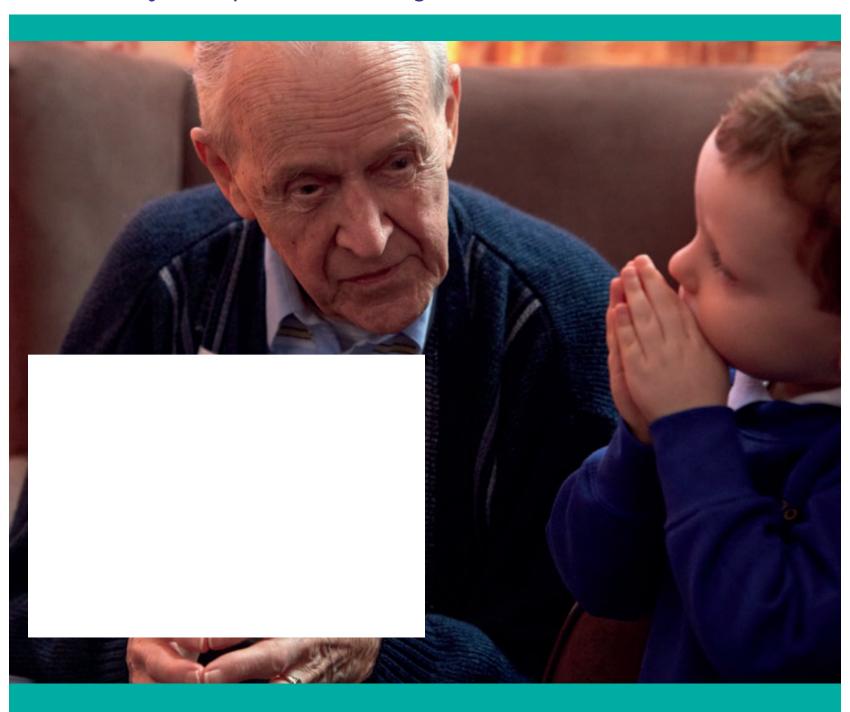


How good is your care?

Tell us your experience of living in a care home



Complete and return to your local Care Inspectorate office in the pre-paid envelope provided.



Thank you for taking the time to complete this survey. This survey is for people who live in a care home. Please answer on the basis of your experience of the service during the past year.

The Care Inspectorate inspects this service regularly to check the quality of the care being provided. We will use your answers to help us plan areas we need to focus on during our inspection of the service. All of your answers will be treated as confidential.

If any questions are not relevant to you, or if you do not want to answer any of the questions, please leave them blank.

Please put any further comments you have about the service in the comments box provided. Although we will take care not to identify an individual, we may use some comments as examples in the inspection report.

You will find our privacy policy here:

http://www.careinspectorate.com/index.php/core-privacy-notice

Website: www.careinspectorate.com Email: enquiries@careinspectorate.gov.scot Care Inspectorate Enquiries: 0345 600 9527

Tell น	s about you
	I use the service
	I am a friend/relative/advocate/volunteer and I am completing this on behalf of someone who uses the service
	I am a carer who works for the service and I am helping the person complete the survey
	I am from the Care Inspectorate and I am helping the person complete the survey

1. How I feel: (tick all that apply)

I feel safe



I feel valued



I feel bored



I feel I am independent



I feel at home



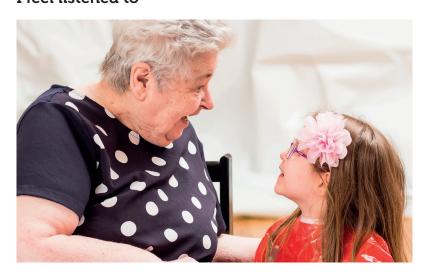
I feel content



I feel lonely



I feel listened to



I feel accepted



		Strongly agree	Agree	Disagree	Strongly disagree	Don't know
2.	Overall I am happy with the care and support I receive at this home					
		Strongly agree	Agree	Disagree	Strongly disagree	Don't know
3.	I am treated:					
•	kindly					
•	with dignity and respect					
•	fairly					
4.	What is the one thing yo	u would like t	o change at	oout this hom	e?	

		Strongly agree	Agree	Disagree	Strongly disagree	Don't know
				-		?
5.	My wellbeing:					
•	I like the food					
•	I get up and go to bed when I want					
•	I spend my time doing the things that I enjoy					
•	I am not discriminated against in any way					
•	I am supported to keep as well as I can					
•	I am encouraged to move more					
6.	Comments on wellbeing	J				

Staff team

		Strongly agree	Agree	Disagree	Strongly disagree	Don't know
7.	I feel the staff:					
•	know what they are doing					
•	work well together					
		Strongly agree	Agree	Disagree	Strongly disagree	Don't know
			•••	••		?
8.	The staff team:					
•	I get on well with the staff					
•	I am able to get help from staff when I need it					
•	Staff treat me well					
9.	Comments on the staff tea	am				

Setting

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
			••		?
10. Where I live:					
I live in a comfortable, homely environment					
I have my room the way I like it					
It is clean here					
I can go outside when I want					
I can get peace and quiet when I want					
I am encouraged to be part of the community					
11. Comments on the setti	ng				

Care and support

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
					?
12. My care and support:					
I am involved in decisions about my care and support	t				
I can choose who else (far friends) can be involved in my care and support	-				
13. Comments on my care a	nd support				

Leadership

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
					?
14. Leadership:					
I am able to be involved in how the service is run					
I can raise concerns and know that they are dealt with					
15. Comments on leadersh	nip				

If you would like to talk to us in more detail about this service please provide your name and contact telephone number in the box below.

Please be aware that we may not be able to contact everybody during an inspection, this will depend on the number of requests received.

Please note that by providing your contact details you are giving consent to be contacted by one of our inspectors. Your details will be kept confidential and be used only for the purpose of contacting you in relation to this service. Your details will be disposed of once the inspection has been finalised.

If you wish to withdraw your consent please use the details below to contact us quoting 'How good is my care? Care homes for older people survey' and the name of the service that you completed the survey for.

Email: enquiries@careinspectorate.gov.scot Telephone: 0345 600 9527

Nam	ne		
Con	tact telephone number		

Thank you for taking the time to answer this survey.

If you specifically want to discuss something with us please contact us on 0345 600 9527

Headquarters

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