

APPENDIX 3

DCC Enter & View Visit Confidential Family & Friends Questionnaire

Name of Home:

Relative Friend

Report Domain	QUESTION/AREA OF DISCUSSION
10.3	Can you visit your relative/friend at any time that is convenient to you?
10.1	When you first came to visit this home, did you find it easy to get to?
10.3	Do you feel welcomed and well looked after by staff when you visit? Would you say that the facilities available to you when you visit are good (e.g. parking, refreshments, place to talk privately etc)?
10.5 10.6 10.7	How satisfied are you with the quality of staff and care that is given to your relative/friend?
10.3	Does the home keep in contact with you to up-date you on any issues concerning your relative/friend?
10.3	Do you receive invitations from the home to attend care reviews concerning your relative/friend?
10.3	Do you get informed of when relatives meetings are being held?

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10.5 10.6 10.7	To what extent do you consider that your relative/friend feels comfortable and happy living here?	
10.7	Do you believe that your relative/friend is treated and respected as an individual with their personal needs and wishes being supported by staff?	
10.6 10.7	Does your relative/friend enjoy the activities and food here?	
10,3 10.7.3	If you had any concerns about anything here, would you feel confident in raising it with staff? Do you think your relative/friend would feel confident to tell you or staff about his/her concerns?	
	Any other comments?	
Details of Relative/Friend (Optional)		Address
Name:		Tel. No:
Gender:		Mobile No:
Age:		E-mail Address:
Would you like to be placed on the circulation list to receive regular information from Healthwatch regarding their work with health & social care services in Derbyshire?		If "Yes" - tick the box <input type="checkbox"/>

THANK YOU FOR YOUR TIME

Completed by:
(AR please initial)

Date.....

NB: TO BE DESTROYED FOLLOWING PUBLICATION OF THE RELEVANT CARE HOME REPORT