

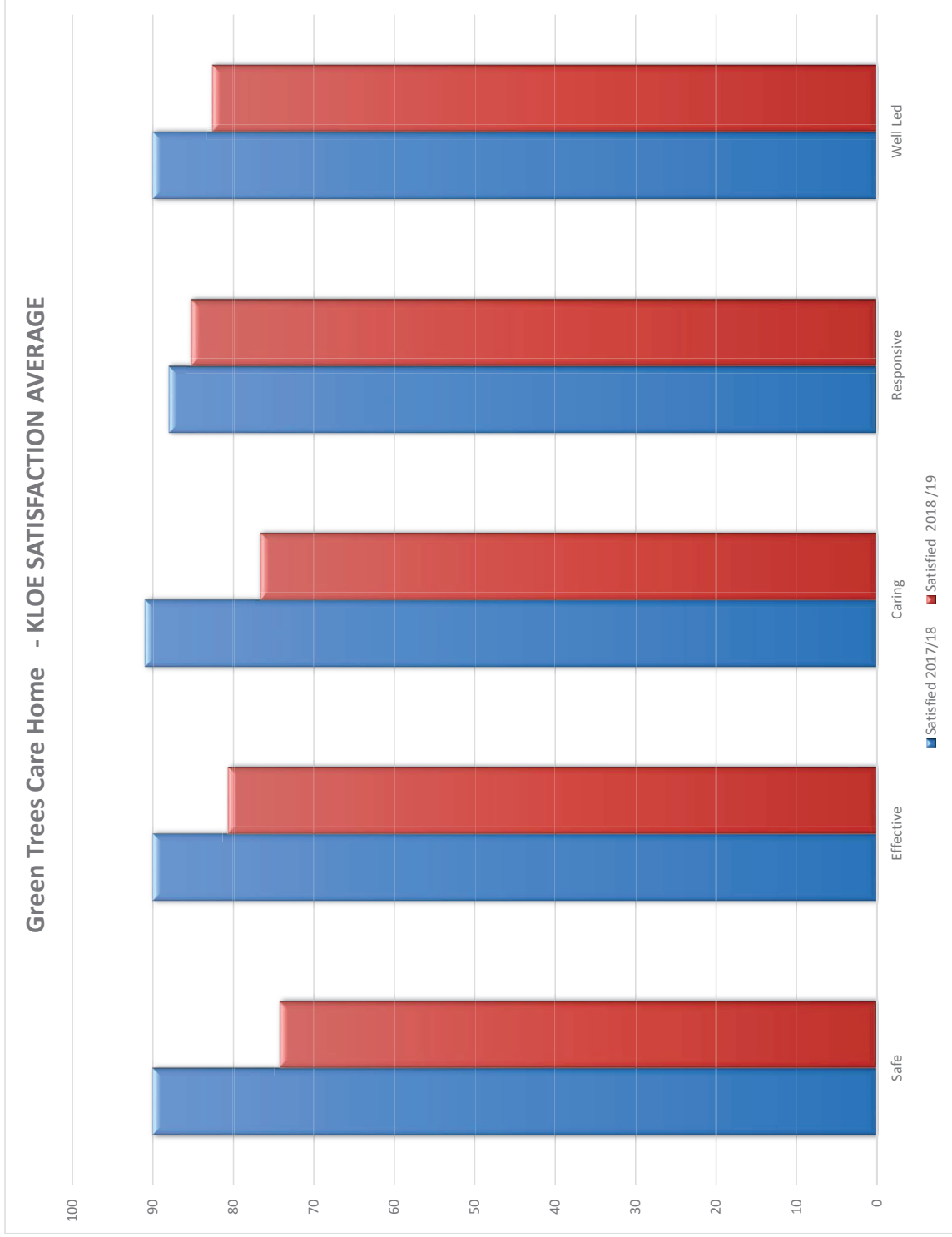


Impartial  
Feedback  
Service

Evaluation Analysis Report

**Green Trees Care Home**

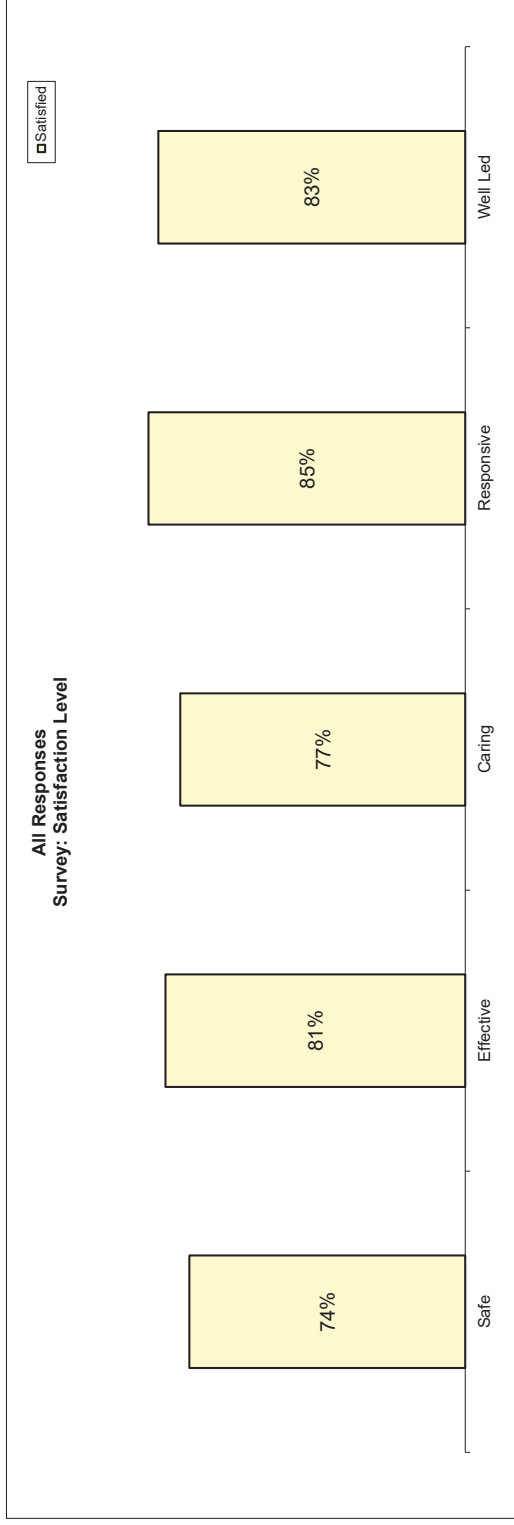
March 2019



## SURVEY RETURNS DETAIL

CLIENT GROUP	NUMBER OF SURVEYS SENT OUT	NUMBER OF SURVEYS RETURNED	PERCENTAGE OF SURVEYS RETURNED
Service User	14	5	36%
Family Member	20	13	65%
Professional	7	4	57%
Team Member	14	5	36%
<b>TOTAL</b>	<b>55</b>	<b>27</b>	<b>49%</b>

