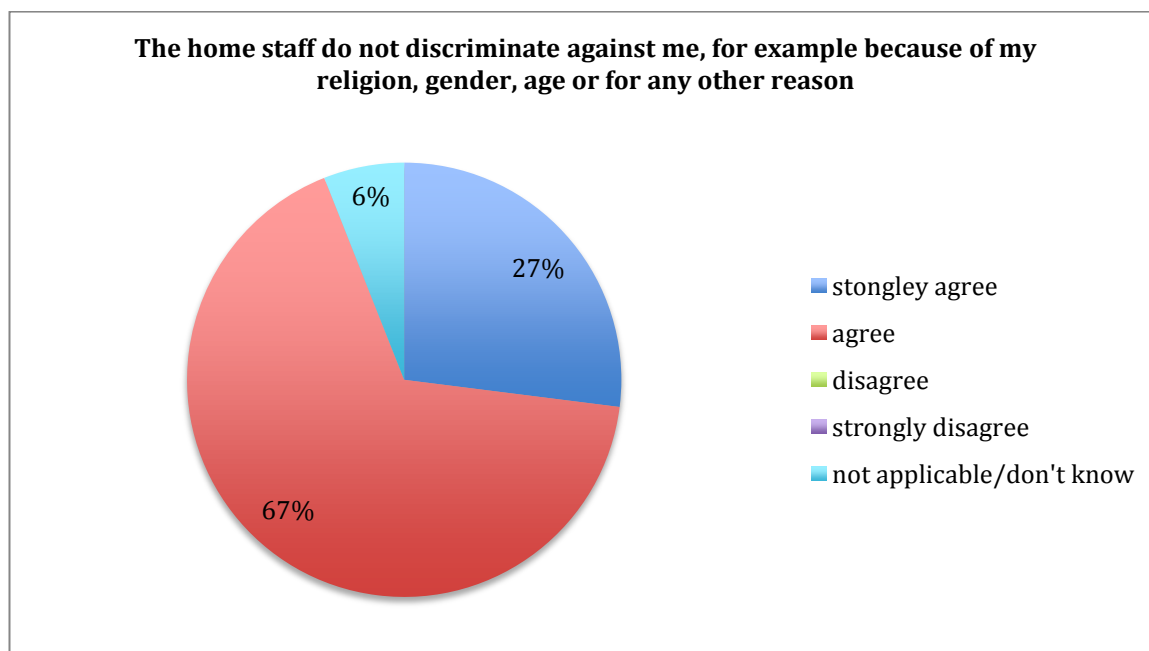
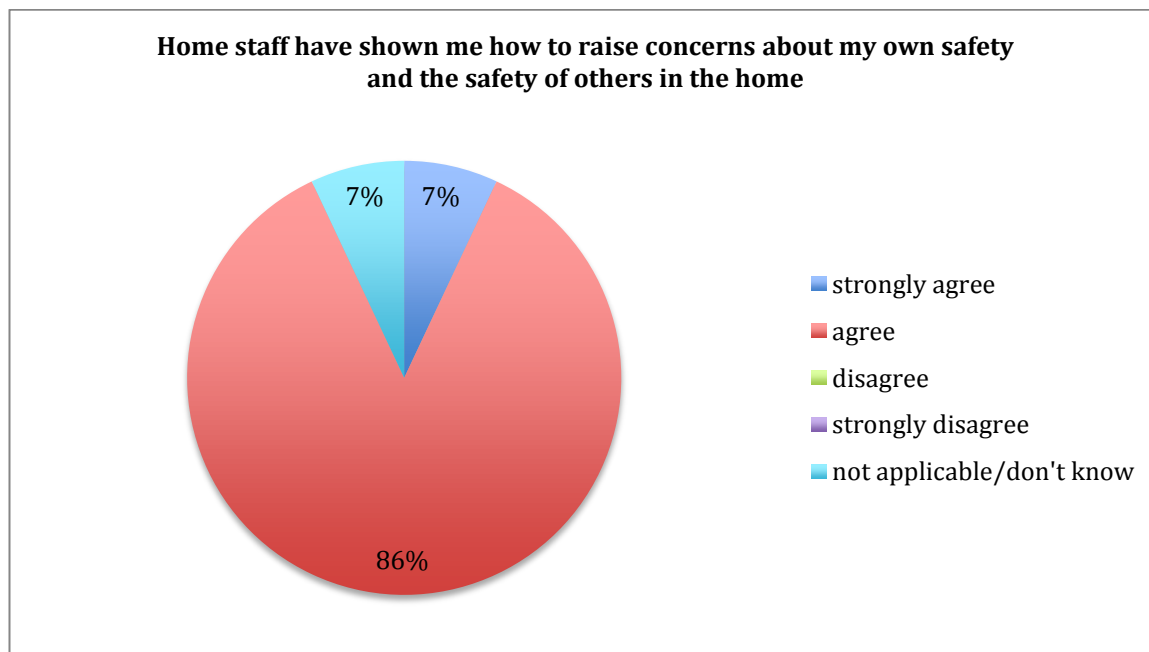
