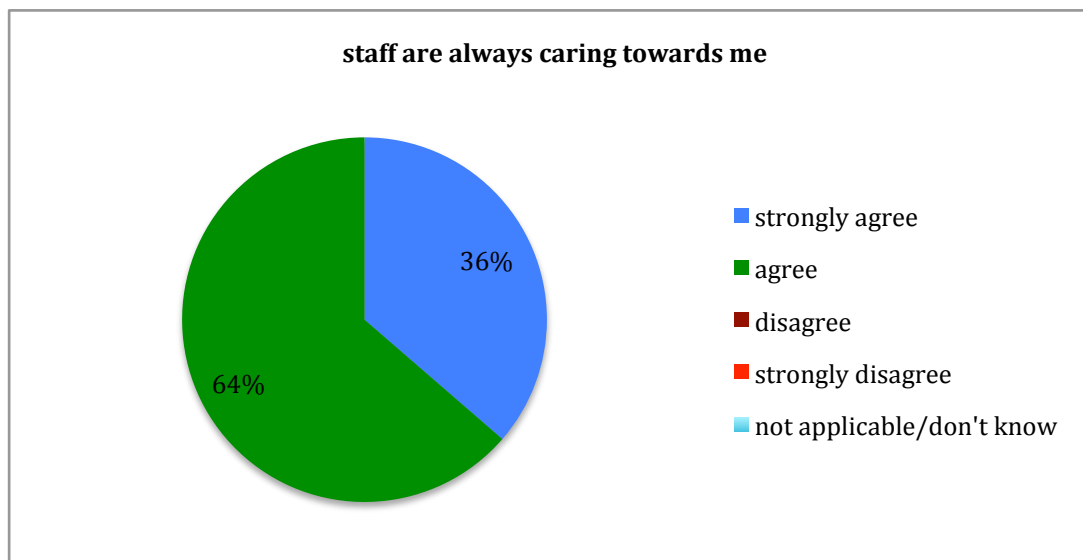
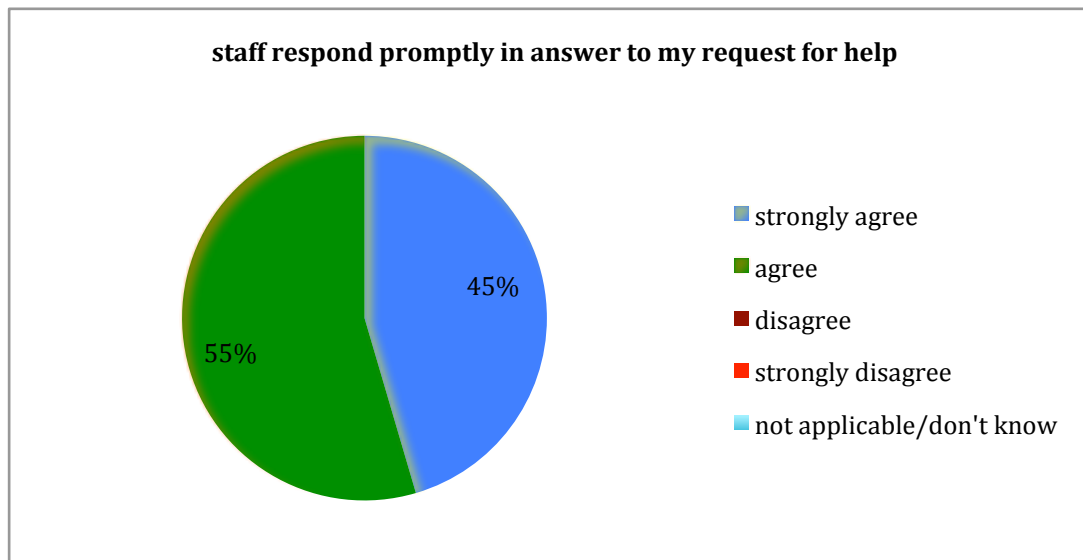


