



Living A Good Life in Norfolk Care Homes

September 2019



Your voice can make a difference...

healthwatch
Norfolk

Healthwatch Norfolk works with health and social care services in Norfolk to make sure that your views and experiences make a difference to the services we all use.



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About Healthwatch Norfolk

Healthwatch Norfolk is the consumer champion for health and social care in the county. We are an independent organisation but we have statutory powers. The people who make decisions about health and social care in Norfolk have to listen to you through us. Healthwatch Norfolk use the things you tell us about local care to influence future services in Norfolk. Our remit is to represent your views and your experiences to help inform and improve the services that are commissioned and provided in Norfolk.

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1 Background

The Integrated Commissioning Team at Norfolk County Council and Healthwatch Norfolk wanted to gather feedback from care home residents and their relatives about access to services and support to lead a good quality of life.

1.1 About this work

Norfolk County Council's Market Position Statement 2018-2019¹ describes how the council provides for people's care and support needs, spending over £150,000,000 on residential care and over £18,000,000 on nursing care for approximately 7,570 people.

Healthwatch Norfolk identified a need to gather feedback from both care home residents and their relatives on how their care provider is supporting them to lead a good life. The Integrated Commissioning Team at Norfolk County Council has a responsibility for overseeing the quality of care provided in the county and were interested to explore a number of topics.

The quality of life for residents of some of Norfolk's care homes is currently a concern in that it can be variable for a number of reasons. Part of this variation may be due to the culture of each organisation but also the operational activities of an individual care home such as how the care home is run day-to-day and the kinds of opportunities and choices that residents might have.

The Integrated Commissioning Team was keen to gain more information on how residents are supported to lead a good life and their access to primary healthcare services and professionals such as their GP or dentist, or physiotherapy or podiatry services. Healthwatch Norfolk wanted to gain a better understanding of access to healthcare and support to making the most of life in a residential setting, which would also complement the quality information already gathered by the Integrated Commissioning Team.

This report describes the approach to gathering the feedback, what people said and some suggestions on next steps.

¹ [Norfolk County Council Market Position Statement 2018-2019](#) [last accessed 24.09.2019]



2 Approach

2.1 Sampling

Given the large number of care homes and care home residents in the county, it has been decided that a sample of at least 30 care homes - 900 care home residents in total - would be sufficiently informative. The final sample contained 43 residential homes comprised of a mix of large and small homes providing care for adults and older people, people with dementia and people with learning disabilities. The homes in the sample had differing Care Quality Commission ratings.

2.2 Choosing to survey

In view of the size of the sample of care homes and residents, it was sensible to choose an approach which made it reasonably easy to collate, sort and report responses from residents and relatives. Therefore, it was agreed that a survey (questionnaire) would be used and that a printed, postal survey would be the most appropriate approach.

To create a draft set of questions, questionnaires used by other local Healthwatch in residential settings were sought and their contents appraised. The initial list of potential questions was then reviewed by the Integrated Commissioning Team, who added a number of questions which were designed to capture feedback on specific issues such as access to healthcare (e.g. GPs and dentists), the availability of choice and support with meeting spiritual, cultural and communication needs. The survey was refined to be brief and tidy i.e. an A4 paper booklet of 4 pages and included both closed, multiple-choice and open/comment style questioning. There were two distinct versions; one for residents and one for relatives.

The draft versions of both the residents' and relatives' survey were tested. This was done by approaching the managers of four care homes and asking to visit to test the surveys with a sample of their residents. The test sessions showed that the questions in the draft residents' survey were too complicated and needed to be both simplified and shortened. The residents' survey was altered significantly as a result (see Appendix 1).

The relatives' survey tested well and required no alteration (Appendix 2).

2.3 Accessibility and encouraging completion

It was clear from the start that many care home residents would likely require support to respond to the questions posed in the survey. For example, care home residents with dementia were very likely to be among those surveyed, as well as people with a sensory impairment such as sight or hearing loss whilst others may have a communication need related to their physical or mental health, or a learning disability.