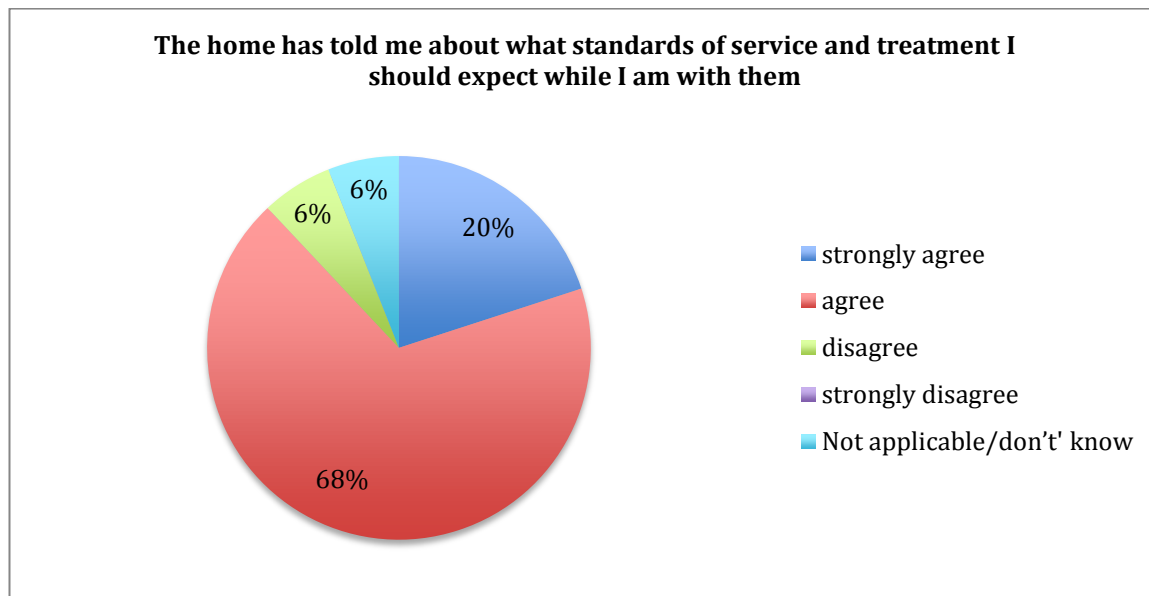