## Results from Service Users and Advocate Survey – Responsive

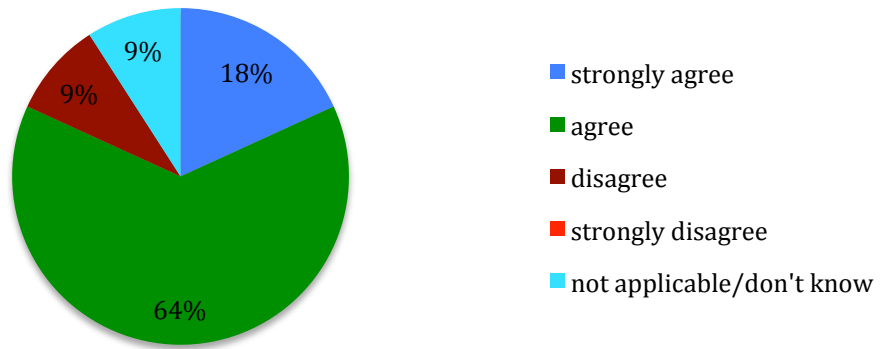
37% of residents returned the questionnaires

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

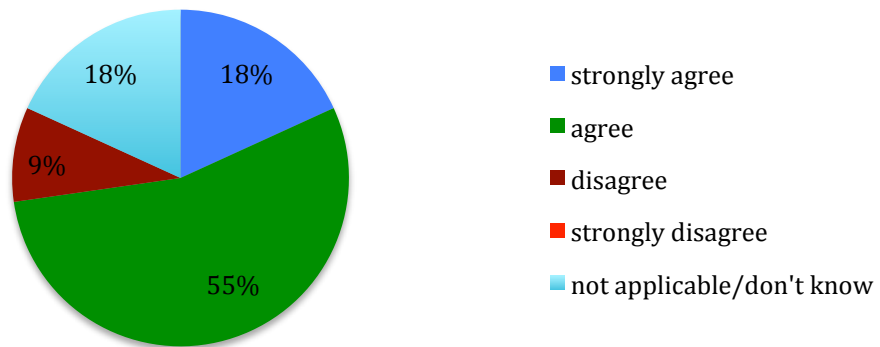
The results are as follows:



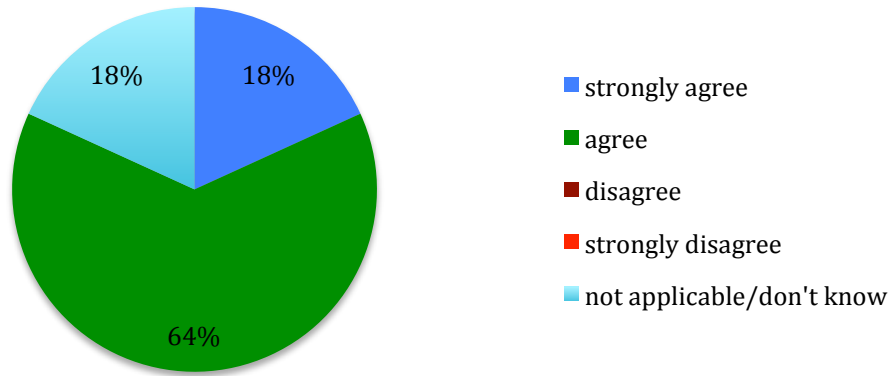
**the home asks me what is important to me when my care arrangements are being made**