2.4 Assumptions and exclusions

At the onset, the following assumptions were agreed:

- Given the large number of residential homes in the county, the Integrated Commissioning Team at Norfolk County Council would give Healthwatch Norfolk a sample of care homes to be surveyed



- The Integrated Commissioning Team would inform the sample of care homes about the survey, in order that:
 - Care Home Managers were aware of Healthwatch Norfolk and its role as a local champion for users of health and social care
 - Care Home Managers were made aware of the survey, that it was voluntary, and aware of their role in facilitating its completion
- The deadline for survey completion and return was to be adequately promoted, so Care Home Managers had the opportunity to raise any queries with Healthwatch Norfolk early on in the process
- Participation of Care Homes would be encouraged by the Integrated Commissioning Team and by Healthwatch Norfolk, however, participation was voluntary
- Completion of the survey by residents would be encouraged however, it would be voluntary
- Where possible, residents would complete the survey independently

2.5 Administration of surveys

On 16th July, the Integrated Commissioning Team contacted all 43 care homes by email with a letter to tell them about the survey. This letter set out the purpose of the survey in using the responses to help inform and shape ongoing partnership work in the care market plus how best to meet the needs of people in the care of providers. It informed the homes that they had been chosen to be part of the survey and requested their support in working with Healthwatch Norfolk.

The Healthwatch Norfolk team followed up this email correspondence with a call to all the homes within the sample. The purpose of this call was to make initial contact with the home, to give a brief explanation of the work and answer any initial questions.

After initial telephone contact with homes, a total of **1,800 surveys** (A4 booklet-style paper with stamped addressed envelopes) were posted out, comprised of:

- 1200 surveys for residents
- 600 surveys for relatives

A further round of follow-up telephone calls were made to the homes by the Healthwatch Norfolk team, with a gentle reminder about the survey, the deadline for completion and asking staff to support their residents to take part.



3 Feedback from residents

In total, 99 completed resident surveys were returned (8.3% return rate).

3.1 Access to healthcare services

When asked “are you able to get health care when you need it, such as seeing your GP or other health professional e.g. physiotherapist, pharmacist or podiatrist?” the majority of respondents reported that they are ‘always’ able to.

Are you able to get health care when you need it, such as seeing your GP or other health professional e.g. physiotherapist, pharmacist or podiatrist?	
Always	84%
Mostly	12%
Sometimes	2%
Rarely	0%
Never	1%

3.2 Access to dental care

When asked “are you able to access dental care when you need it?” three quarters of respondents reported that they were ‘always’ able to.

Are you able to get dental care when you need it?	
Always	76%
Mostly	9%
Sometimes	5%
Rarely	1%
Never	2%

3.3 Ability to contact family and friends

When asked “are you able to contact your family and friends?” the majority of respondents reported that they were able to do so whenever they want to.

Are you able to contact with your family and friends?	
Yes, whenever I want to	83%
Sometimes	4%
No, I am never able to	1%
Staff help me to contact my friends and family	14%
I choose not to contact anyone	1%



3.4 Activities on offer

When asked “*is there a range of activities on offer for you to take part in?*” the vast majority of respondents reported that there were.

Is there a range of activities on offer for you to take part in?	
Yes	90%
Not sure	8%
No	0%

Residents were asked to say more about the kinds of activities that were on offer and 74 residents chose to say more; these activities are listed below:

- | | |
|------------------------|------------------------------------|
| Animal care & pets | Hymn sessions |
| Armchair exercise | Karaoke |
| Beauty e.g. manicures | Knitting club |
| Bingo | Curling |
| Blind club | Listening to music, live musicians |
| Book club | Museum visits |
| Bowls | Music reminiscence |
| Carpet bowls | Outings & day trips |
| Chair badminton | Painting |
| Church services | Pamper sessions |
| Coffee morning | Pets as Therapy |
| Cookery demonstrations | Pilates |
| Cooking | Quizzes |
| Crafts | Reading |
| Cycling | Reminiscence |
| Drawing | Sainsbury’s Cafe |
| Entertainers | Singing |
| Film afternoons | Singing |
| Flower arranging | Sports day |
| Fundraising | Walks out |
| Gardening | Wellbeing session |
| Hairdressers | Word games e.g. word searches |

3.5 Spending time alone and with others

A majority of respondents reported that they are offered things to do if they choose to stay in their rooms.