Results from Service Users and Advocate Survey – Safe

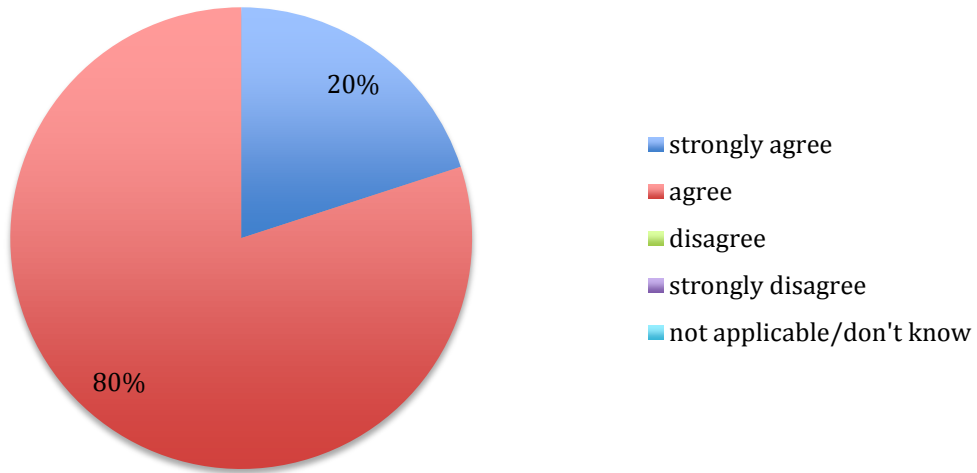
56% questionnaires were returned

Service users and advocates were asked 17 questions relating to CQC key question “safe”

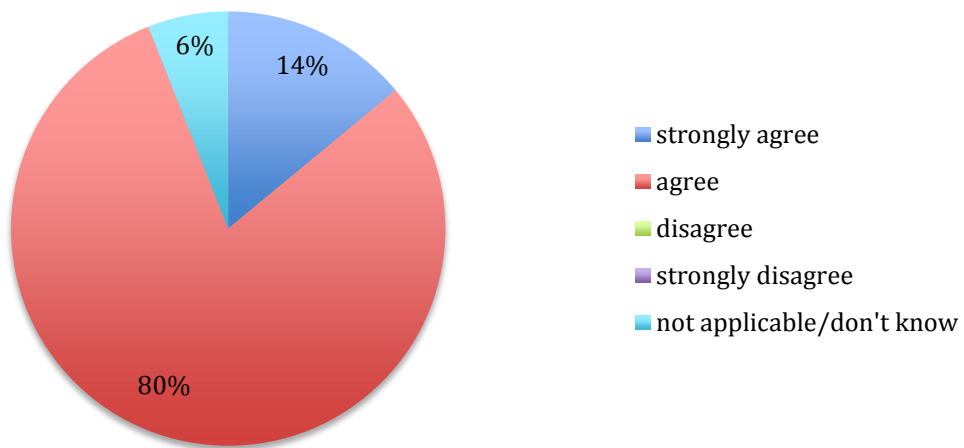
The results are as follows:



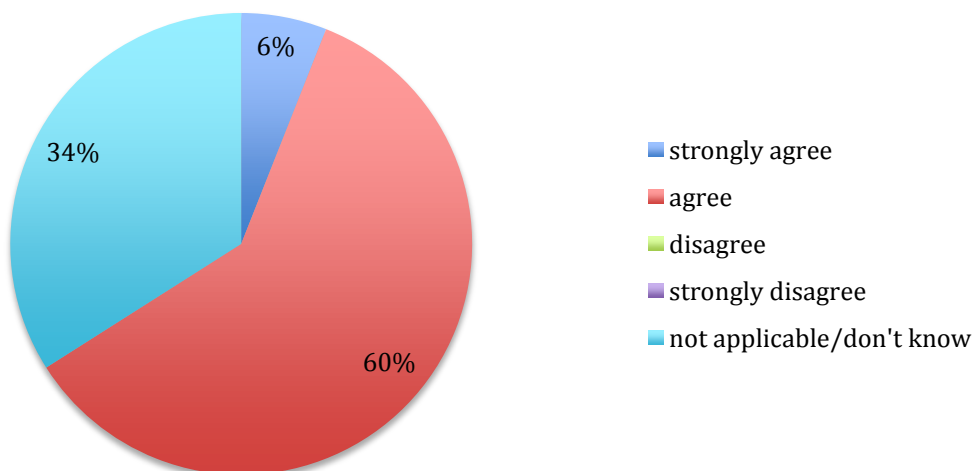
**staff respect my personal beliefs and values**



