



# Visitor's Questionnaire

Resident's name	Date	
<p>As part of our continuing commitment to provide the best possible quality of care for our residents, we are constantly looking at ways in which we could improve our service. As a visitor to our home your impressions and any comments you may have will be most welcome. We would therefore be grateful for a few moments of your time to complete this questionnaire. We support the Dignity in Care initiative and would ask that you comment on any issues you consider affect the dignity of the people in our care. Please feel free to remain anonymous if you so wish. When completed please pass the questionnaire to any member of our care staff. Many thanks for your help.</p>		
Question	Score rating: 1 = Poor 2 = Fair 3 = Good 4 = Excellent	Comments
How well do you consider we preserve the dignity of people we have in our care?		
How do you rate the friendliness of the staff?		
How do you rate the cleanliness of the home?		
How do you rate our response to your phone calls?		
How do you rate our response to any complaints or comments you may have cause to make?		
How do you rate the décor and atmosphere of the home?		
What are your overall impressions of the home?		
What features/services of the home do you feel require improvement and in what way?		
Any other comments you would like to make?		
Name	Signature	Date