

Do you feel able to visit us at any time?

10 out of 10 people answered this question

1	Yes	10 / 100%
---	-----	-----------

What is our 'attitude' towards you like (from all members of staff) whenever you visit or contact us at Delbrook House?

10 out of 10 people answered this question

1	Excellent	7 / 70%
2	Good	3 / 30%
3	Average	0 / 0%
4	Poor	0 / 0%
5	Variable	0 / 0%

How do you feel that we perform in regards to the following aspects of our service (and activities) in supporting the people in our care?

10 out of 10 people answered this question

1	Dietary choices	8 / 80%
2	Local integration / community involvement	8 / 80%
3	Recreation and leisure	8 / 80%
4	Social care and support	8 / 80%
5	Life skills and daily living	7 / 70%
6	Occupation and education	5 / 50%

How do you feel in general about the overall quality of our premises and facilities at Delbrook House?

10 out of 10 people answered this question

1	Excellent	7 / 70%
2	Good	3 / 30%

3	Average	0 / 0%
4	Poor	0 / 0%

Please rate the 'personal room' of the person you visit on a scale of 1 to 10, with 1 being poor, and 10 being excellent

8 out of 10 people answered this question



9.38 Average rating

1	☆☆☆☆☆☆☆☆☆☆	4 / 50%
2	☆☆☆☆☆☆☆☆☆☆	3 / 38%
3	☆☆☆☆☆☆☆☆☆☆	1 / 13%

How good are we at providing you with relevant information about the service we are providing for your family-member or friend?

10 out of 10 people answered this question

1	Excellent	7 / 70%
2	Good	3 / 30%
3	Average	0 / 0%
4	Poor	0 / 0%

Do you feel able to ask us questions or communicate any worries or concerns that you have either about the quality of our facilities or the standard of our service?

10 out of 10 people answered this question

1	Yes	10 / 100%
---	-----	-----------

Do the members of staff and management make you feel as though your concerns are legitimate and of importance to them?

10 out of 10 people answered this question

1	Always	10 / 100%
2	Never	0 / 0%

3	Sometimes	0 / 0%
---	-----------	--------

Do you know how to make an official complaint about the service we provide?

10 out of 10 people answered this question

1	Yes	9 / 90%
2	No	1 / 10%