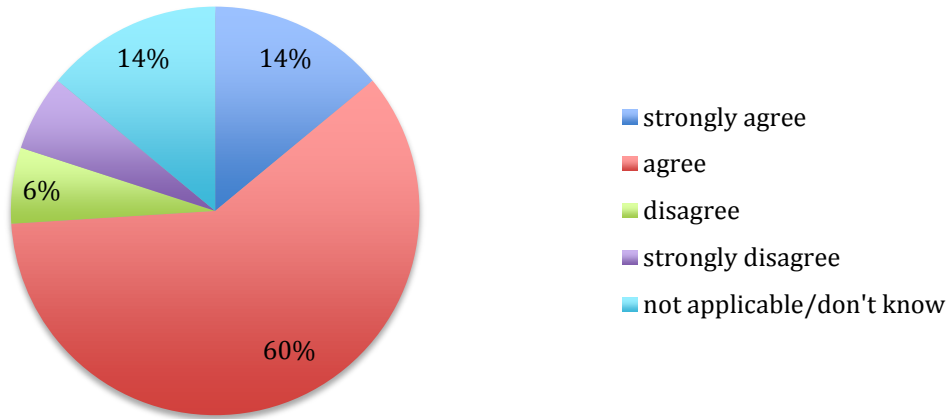
**staff respond positively to me when I raise concerns about my care, or the home environment**



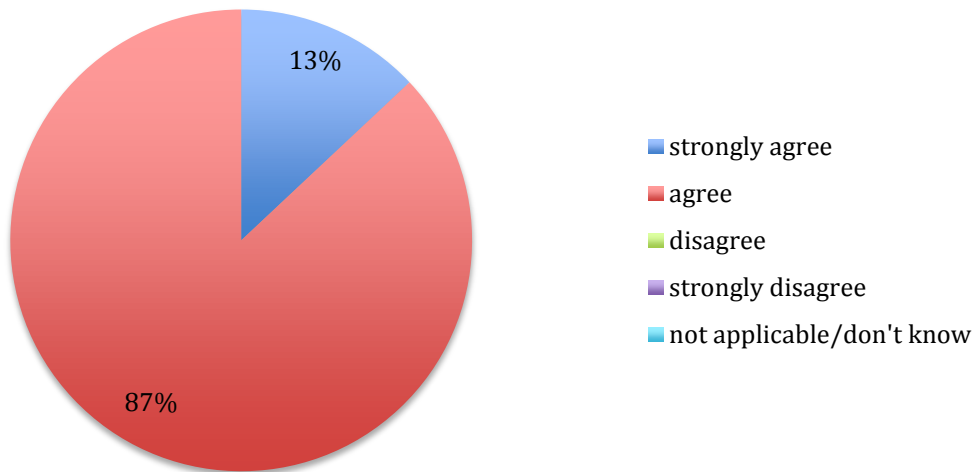
**staff give me feedback about what has happened after I raise my concerns**



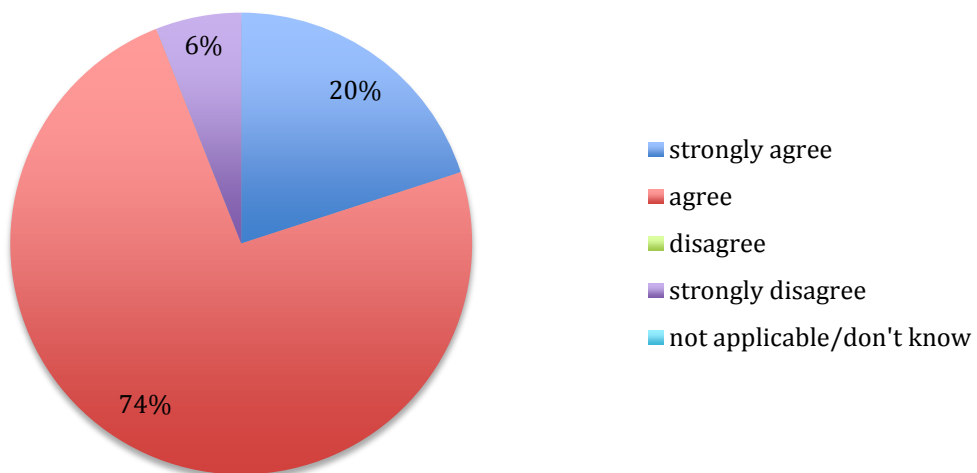
**the home supports and encourages me to take managed personal risks when I want to, for example moving around my room or the home on my own, with walking aid if I need it**



