



Camelot Nursing Home

Quality Assurance Survey
(Families and Representatives)

January 2014

Results

Overall Results

- **100%** said that the Management of Camelot was 'Excellent' or that they "Strongly agreed "
- **100%** said that Camelot are 'Excellent' or they "Strongly Agreed" that they found the staff were friendly and helpful
- **100%** said they thought Camelot was 'Excellent' or 'Strongly Agreed" that they were fully informed if their relative's condition changed '

Overall Results

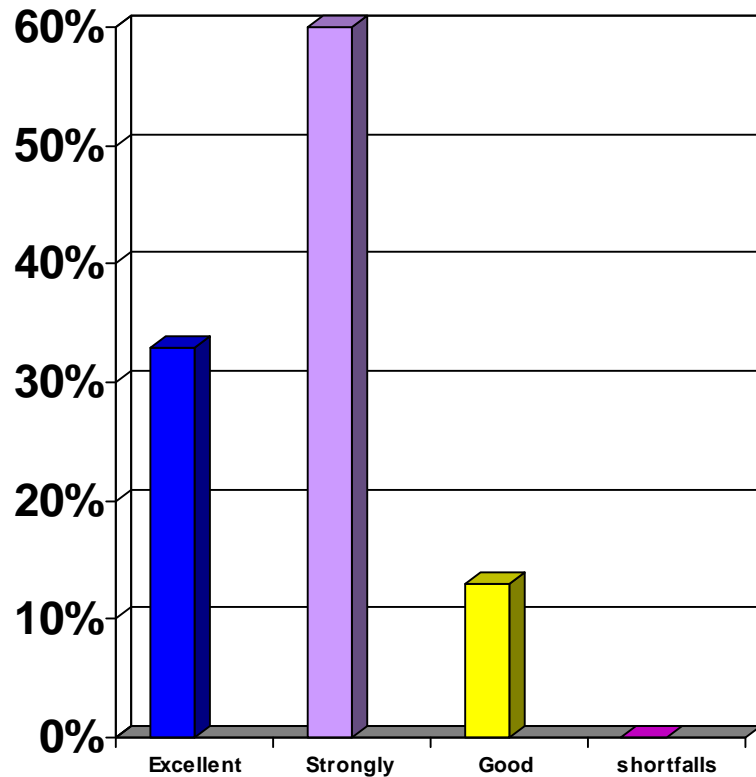
- 100% of relatives said they thought they were made to feel welcome - “Excellent” or “Strongly Agreed”
- 93% of relatives felt that they were included in all the decision making around end of life care – “Excellent” and “Strongly Agreed”
- 83% felt their relative always looked clean and well cared for “ Excellent” or Strongly Agreed”- 17% agreed

Overall Comments

- I am happy that my mother came to live at Camelot Nursing Home
- Just to say thank you to Management and staff involved in the care of Margaret during her stay in Camelot
- First impressions good and no nasty smells so knew it would be clean. Plenty of trained staff and felt happy my aunt would be looked after well. She was an animal lover so adored the dogs visiting.
- I am so glad that my husband was in Camelot, I always left my husband feeling that he looked upon his room and care as his home.
- Having visited several nursing homes, I was most impressed by the matron and deputy matron, the cleanliness of the home and the general friendly air of the staff
- Just to thank all the staff for looking after our mum.