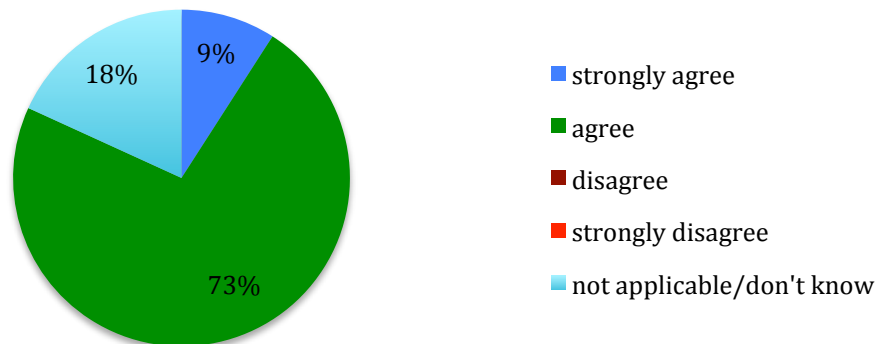
**the home recognises and provides for my personal beliefs and values in care arrangements**



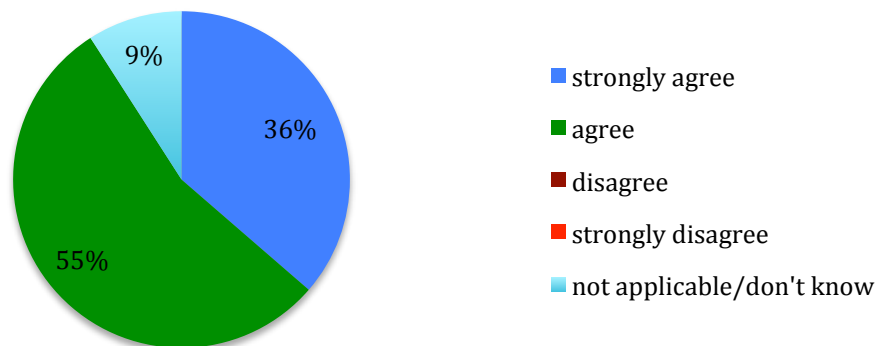
**the home regularly reviews my care arrangements**



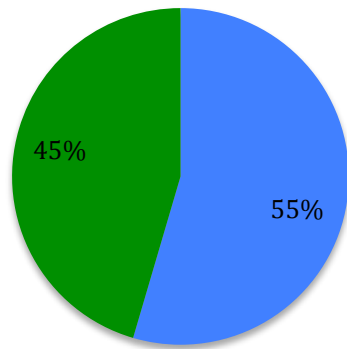
**changes to my care arrangements which i have agreed to do actually happen**



**the home enables me to maintain relationships with friends and family if i wish to**

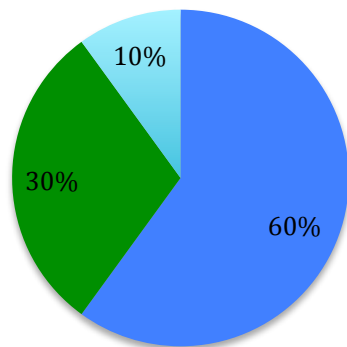


**the home offers me social opportunities to meet other people if i wish to**



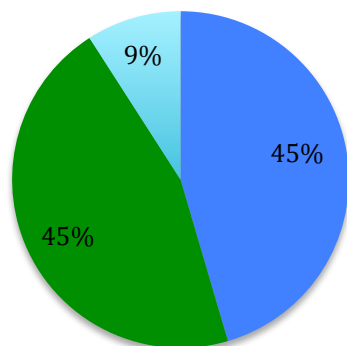
- strongly agree
- agree
- disagree
- strongly disagree
- not applicable/don't know