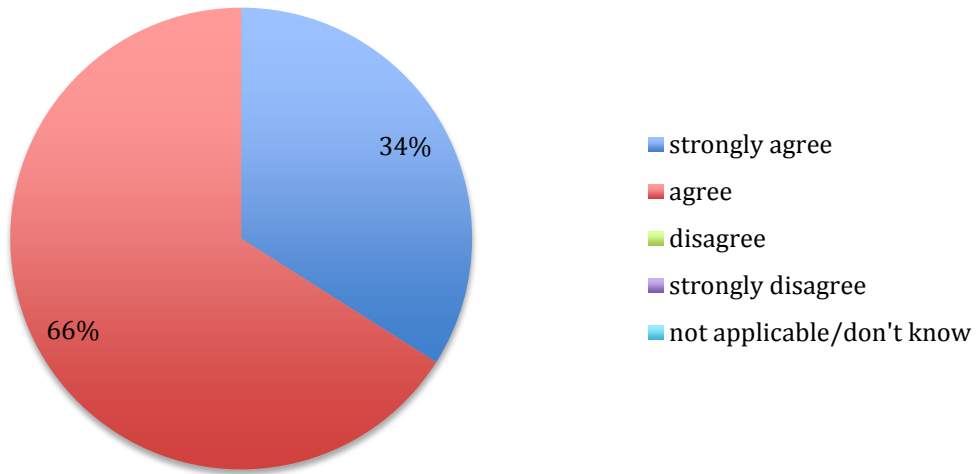
**the equipment I use in the home is well maintained and safe**



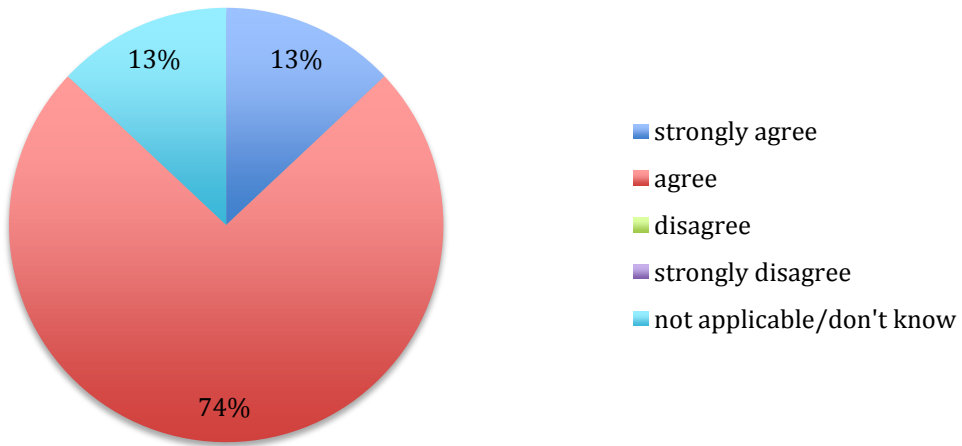
**all areas of the home feel safe**



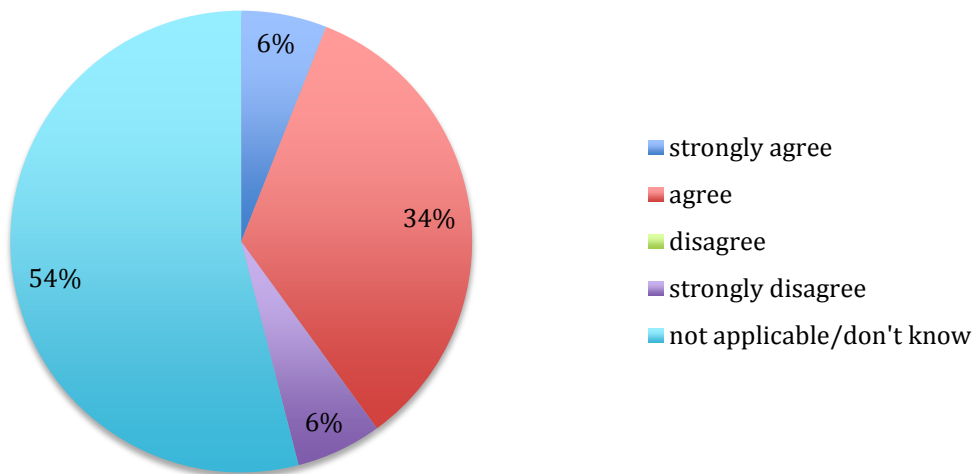
**staff provide my medication at the correct time**