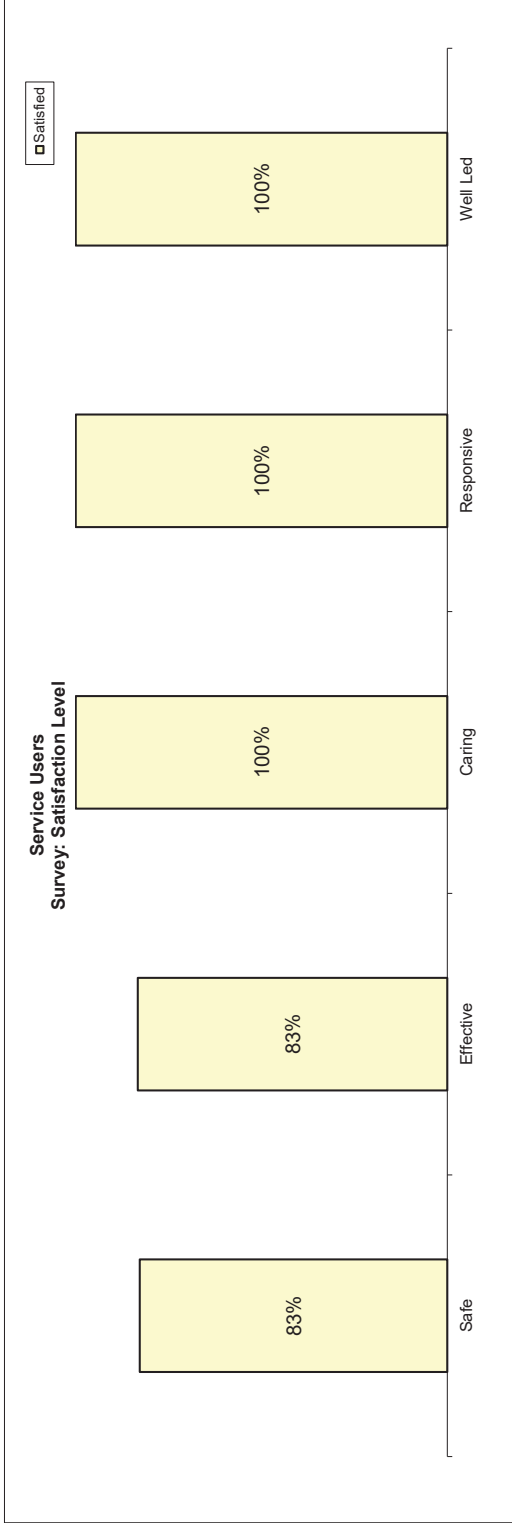
## All Responses - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	46%	28%	18%	5%	3%	100%
Effective	44%	36%	12%	7%	1%	100%
Caring	44%	32%	14%	8%	1%	100%
Responsive	43%	42%	4%	6%	5%	100%
Well Led	50%	33%	9%	2%	7%	100%
<b>TOTAL</b>	<b>45%</b>	<b>34%</b>	<b>12%</b>	<b>6%</b>	<b>3%</b>	<b>100%</b>

This graph illustrates the overall level of satisfaction recorded by the survey and shows all the Strongly Agree and Agree responses as a percentage of all the questions answered.

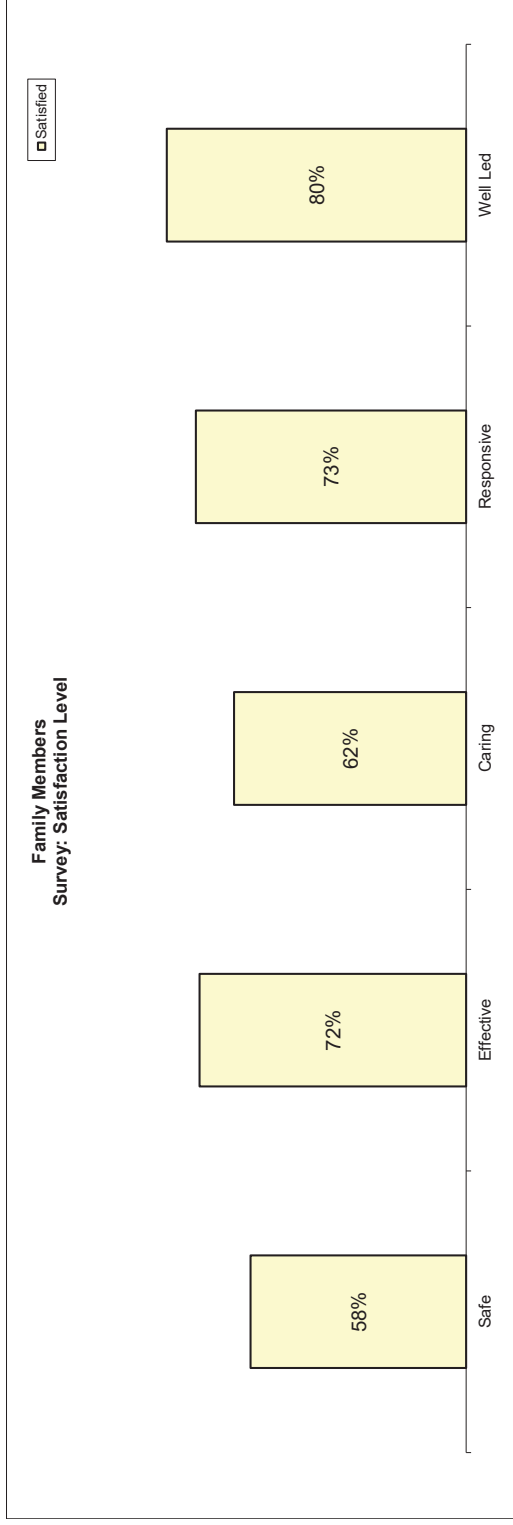
## Service Users - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	45%	38%	17%	0%	0%	100%
Effective	30%	53%	17%	0%	0%	100%
Caring	44%	56%	0%	0%	0%	100%
Responsive	27%	73%	0%	0%	0%	100%
Well Led	75%	25%	0%	0%	0%	100%
<b>TOTAL</b>	<b>43%</b>	<b>50%</b>	<b>8%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

