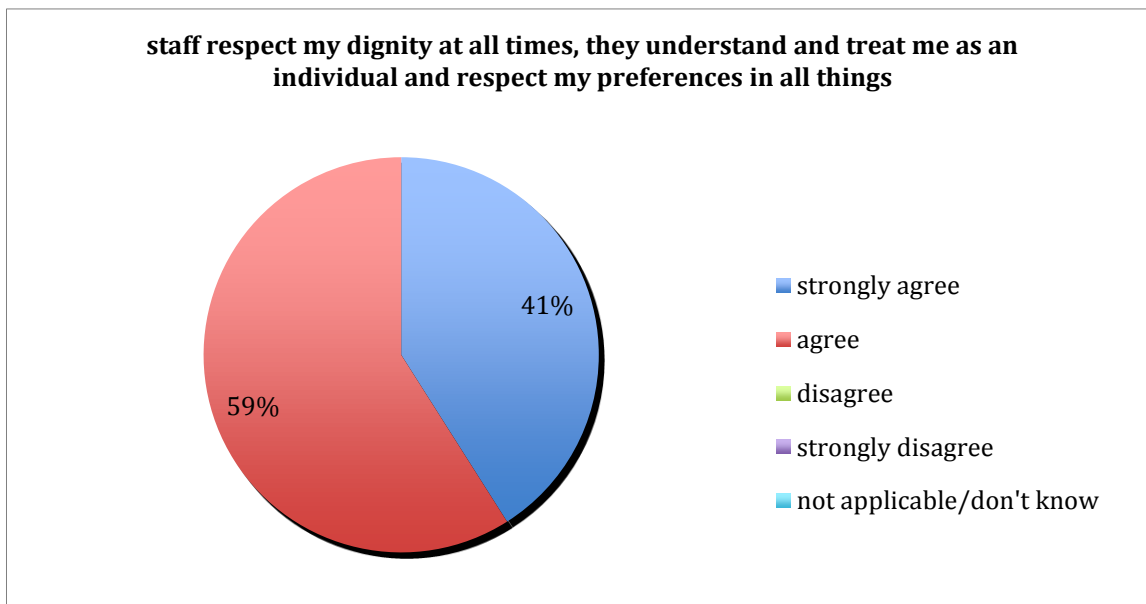
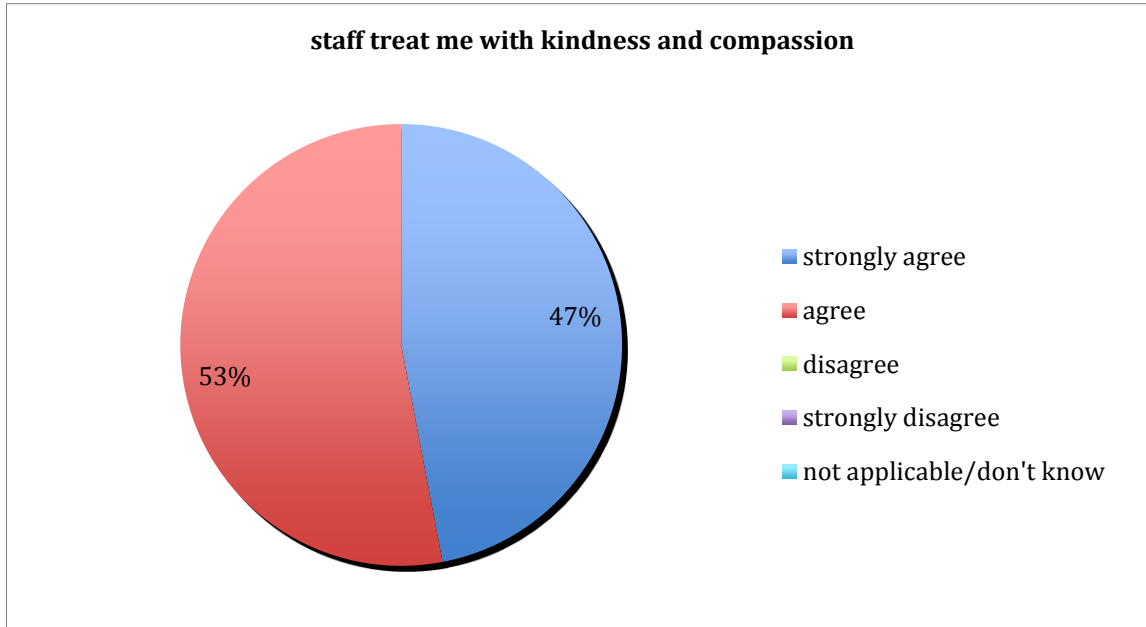


