

Satisfaction Survey for Relatives and Friends

Site Name Tinkers Hatch, Tinkers Hatch	Registration number CQC 1-122139191	Response Received 20	Action Created 0
Details	Date	Completed by	
Survey Initiated	18-09-2025	Rebecca Vine	
Reviewed & Approved	20-11-2025	Rebecca Vine	

Insights

Overview:

- **Total Responses Received:** 20
- **Brief Overview:** The survey responses overwhelmingly highlight positive feedback regarding the care home. Common themes include staff being approachable, well-trained, and fostering positive relationships with residents. Most respondents feel their relatives are well cared for, treated with dignity and respect, and supported to a high standard. The cleanliness, comfort, and welcoming atmosphere of the care home are consistently praised. However, a few respondents suggested improvements in specific areas such as communication, activities, and cleanliness. **### Key Takeaways:**

- **Positive Findings:**

- Staff are consistently praised for being approachable, well-trained, and respectful. - High satisfaction with the quality of care, cleanliness, and welcoming environment. - Families appreciate the focus on individual needs, daily life choices, and activities. - Gratitude towards staff for their dedication and positive impact on residents' lives. - ****Areas for Improvement:****
- Suggestions for more outings and activities, including the use of accessible vehicles. - Requests for better communication with families about residents' well-being and activities. - Concerns about specific issues such as laundry mix-ups and the cleanliness of the home. - A few respondents suggested reducing the focus on religious content during events. **### Recommendations:**
- ****Enhance Communication:****
- Provide regular updates to families about residents' well-being, activities, and care plans. - Consider implementing a communication system, such as a weekly newsletter or app, to keep families informed. - ****Increase Activities:****
- Organise more outings and ensure accessible transport is available for residents. - Explore creating a photo or activity book to document daily events and share with families. - ****Address Specific Concerns:****
- Review and improve the laundry process to prevent mix-ups. - Ensure cleanliness and presentation of the home meet the highest standards. - Consider diversifying event content to be more inclusive of all residents' preferences. **### Key Concerns:**
- Communication, Activities, Cleanliness

■ 0 - 33.33% ■ 33.34% - 66.66% ■ 66.67% - 100%

Responses

No.	Respondent	Completed On	Overall Sentiment
1	Theresa Hunt	22-10-2025	95% Positive
2	Steph and Ron Hammond	14-10-2025	70% Positive
3	June crouch	13-10-2025	65% Positive
4	Respondent 17	13-10-2025	85% Positive
5	David and Valerie Neale	09-10-2025	70% Positive
6	John Davies	09-10-2025	95% Positive
7	Jenny and Leigh	09-10-2025	65% Positive
8	Chris Hankin	06-10-2025	90% Positive
9	Jane C	06-10-2025	85% Positive
10	Barry and Lesley	06-10-2025	95% Positive
11	M Selvaraju	06-10-2025	95% Positive
12	Pauline Durman	06-10-2025	95% Positive
13	Stephen - Gill Standen	06-10-2025	85% Positive
14	Maureen Forgione	06-10-2025	85% Positive
15	Anne Paine	06-10-2025	95% Positive
16	Alix and Steve Hibling	06-10-2025	95% Positive
17	E.Bourne	06-10-2025	85% Positive
18	Paul and Jane Bunkin	06-10-2025	85% Positive
19	Deborah Ralph	06-10-2025	85% Positive
20	Ita Sadighi	06-10-2025	90% Positive