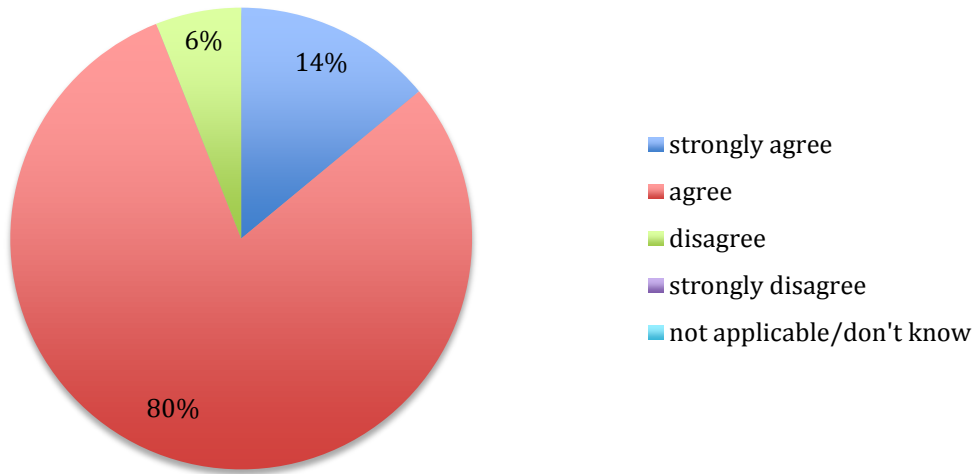
**staff discuss my medication with me and I understand what I am taking and why**



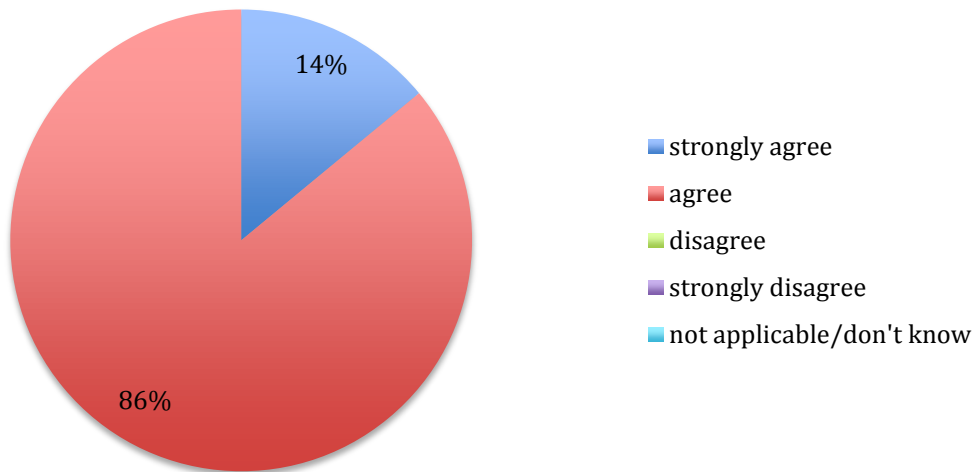
**staff and the home encourage me to manage my own medication**



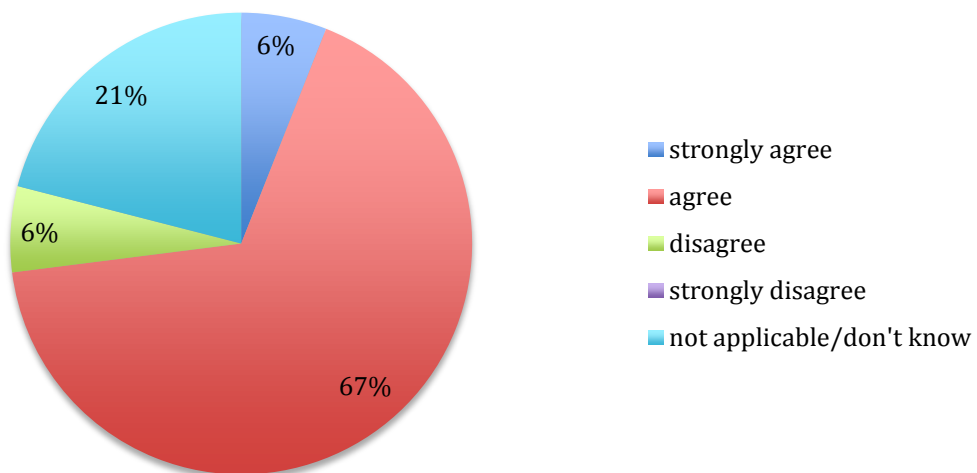
**there are staff on duty to keep me safe**