Results from Service Users and Advocate Survey – Caring

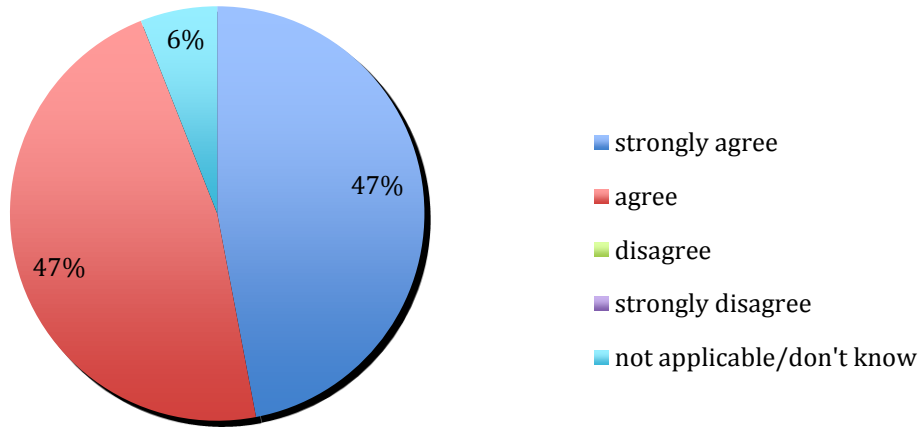
56% questionnaires were returned

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

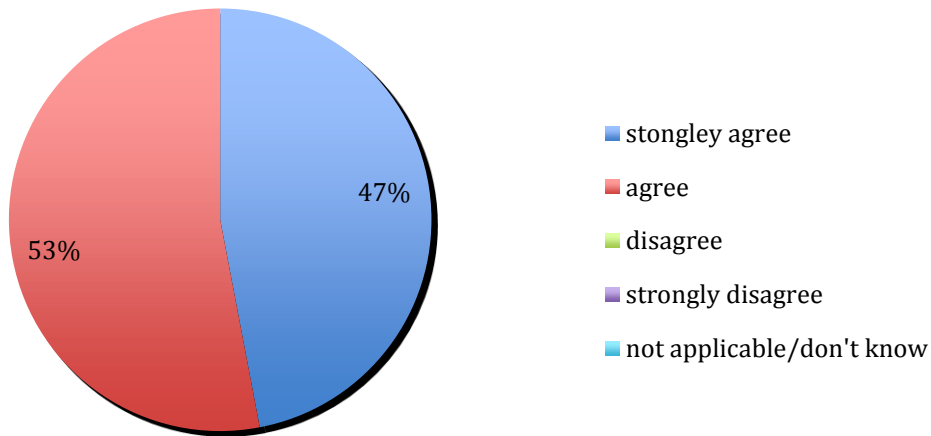
The results are as follows:



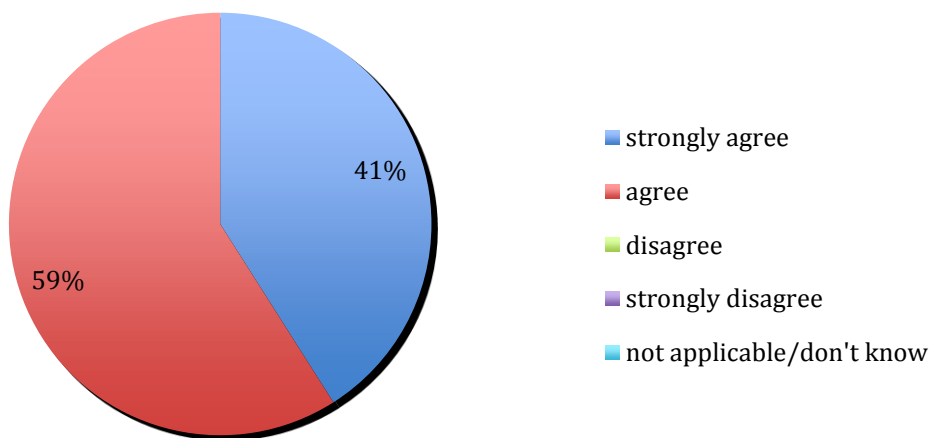
**staff know my previous life experiences I have chosen to share with them,
and therefore know me and my preferences better**