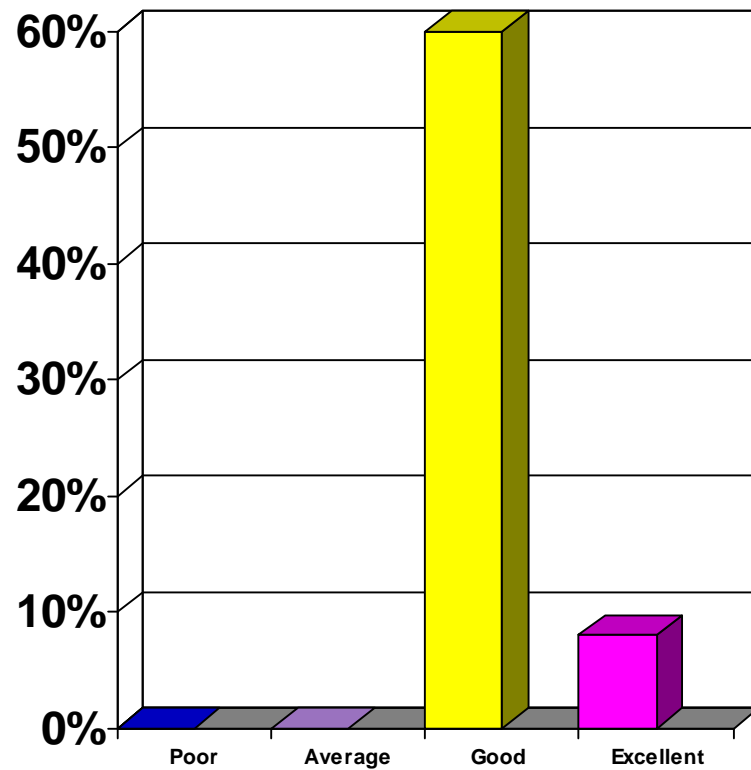
Charts

Q1 Did you have all the information necessary to make an informed decision about Camelot Nursing home prior to admission?



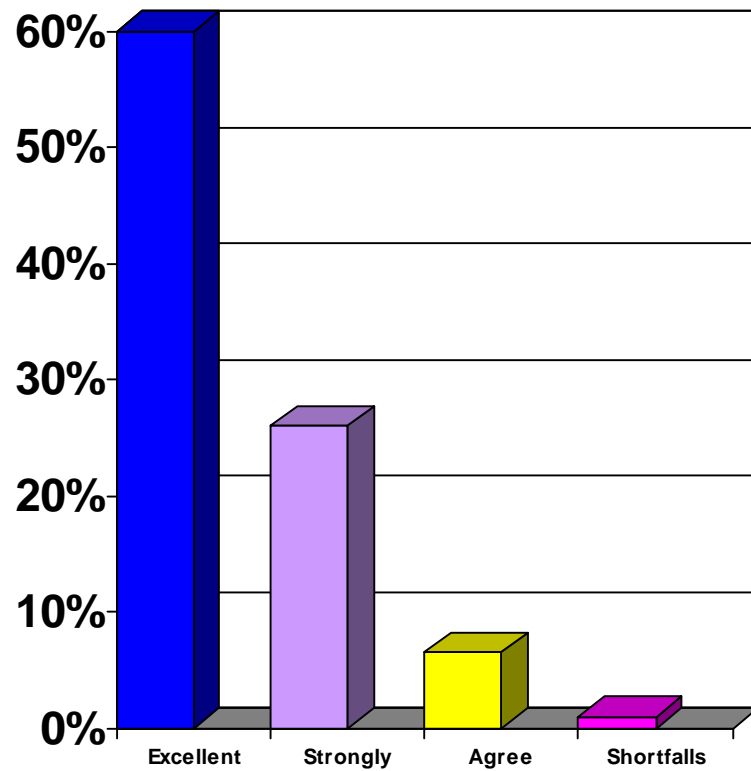
- I liked the look of the home
- The staff were friendly and helpful, I had a good feeling about the place
- A next door neighbour/friend had been a contented resident of Camelot for a year or so
- Just felt like the right place for T, staff seemed interested & caring, surroundings were comfortable, clean and well supported with medical staff
- Recommendation from social worker

Q2. What made you decide that you wanted your relative to come and stay at Camelot?