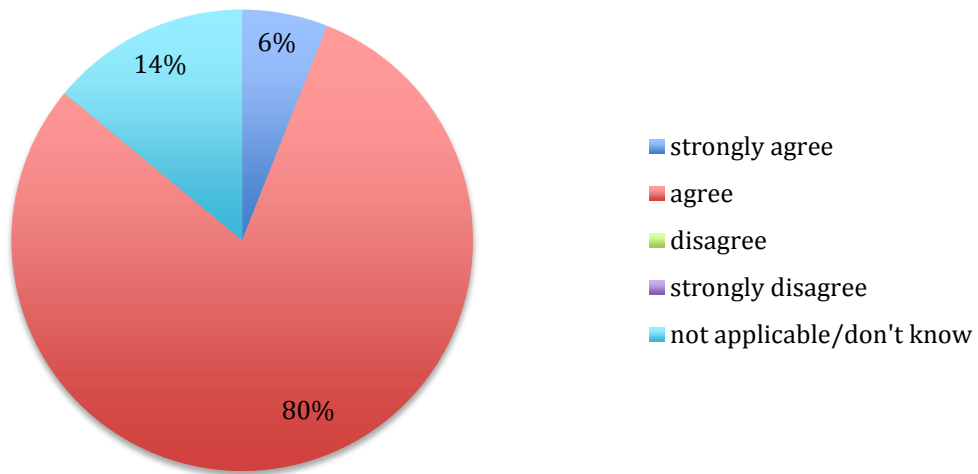
**I am confident that staff know what to do if there is a sudden emergency**



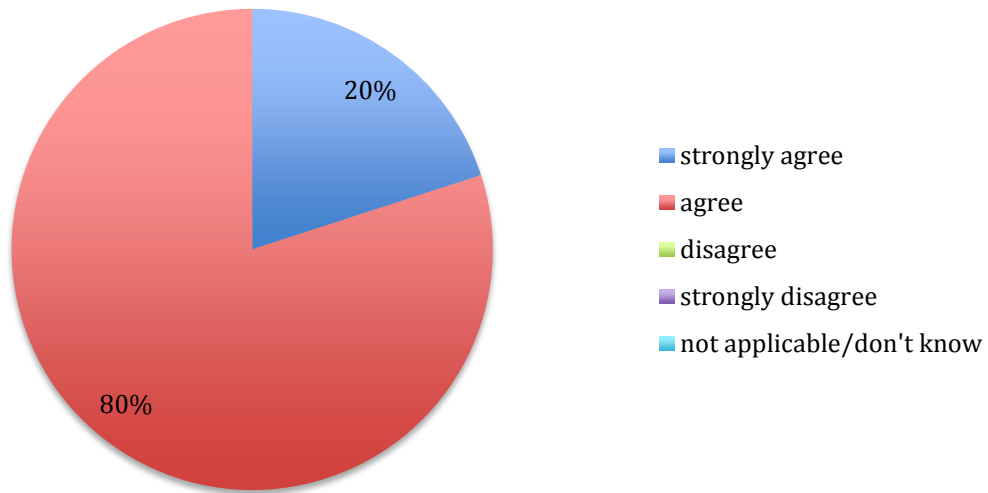
**the home have explained to me what they do to keep me safe**



**the home helps me to keep my belongings safe**



**the premises are kept clean and odour free**



The survey has shown Bryden House is heading in the right direction to ensure our residents are kept safe. We will look at areas where we have scored a low rating and work to improve these arrears over the next few months.