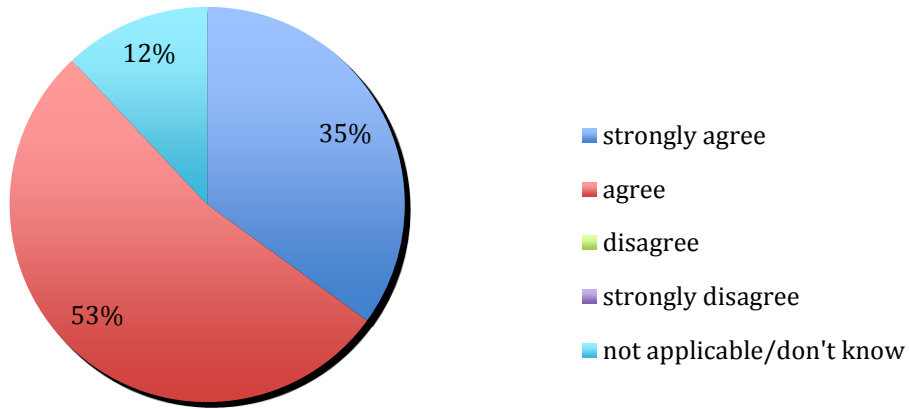
Staff spend time listening to me



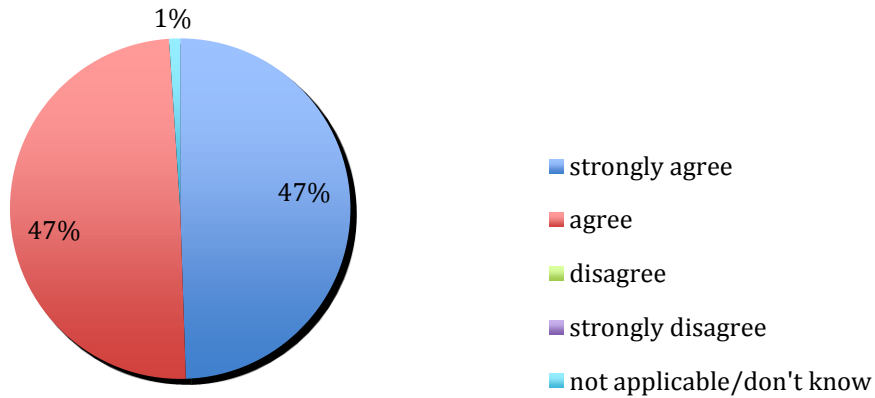
Staff take action to support me if I am distressed or in discomfort



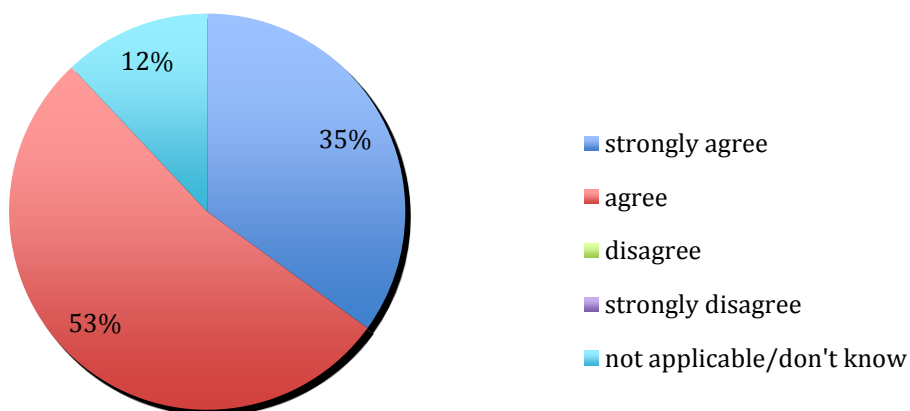
The home involves me fully in making decisions about and plans for my care treatment and support (my care plan)