**the home supports me to have chances to enjoy recreational activities which are meaningful to me, and which i enjoy**



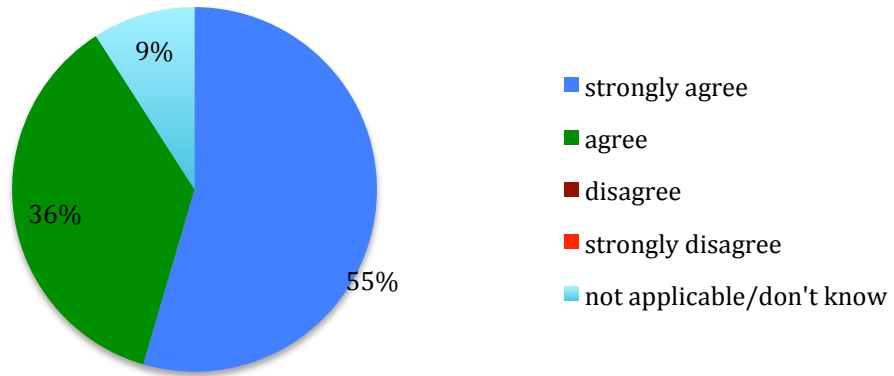
- strongly agree
- agree
- disagree
- strongly disagree
- not applicable/don't know

**staff are available to support me with my hobbies, interests and maintaining my social links**

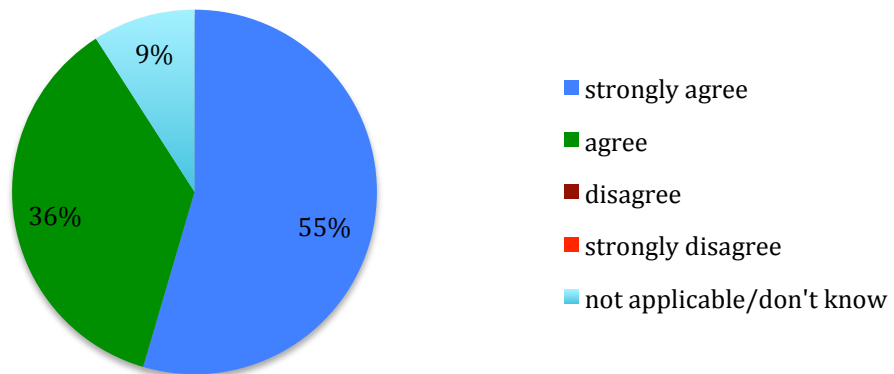


- strongly agree
- agree
- disagree
- strongly disagree
- not applicable/don't know

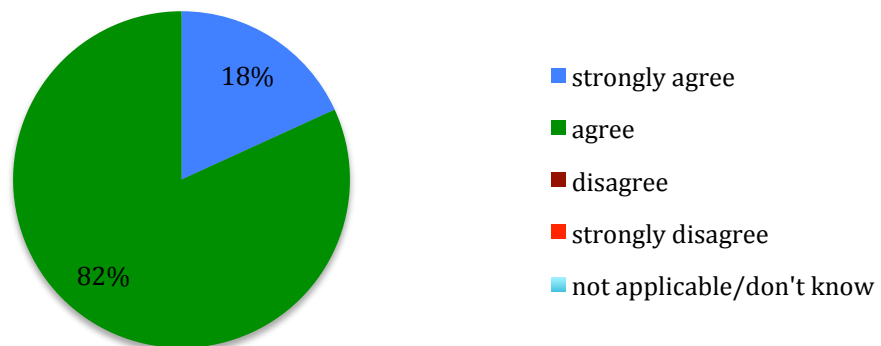
**staff and the home have told me how to complain or raise a concern**



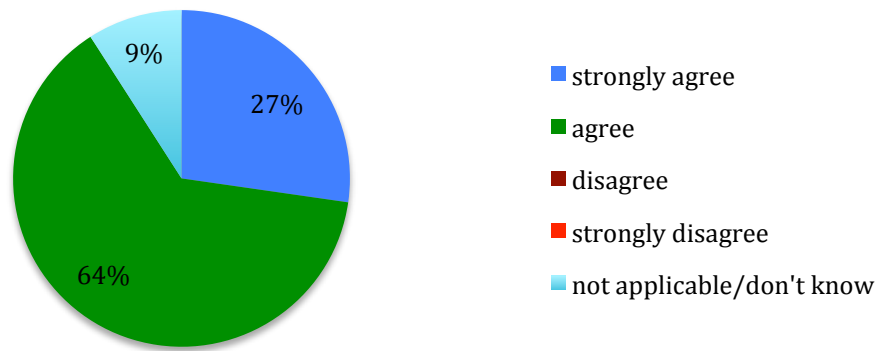
**the home listens to my concerns, complaints and comments**



