

RELATIVES, FRIENDS AND ADVOCATES SURVEY

Date:	Requested due date:
Name:	Relationship with resident:
You are not required to complete the above information. You may complete either your name, your relationship to the resident or neither if you wish to remain anonymous.	

Please read the questions below and place a \surd or x in the box of your choice.



Means you agree



Means you don't know or is not applicable to you



Means you disagree

This will help us to improve and raise the standards within the Home.

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Is the service Safe?



I am always prompted to sign in and out from the Home			
The environment and equipment I see are well-maintained			
I know how to raise any problems I may witness			
I observe staff deal with incidents and accidents quickly and openly			
There is always enough staff with the correct skills to look after the person important to me			
The environment is clean and tidy and free from odour			
I believe the Home keeps personal data confidential			

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4. Is the service Responsive?



If I have any concerns and complaints, staff always take them seriously, investigate them thoroughly and respond to them in good time

The treatment and support of the person who is important to me is set out in his/her care plan and tells staff what is needed to support him/her best

The person I visit has a say in which members of staff care for him/her

Staff help the person close to me keep in contact with me and other family and friends

I feel the staff help and encourage the person close to me to participate in activities which are meaningful to him/her

When the person close to me needs to visit hospital, I am confident that staff plan this well to make sure it goes as smoothly as possible

5. Is the service Well-led?



I know the Manager of the Unit and the location of the Home Manager

The feel the managers are approachable and I am confident that I can raise any concerns with them

I feel staff know what is expected of them and are happy in their work

I am asked for my views on the care provided to the person close to me and how things can be improved.

The staff clearly communicate with each other