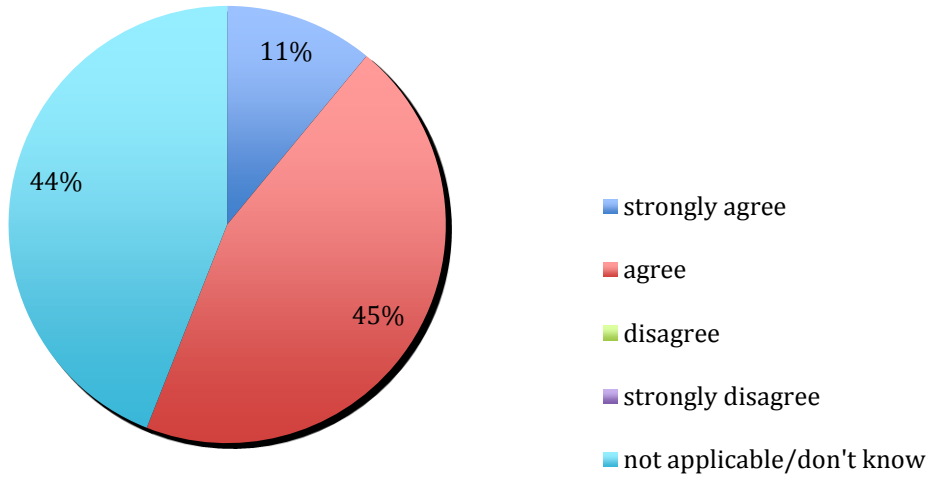
The home provides me with the information I need to be able to make informed choices about my care arrangements (my care plan), and they encourage and support me to express my views regarding my care arrangements



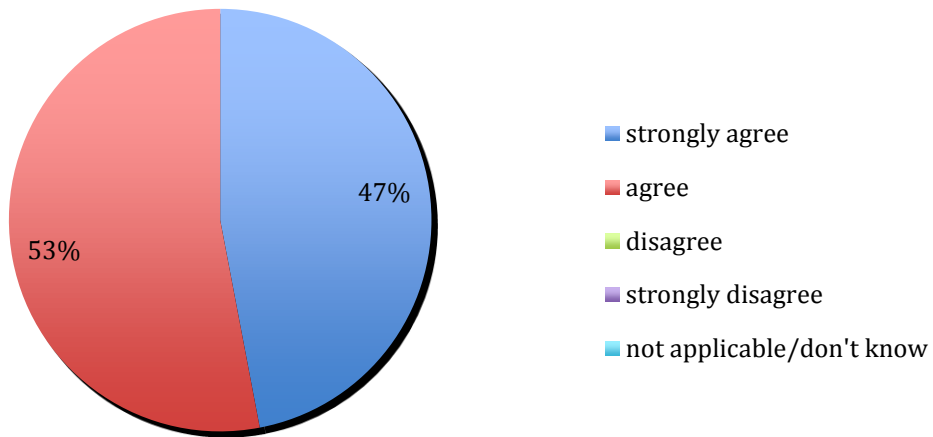
The home encourages and supports those that matter to me express their views about my care arrangements (my care plan)



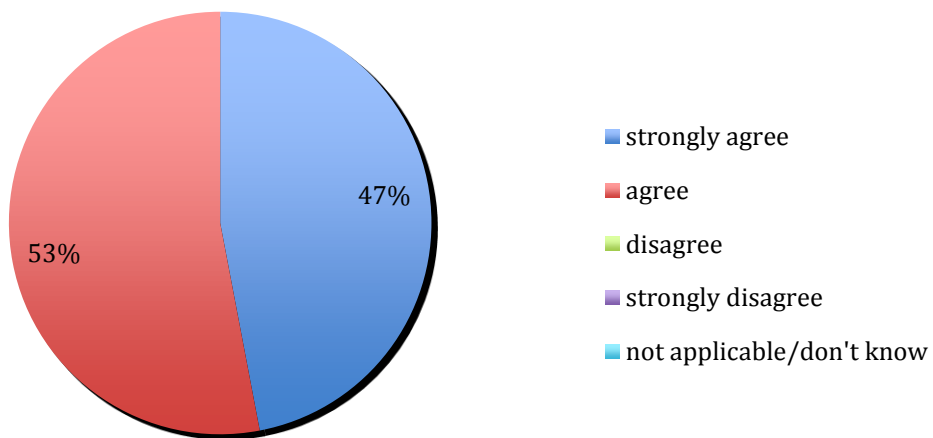
The home gives me, and that that matters to me, the time we need to make informed decisions about my care arrangements (my care plan)