This graph illustrates the overall level of satisfaction recorded by Service Users and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

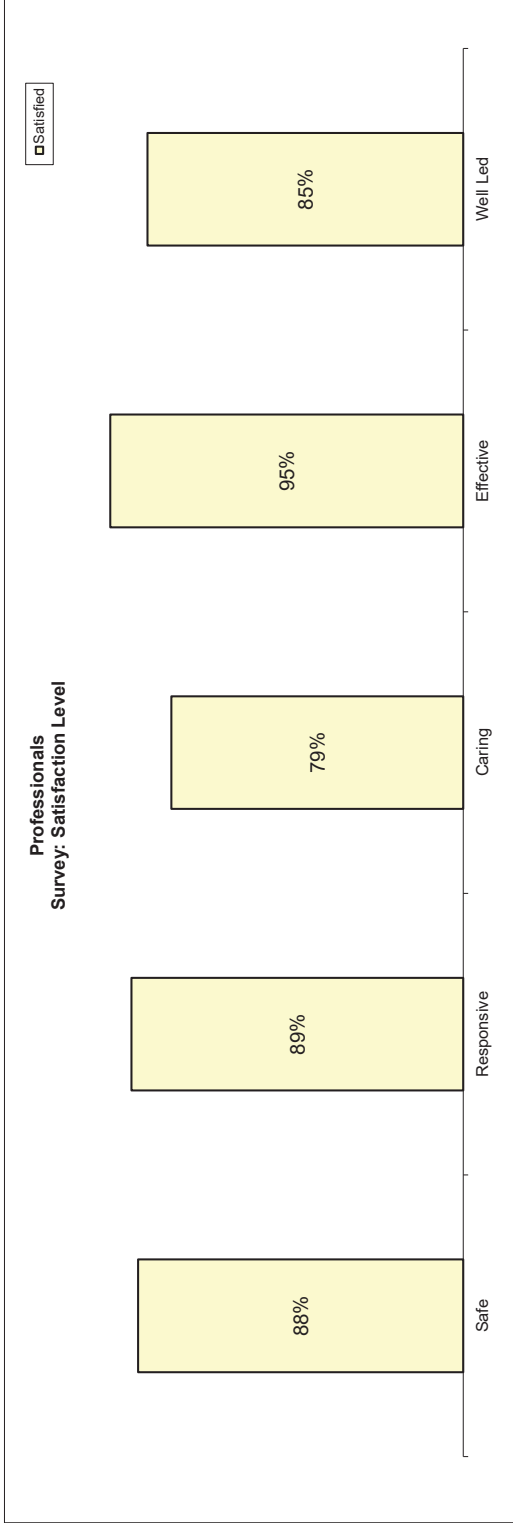
## Family Members - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	39%	18%	28%	9%	5%	100%
Effective	35%	36%	14%	13%	2%	100%
Caring	39%	24%	20%	15%	2%	100%
Responsive	39%	34%	5%	13%	10%	100%
Well Led	47%	33%	6%	2%	12%	100%
<b>TOTAL</b>	<b>39%</b>	<b>29%</b>	<b>15%</b>	<b>11%</b>	<b>6%</b>	<b>100%</b>