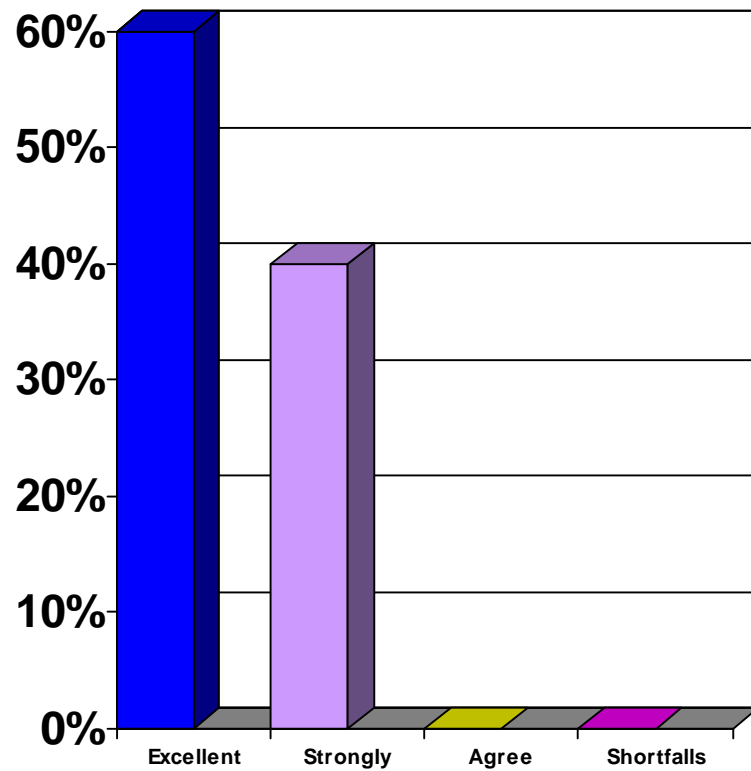


- I liked the look of the room
- Friendly staff
- Available room, location- close to where she was before. Liked the home
- Friendly atmosphere, room availability and welcoming atmosphere
- Recommendation from social worker
- Recommend by another nursing home

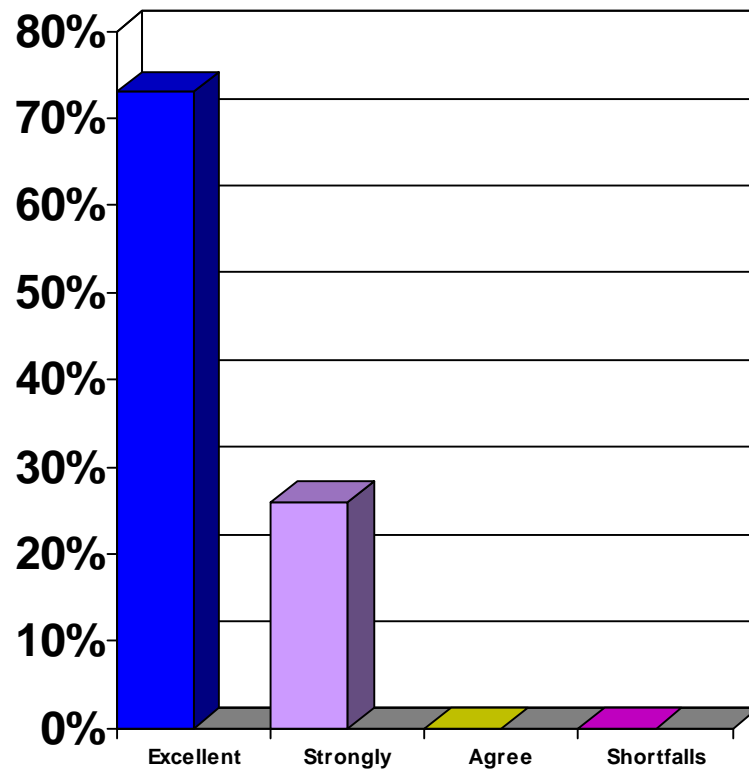
Q3. If there were any changes to your loved ones condition were you informed about it in a timely manner?



