

# Waltham Hall Nursing Home

Melton Road, Waltham on the Wolds, Melton Mowbray  
Leicestershire, LE14 2AJ



Number of surveys completed: 21

Date: 18<sup>th</sup> June 2014

## 1. Visiting Waltham Hall

1a. We are made to feel welcome when we visit Waltham Hall

Strongly disagree    Disagree   **5** Agree   **16** Strongly agree

1b. Friends and family members feel that they can visit at a time to suit them

Strongly disagree    Disagree   **3** Agree   **18** Strongly agree

1c. We make use of the refreshments available

(One person did not fill this section out)

Strongly disagree    Disagree   **13** Agree   **7** Strongly agree

1d. Friends and family members are given privacy when visiting

Strongly disagree    Disagree   **9** Agree   **12** Strongly agree

1e. Waltham Hall is clean and tidy

Strongly disagree    Disagree   **11** Agree   **10** Strongly agree

## 2. Our staff

2a. Staff are knowledgeable about our loved one

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Strongly disagree    Disagree   **11** Agree   **10** Strongly agree

2b. Staff are friendly and welcoming

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Strongly disagree    Disagree   **8** Agree   **13** Strongly agree

2c. Staff keep friends and relatives informed of any changes

(One relative did not fill this question in)

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Strongly disagree   **1** Disagree   **12** Agree   **7** Strongly agree

2d. Staff are able to resolve any concerns when raised

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Strongly disagree    Disagree   **15** Agree   **6** Strongly agree

2e. We receive accurate invoices & statements

(One person did not fill this section in)

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Strongly disagree    Disagree   **7** Agree   **13** Strongly agree

### 3. Wellbeing

3a. We feel that our loved one is treated with dignity and respect

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Strongly disagree    Disagree   **8** Agree   **13** Strongly agree

3b. We feel that our loved one is safe and secure

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Strongly disagree    Disagree   **5** Agree   **11** Strongly agree

3c. Waltham Hall is a happy place to live

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Strongly disagree    Disagree   **10** Agree   **11** Strongly agree

3d. Waltham Hall provides an environment of care and support

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Strongly disagree    Disagree   **9** Agree   **12** Strongly agree

3e. We are happy with the service provided

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Strongly disagree    Disagree   **10** Agree   **11** Strongly agree