

QUALITY ASSURANCE  
RESIDENTS DIGNITY SURVEY

Survey Issued: November 2020

Survey Completed: December 2020

Quality assurance forms were sent to all residents. The Home received a total of 14 completed forms from residents.

Below is a summary of the completed survey forms. Where appropriate, action plans have been implemented in response to the survey results and other comments or suggestions.

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**Q1. I have been made to feel safe and know to report worries or concerns**

**Yes, I agree**

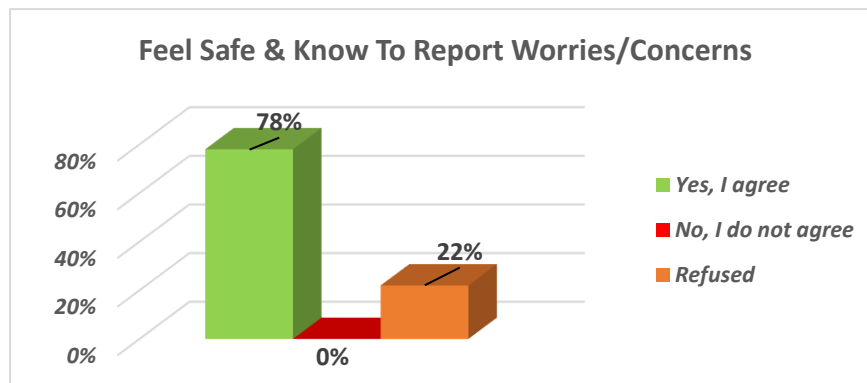
78%

**No, I do not agree**

0%

**Refused to answer**

22%



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**Q2. I have been treated with kindness respect and compassion**

**Yes, I agree**

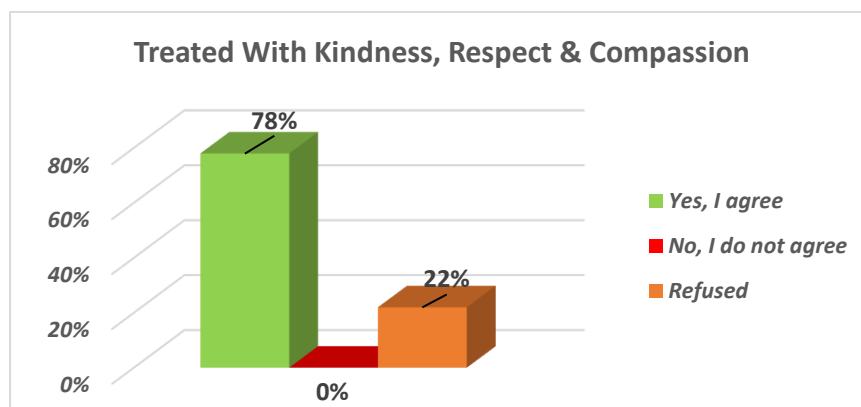
78%

**No, I do not agree**

0%

**Refused to answer**

22%



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**Q3. I have been treated as an individual with individual needs**