This graph illustrates the overall level of satisfaction recorded by Family Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

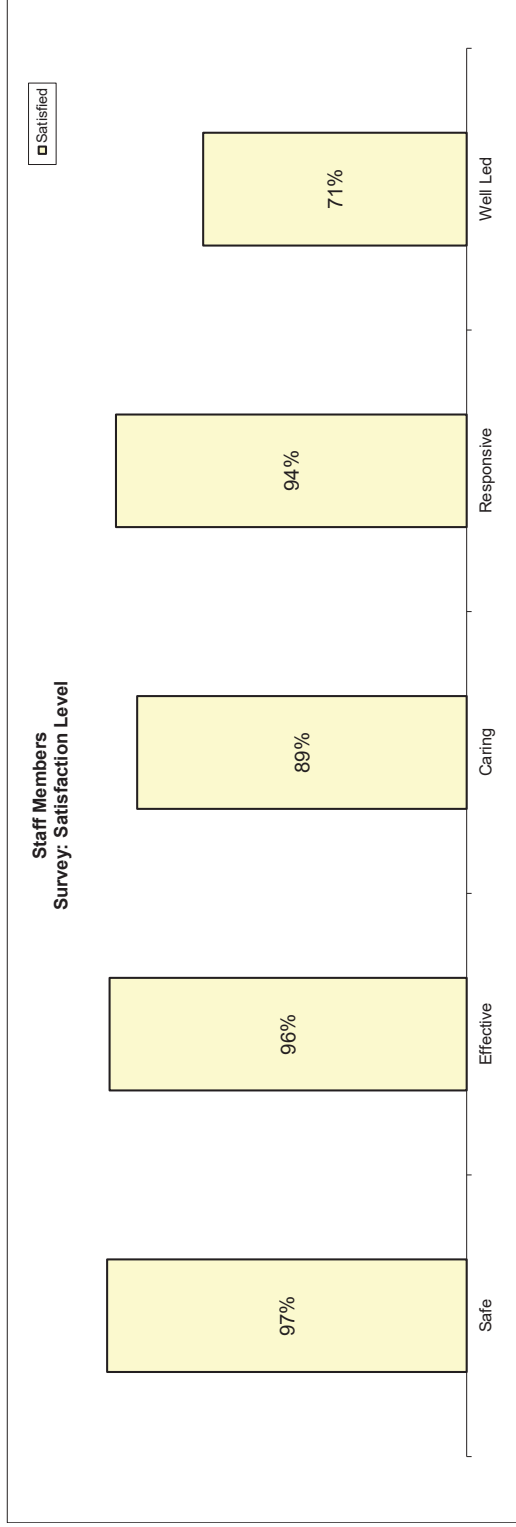
## Professionals - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	46%	42%	13%	0%	0%	100%
Effective	46%	43%	11%	0%	0%	100%
Caring	29%	50%	21%	0%	0%	100%
Responsive	50%	45%	5%	0%	0%	100%
Well Led	45%	40%	15%	0%	0%	100%
<b>TOTAL</b>	<b>43%</b>	<b>44%</b>	<b>13%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

This graph illustrates the overall level of satisfaction recorded by Professionals and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

## Staff Members - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	63%	33%	0%	3%	0%	100%
Effective	77%	17%	3%	3%	0%	100%
Caring	71%	17%	9%	3%	0%	100%
Responsive	64%	32%	4%	0%	0%	100%
Well Led	38%	33%	17%	4%	8%	100%
<b>TOTAL</b>	<b>64%</b>	<b>26%</b>	<b>6%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>

This graph illustrates the overall level of satisfaction recorded by Staff Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.