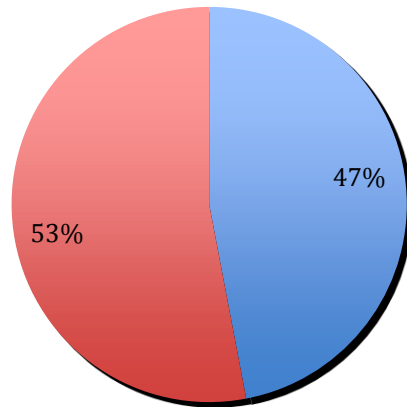
I am confident that information about me is treated confidentially



The home and staff always allows me the privacy I need

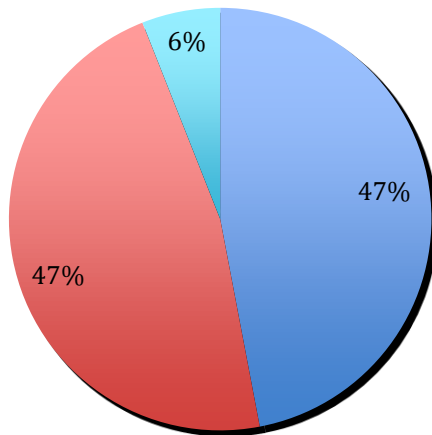


I can communicate with staff because they understand me, and they talk to me in a way I can understand



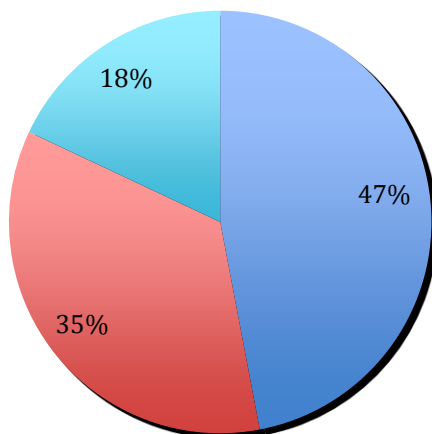
- strongly agree
- agree
- disagree
- strongly disagree
- not applicable/don't know

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



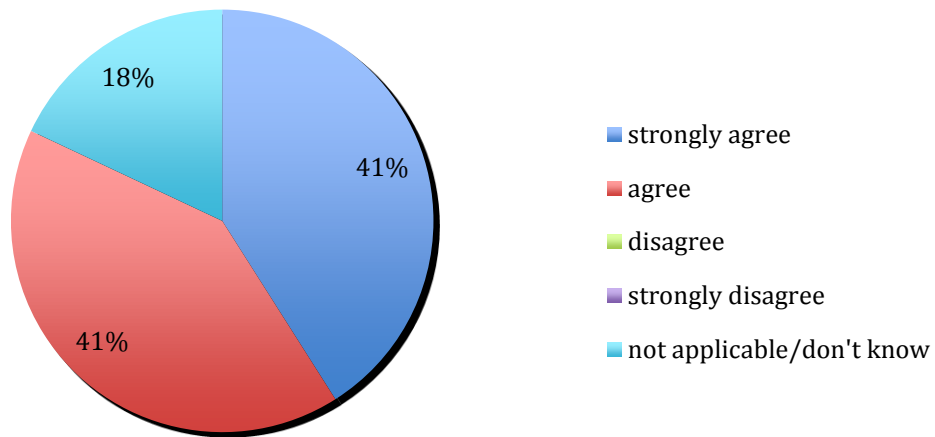
- strongly agree
- agree
- disagree
- strongly disagree
- not applicable/don't know

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



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

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



All areas within the survey have shown good results. The survey has show that staff at Bryden House involve and treat residents with compassion, kindness, dignity, and respect. This means that residents and their families experience care that is empowering and provided by staff who involve and treat residents with dignity, respect and compassion.