**Yes, I agree**

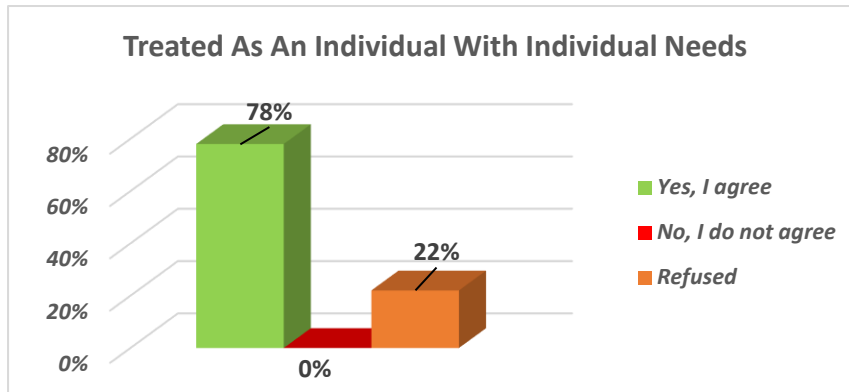
**No, I do not agree**

**Refused to answer**

78%

0%

22%



**Q4. I have been given the support and encouragement to maintain or achieve the level of independence I expect**

**Yes, I agree**

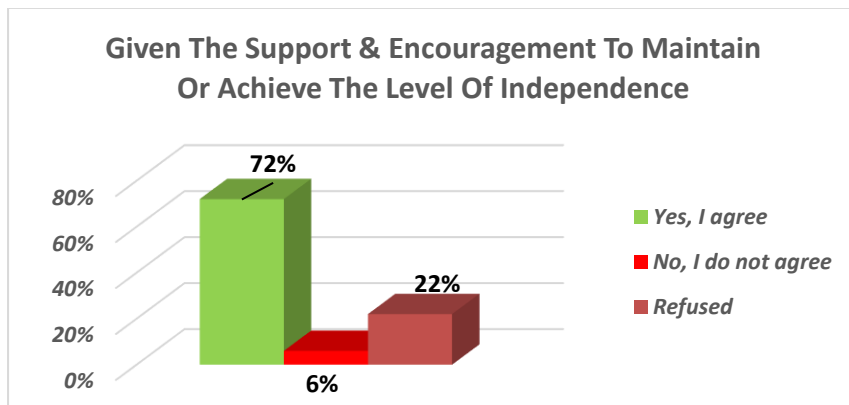
**No, I do not agree**

**Refused to answer**

72%

6%

22%



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**Q5. I have been listened to and encouraged to express my wishes and needs**

**Yes, I agree**

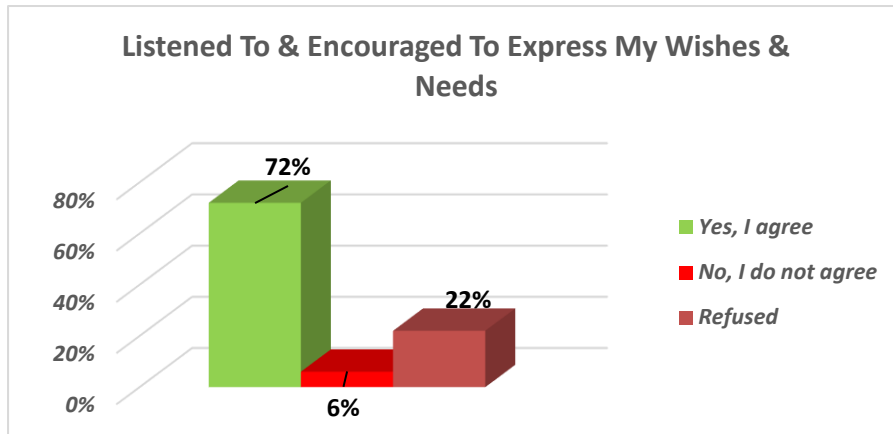
72%

**No, I do not agree**

6%

**Refused to answer**

22%



**Q6. My rights to privacy has been respected**

**Yes, I agree**

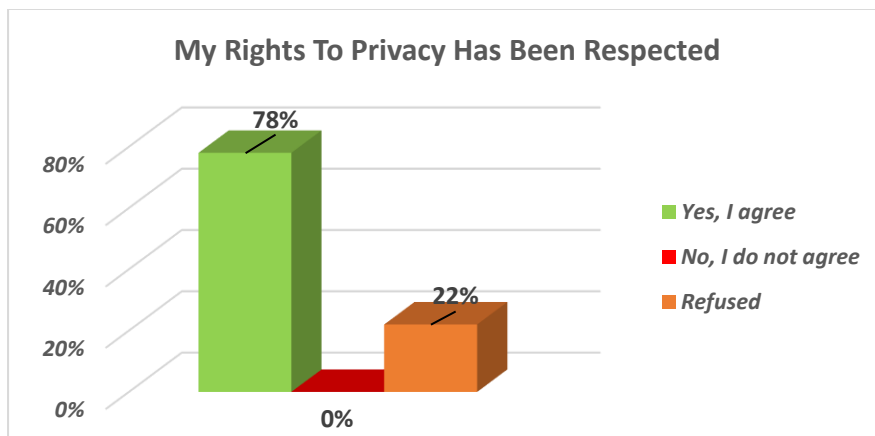
78%

**No, I do not agree**

0%

**Refused to answer**

22%



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RESIDENTS DIGNITY SURVEY

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**Q7. I have been made aware of the process for making comments,giving complaints or compliments**