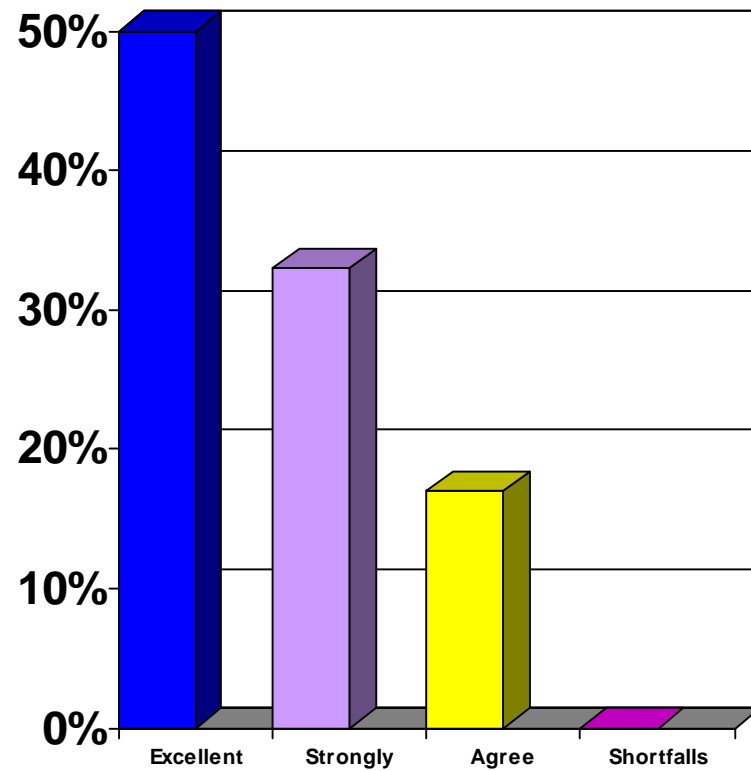
Q 4 Were you made to feel welcome when you visited the home?



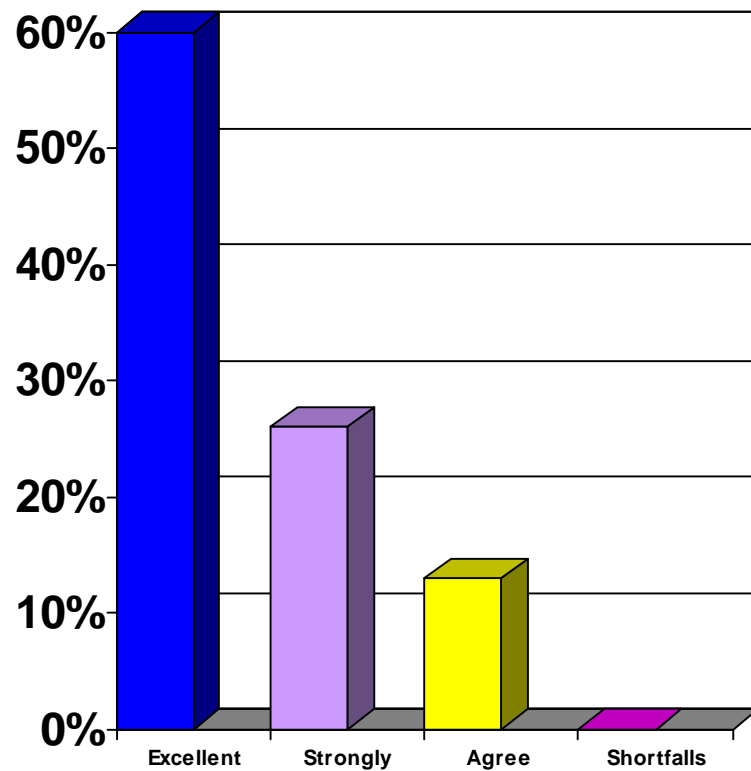
Q5 Were the staff friendly and helpful?



