

Residential Care Relatives Questionnaire

Name of Setting:

Address:

Name & contact details: (optional)

Date completed:

Disclaimer: This questionnaire relates only to the service on the date of the questionnaire and is representative of the views of the service users who contributed to the report on that date.

Healthwatch East Riding of Yorkshire is the independent voice for the people of the East Riding, helping to shape, challenge and improve local health and social care services.

Every local Healthwatch across the country has a legal responsibility to carry out an Enter and View programme. Enter and View is not an inspection and our team are not inspectors like the Care Quality Commission. The Enter and View activity for Healthwatch East Riding of Yorkshire involves visiting any publicly funded health and social care services in the East Riding, so that we can see what is going on and to talk to service users, their relatives and carers, as well as staff.

We are charged with collating the views and experiences of the people receiving care, friends and relatives. If you would like your views to count as part of this process, please complete the following questionnaire and hand back to a member of staff for submission to Healthwatch during our forthcoming visit, or return using the Freepost address provided.

How safe is the setting for service users?

	Yes	No
Is the care home clean/is there a high standard of cleanliness?	<input type="checkbox"/>	<input type="checkbox"/>
Is there any odour?	<input type="checkbox"/>	<input type="checkbox"/>
Do you consider it a safe environment?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have any concerns regarding safety?	<input type="checkbox"/>	<input type="checkbox"/>

How effective do you consider the service to be?

	Yes	No
Do residents have access to the services they need e.g. Dentists, Podiatrist, Opticians, Community Nurse?	<input type="checkbox"/>	<input type="checkbox"/>
Do staff effectively communicate with residents and help/let them make their own decisions?	<input type="checkbox"/>	<input type="checkbox"/>
Do staff promote residents to act independently where possible?	<input type="checkbox"/>	<input type="checkbox"/>
If you had any concerns would you feel comfortable raising them?	<input type="checkbox"/>	<input type="checkbox"/>
Are concerns dealt with promptly?	<input type="checkbox"/>	<input type="checkbox"/>



How caring do you find the service?	Yes	No
Are residents and their relatives involved in their care plan?	<input type="checkbox"/>	<input type="checkbox"/>
Are you happy with the care provided?	<input type="checkbox"/>	<input type="checkbox"/>
Are interactions between residents and staff positive & friendly?	<input type="checkbox"/>	<input type="checkbox"/>
Are interactions between relatives and staff positive & friendly?	<input type="checkbox"/>	<input type="checkbox"/>
Are residents offered a wide variety of activities?	<input type="checkbox"/>	<input type="checkbox"/>
Do residents enjoy the activities on offer?	<input type="checkbox"/>	<input type="checkbox"/>
Are social events regularly offered?	<input type="checkbox"/>	<input type="checkbox"/>
Are relatives able to attend social events and meetings?	<input type="checkbox"/>	<input type="checkbox"/>
Is there anything else you would like to see provided?	<input type="checkbox"/>	<input type="checkbox"/>

How responsive to need do you consider the service to be?	Yes	No
Is day care/respice care provided?	<input type="checkbox"/>	<input type="checkbox"/>
Are the choice of activities etc. responsive to resident's requests?	<input type="checkbox"/>	<input type="checkbox"/>
Are care plans regularly reviewed/revised or adapted?	<input type="checkbox"/>	<input type="checkbox"/>
Are residents and relatives involved in this process?	<input type="checkbox"/>	<input type="checkbox"/>
Do residents have end of life plans in place?	<input type="checkbox"/>	<input type="checkbox"/>
Are residents meetings regularly offered?	<input type="checkbox"/>	<input type="checkbox"/>
Are relatives invited/welcome to attend?	<input type="checkbox"/>	<input type="checkbox"/>
Is there a complaints procedure in place?	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel that your views are listened to?	<input type="checkbox"/>	<input type="checkbox"/>

How well-led do you consider the service to be?	Yes	No
Do residents speak positively about the management/leadership?	<input type="checkbox"/>	<input type="checkbox"/>
Are you happy with the management/leadership?	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments:

Should you need assistance to complete any aspect of this form or have any other queries, please contact us via any of the methods detailed below:

Telephone: 01482 665 684

Email: enquiries@healthwatcheastridingofyorkshire.co.uk

By Post: Healthwatch East Riding
 Freepost RTEX-JUJY-LTUR
 Brough Business Centre
 Skillings Lane
 Brough
 HU15 1EN

For more detailed information about the work of Healthwatch, please take a look at our website: www.healthwatcheastridingofyorkshire.co.uk