**Yes, I agree**

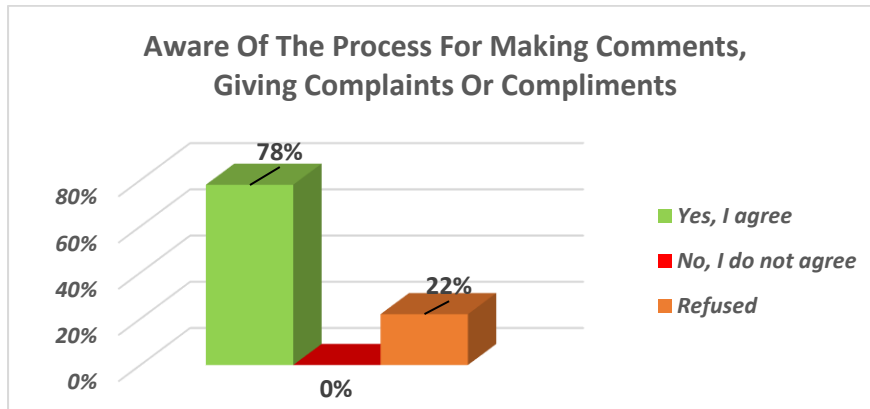
78%

**No, I do not agree**

0%

**Refused to answer**

22%



**Q8. My family, friends and carers have been involved when required, and with my permission**

**Yes, I agree**

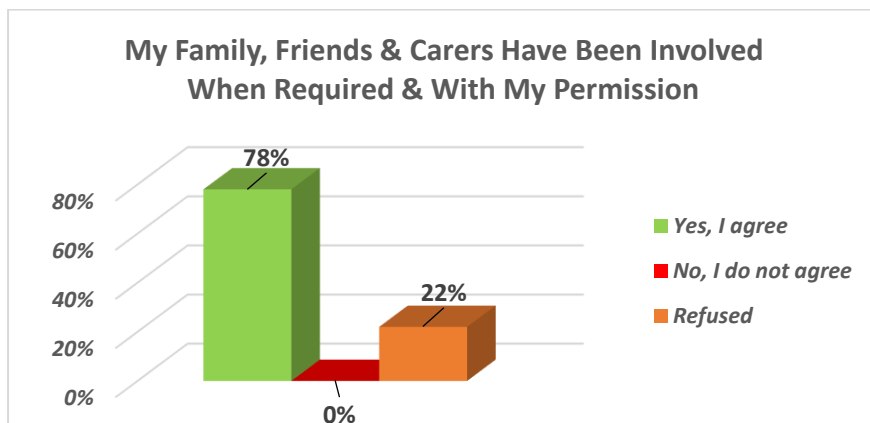
67%

**No, I do not agree**

11%

**Refused to answer**

22%



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**Q9. I have been able to maintain my self esteem and confidence**

**Yes, I agree**

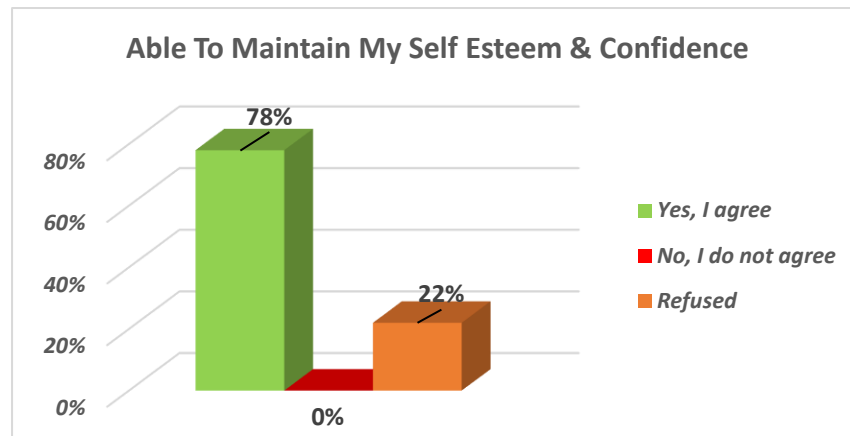
**No, I do not agree**

**Refused to answer**

78%

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22%



**Q10. I have been made aware of how to seek contact if I have feelings of loneliness or isolation**

**Yes, I agree**

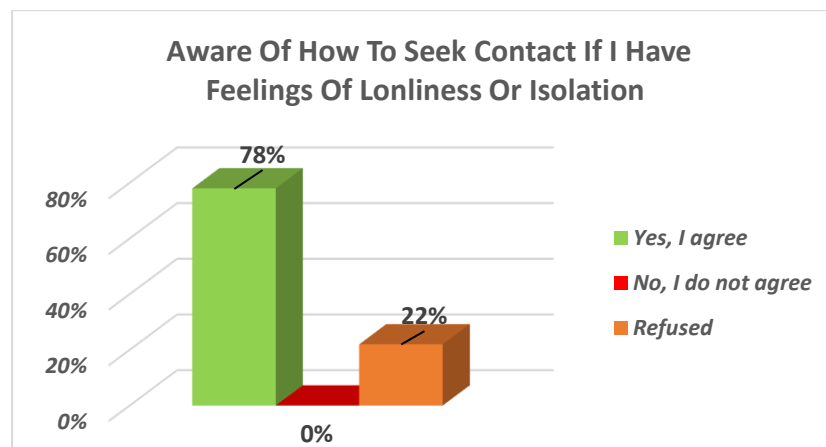
**No, I do not agree**

**Refused to answer**

78%

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22%



**Comments:**

- ❖ *I have been supported by your service.*
- ❖ *I have been well looked after here*
- ❖ *All treat me with dignity and respect*
- ❖ *Staff look after me.*
- ❖ *I feel happy living here sometimes and know staff will support me when I do not.*
- ❖ *Staff have supported my needs although I do not believe I should be here*

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Action Plan	Time Scale