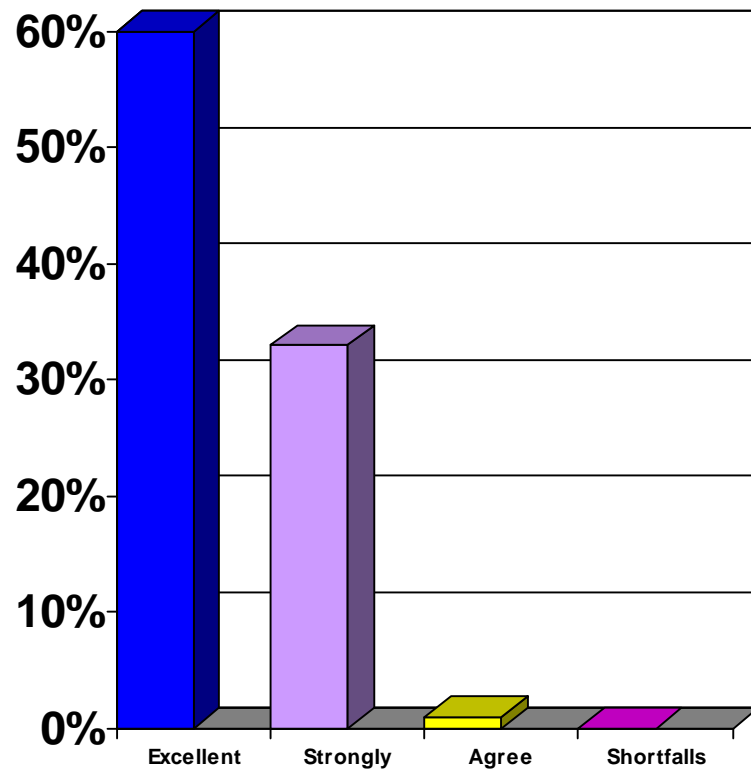
Q6 When you visited, did your relative look clean and cared for ?



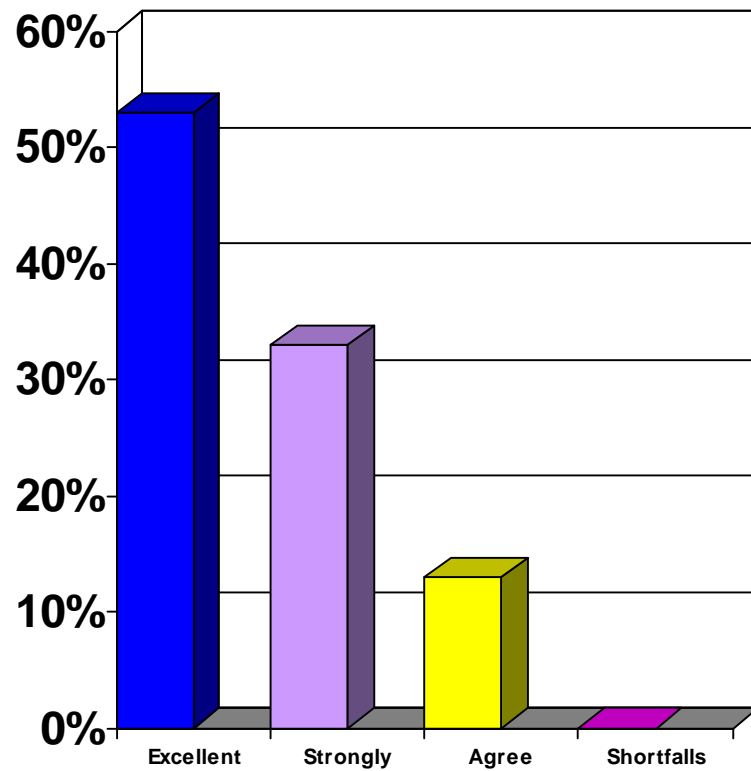
Q 7 When your relative was dying, did you get the information you needed from staff ?



Q 8 Did you feel included in all the decision making around end of life care ?



Q9. Once your relative had passed away, did you feel supported by staff?



Q10. How did you find the overall Management of the home?

