Barchester work hard to provide the highest standards of care and home comfort. To gauge how they meet these standards and to guide improvement to services, Barchester asks residents, relatives and visiting professionals to take part in an annual survey. Market research company Interplay Solutions was commissioned to conduct this survey.

1,490 residents, 2,840 relatives and 186 professionals responded to the 2012 survey representing a response from 38% of the 11,427 beds invited to take part. There were 20 responses for this home. In this report the answers of individual respondents are collated to give a total picture of life in this home.

**SUMMARY**

<table>
<thead>
<tr>
<th>Question</th>
<th>% Favourable Opinion</th>
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<tbody>
<tr>
<td>Q2.1 OVERALL OPINION</td>
<td>85%</td>
</tr>
<tr>
<td>Q3.1 Nurses and carers</td>
<td>90%</td>
</tr>
<tr>
<td>Q4.1 Catering service</td>
<td>85%</td>
</tr>
<tr>
<td>Q5.1 Housekeeping service</td>
<td>95%</td>
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<tr>
<td>Q6.1 Management</td>
<td>85%</td>
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<tr>
<td>Q7.1 Social life and activities</td>
<td>67%</td>
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<td>Q8.1 Atmosphere within the home</td>
<td>84%</td>
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<td>Q9.1 Physical environment</td>
<td>70%</td>
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<tr>
<td>Q11 LIKELY TO RECOMMEND</td>
<td>90%</td>
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</tbody>
</table>

**IMPORATNCE TO OVERALL SATISFACTION**

- **Overall opinion of our Homes**
  - 20% Nurses and carers
  - 19% Management
  - 16% Atmosphere in the home
  - 12% Housekeeping service
  - 12% Physical environment
  - 11% Social life and activities
  - 10% Catering service

When residents and relatives assess a home, some aspects of the service they receive may be more important to them than others in forming their overall opinion of the home.

Statistical analysis of the answers to the survey given by residents and relatives enables the relative importance of different aspects of service to be identified.

This information helps Barchester to focus attention on the areas of greatest importance to residents and relatives alike.
How favourable is overall opinion of this home?

- Favourable (7-9): 85%
- Neutral (4-6): 15%
- Unfavourable (1-3): 0%

How likely are you to recommend a Barchester Healthcare home to a relative, friend or associate?

- Favourable (7-10): 90%
- Neutral (4-6): 11%
- Unfavourable (0-3): 0%
Q3.1 How is this home rated in terms of the care & attention provided by the nurses & carers?

- Favourable (7-9): 90%
- Neutral (4-6): 10%
- Unfavourable (1-3): 0%

Q3.2 Do respondents agree that nurses & carers ...?

- Treat residents with dignity and respect: 95%
- Give you enough time to discuss care and health problems: 85%
- Listen carefully to you, to understand the problem: 85%
- Explain the reasons for any treatment or action so that you can understand: 70%
- Respond quickly when help is needed: 70%
- Involve you as much as you want to be in decisions about care: 80%
- Do you have confidence in and trust the nurses and carers: 85%
Q4.1 How is this home rated in terms of the catering service?

Favourable (7-9) 85%
Neutral (4-6) 15%
Unfavourable (1-3) 0%

Q4.2 Are respondents satisfied ...?

With the variety of menus, from day to day 95%
With the amount of choice on each menu 95%
With the appeal of the dishes on the menu 95%
With the quality of the meal, the ingredients and their cooking 90%
With the style of cooking 90%
With the presentation of food on the plate 85%
With portion sizes, that there is enough to eat 95%
With the temperature of serving 70%
With the service in the dining room 90%
With the tray service 85%
With the drink and snacks service 85%
That help is given to eat and drink when needed 60%
Q5.1 How is this home rated in terms of the **housekeeping service**?

- Favourable (7-9): 95%
- Neutral (4-6): 5%
- Unfavourable (1-3): 0%

Q5.2 Are respondents satisfied ...?

- That clothes are washed and ironed properly and neatly presented: 89%
- That bed linen is changed sufficiently often and beds are well made: 79%
- That bedrooms and bathrooms are cleaned properly: 89%
- That communal areas are kept clean and tidy: 100%
Q6.1 How is the home rated in terms of the management of the home?

- Favourable (7-9): 85%
- Neutral (4-6): 15%
- Unfavourable (1-3): 0%

Q6.2 Are respondents satisfied ...

- With access for visitors and the welcome given by staff: 100%
- With access to GP services: 89%
- With information given about the care provided and any changes that are made: 84%
- With the response of staff to individual comments and requests: 95%
- That they can speak to managers and department heads if they want to - they are available and willing to listen: 89%
- That concerns, issues and questions raised will be fully addressed: 79%
- That management acts fairly and honestly, in the best interests of all residents: 84%
Q7.1 How is the home rated in terms of the social life in the home?

- Favourable (7-9): 67%
- Neutral (4-6): 28%
- Unfavourable (1-3): 6%

Q7.2 Are respondents satisfied ...?

- With the number and range of social activities and events within the home: 82%
- With the support and encouragement given to individual hobbies and pastimes: 65%
- That help is given when needed, so that everyone can take part: 76%
- With the number and range of social outings, outside of the home: 59%
Q8.1 How is the home rated in terms of the atmosphere within the home created by residents and staff?

- Favourable (7-9): 84%
- Neutral (4-6): 16%
- Unfavourable (1-3): 0%

Q8.2 How do respondents describe what it is like to live here?

- Is it a happy place to live: 76%
- Are people warm and friendly: 100%
- Is the environment one of care and support for each other: 82%
- Are people treated with dignity and respect: 94%
- Do people feel safe and secure: 71%
- Is individual privacy respected: 76%
- Is individual property respected: 71%
- Is there confidence and trust in the management of the home: 76%
Q9.1 How is the home rated in terms of the physical environment and condition of the home?

- Favourable (7-9): 70%
- Neutral (4-6): 30%
- Unfavourable (1-3): 0%

Q9.2 Are respondents satisfied with ...?

- The quality and comfort of bedrooms: 95%
- The quality of bathroom fixtures and fittings: 80%
- The quality and comfort of communal areas: 95%
- The style of table layout and setting in the dining area: 90%
- The decorative style of the home: 95%
- The exterior appearance of the building: 95%
- The maintenance of the gardens and grounds: 80%