

SECTION A

Overall how satisfied are you with the home where your relative or friend lives in terms of the following attributes:

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| 1) the outside appearance of the home? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 2) the gardens? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 3) the parking area? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 4) the front entrance and reception area? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 5) the administration area? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 6) the halls and corridors? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 7) the bedroom of the resident you know? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |

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| 8) the main lounge and dining area? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 9) the interior decor e.g. colour schemes etc | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 10) the resident's bathroom facilities? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 11) safety in the event of an emergency such as a fire? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 12) cleanliness? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 13) smell? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 14) the laundry service? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |

SECTION B

Now turning to the resident you know, how satisfied are you with their care home in terms of the following attributes:

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| 1) its overall atmosphere? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 2) the welcome visitors are given? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 3) the standard of care your relative or friend receives? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 4) the social and recreational activities available to residents? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 5) the food, tea, coffee and snacks served to residents? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 6) special events such as resident birthdays, Christmas etc? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 7) special occasions such as open days for residents' relatives and friends? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |

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| 8) the resident's health care? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 9) the other residents as companions for your relative or friend? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 10) contacting by telephone your relative or friend? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 11) leaving messages for your relative or friend with home staff? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 12) being informed by home staff as to problems or progress of your relative or friend? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 13) the hygiene, grooming and personal presentation of the resident? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 14) meeting the individual needs and preferences of the resident? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |

SECTION C

How satisfied are you with the following attributes:

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| 1) the presentation,
terms and accuracy of
the home's invoices? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 2) the attentiveness
and responsiveness of
staff to matters of
concern to you or the
resident? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 3) the procedure for
making complaints? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |

SECTION D

Turning to the staff who work at the home, thinking generally in terms of their appearance, friendliness, manners, caring, skill and so on, how satisfied are you with the:

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| 1) home manager? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 2) home administrator? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |
| 3) nurses? | very satisfied? | <input type="checkbox"/> |
| | satisfied? | <input type="checkbox"/> |
| | fairly satisfied? | <input type="checkbox"/> |
| | not very satisfied? | <input type="checkbox"/> |
| | not at all satisfied? | <input type="checkbox"/> |

