

## Department of Social Services

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Dear Colleague

### RE: Quality Survey Results & Comments

We recently sent out questionnaires to a number of the relatives of contracted people in care homes asking for their views relating to the quality of care provided. As stated previously the purpose of the survey is to highlight issues raised by relatives, initiate new ideas and promote overall good practice in homes, and to share the results and comments from the survey with you.

The following points are a brief summary of the issues raised and comments made by relatives concerning your home :-

- happy with the standard of care provided
- medical care is prompt - i.e. Doctors called
- medical nursing staff is of high standard
- carers and other staff very helpful and obliging
- well run care home
- excellent care provided and staff kind
- sometimes clothing not returned from the laundry

I hope you find this feedback useful and are able to share the comments with your staff. If you have any further queries or wish to discuss the survey findings in greater detail please do not hesitate to contact us on the above telephone numbers.

Yours sincerely



Helen Rose  
Contract Compliance Officer