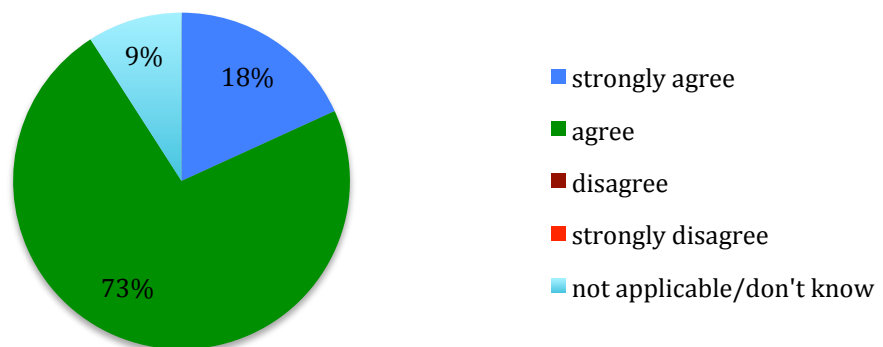
**the home gives me personal feedback when i raise concerns, complaints and commnets, telling me the outcome in good time**



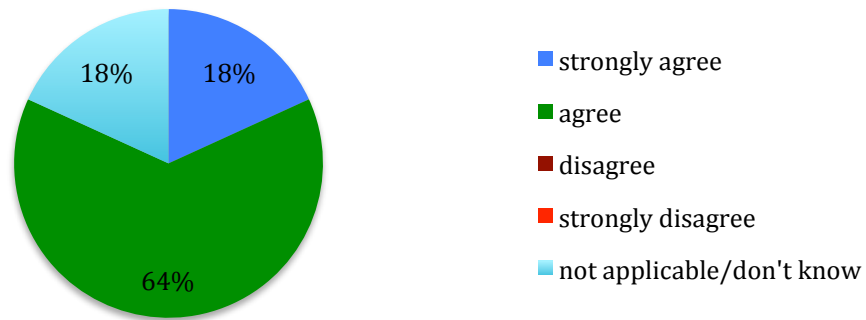
**staff ask for my individual views about my care services and support on a regular basis**



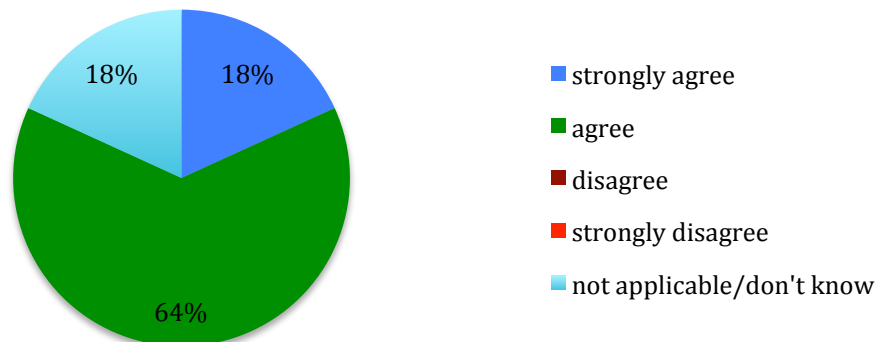
**the home encourages my relatives and friends to provide feedback about my care**



**the home helps me visit other services, such as hospital, feeling supported and that the relevant information about me accompanies me**



**the home protects my confidentiality when i visit other services, such as hospital**



We would like to thank the residents for completing the survey. This will assist Bryden House in making improvement to meet their needs.

The survey has show resident get the care they need, are listened to and have their rights and diverse circumstances respected.

A resident added the following comment to the end of the survey “ I’m well looked after and have no complaints”