Do you have things you can do if you choose to stay in your room?	
Yes	84%
Not sure	12%
No	2%



A small number of residents said they did not have things to do in their room but wanted to:

- *“Watch TV, read, do a puzzle, listen to radio, chat”*
- *“I would like to read or watch the football in my room”*
- *“I like to the read the bible or watch TV. I don’t want to take part”*

Some residents made additional comments about staying in their room:

- *“I know all about the activities on offer but prefer to stay in my room”*
- *“Enjoy the quiet of the sitting room”*
- *“He likes to stay in his room and prefers to do activities out of the home such as his film club on a Thursday at the library”*
- *“She prefers to stay in her room and she likes her own company”*
- *“She still prefers to stay in her room instead. However, she does like a trip to the hairdressers”*

When asked, *“do staff spend time with you if you choose to stay in your room?”* the majority answered that they do.

Do staff spend time with you if you choose to stay in your room?	
Yes	78%
Not sure	15%
No	5%

3.6 Spiritual and cultural needs

When asked, *“do staff support you with any spiritual or cultural needs?”* just over half of residents said that they do, with a third saying this wasn’t applicable or needed.

Do staff support you with any spiritual or cultural needs?	
Yes	54%
Not sure	4%
No	3%
N/A	35%

There were a few additional comments such as *“local priest comes once a month”* and *“I can go to church services”* and *“He and his wife go to church every Sunday”*.

3.7 Wellbeing

When asked, *“do staff support you with your wellbeing, such as your mood or happiness?”* the vast majority reported that they do.

Do staff support you with your wellbeing, such as your mood and happiness?	
Yes	96%
Not sure	2%
No	1%



3.8 What more could be done?

Residents were asked *“What more could be done to help you get the most out of every day?”* and 68 residents chose to answer this question. Forty-five residents said that nothing more could or needed to be done, for example:

- *“No I don't think so, I have no complaints”*
- *“Not for me. I am quite content”*
- *“No need for help, happy with life as it is”*
- *“Not much more could be done”*
- *“Nothing”*
- *“Feel able to do more and more each day”*
- *“Nothing. Happy as it is”*

A small number of residents said they would like to be more active or get out more:

- *“She would like to walk again and get her strength back. This can be helped through visits from physio and support from staff”*
- *“Walking”*
- *“A bit more with walking, maybe some exercise”*
- *“Doing Tai Chi”*
- *“More trips out”*
- *“Going outside more, seeing more animals”*

Others mentioned more social interaction and friendship:

- *“More outside friends”*
- *“I want a man”*
- *“See more people”*

There were also a small number of comments about different activities that could be on offer such as “A few more things to do i.e. quizzes etc”



4 Feedback from relatives

Relatives returned a total of 32 completed surveys (5% return rate).

4.2 Arriving at the care home

The majority of respondents reported that staff ‘always’ make them feel ‘comfortable’ when they visit, they feel free to come and go as they please, and feel that their questions are answered by care home staff. A more modest majority reported that they are invited to join in with meals and activities. Around two thirds said that they are ‘always’ or ‘mostly’ met at the door with a ‘hello’ and a smile when visiting their relative’s home.

When I arrive...	Always	Mostly	Sometimes	Never	Not sure
I am met at the door with hello and a smile	47%	22%	16%	0%	0%
I'm free to come and go, as suits me	94%	6%	0%	0%	0%
I'm invited to join in with meals and activities	69%	6%	9%	9%	3%
Staff make me feel comfortable	75%	19%	3%	0%	0%
My questions are answered	81%	9%	6%	0%	0%

4.3 Respondents’ perception of how their relative or friends is treated by staff

The majority of respondents reported that they believe their friend or relative is ‘always’ being treated with dignity and respect, as an individual with their own needs and preferences. Around two thirds said their relative is encouraged to express their views and is involved in decision-making about their care. Just less than two thirds indicated that they feel their friend or relative is ‘always’ given choices about activities and social opportunities with a small minority saying only happened ‘sometimes’ (13%) or they weren’t sure if their relative was given choices (9%).

My friend or relative...	Always	Mostly	Sometimes	Never	Not sure
Is treated with dignity and respect	78%	16%	3%	0%	3%
Is treated as an individual, with their own needs and preferences	78%	13%	3%	0%	6%
Is given choices about day to day activities and social opportunities based on their preferences, wishes and abilities	59%	19%	13%	0%	9%
Is encouraged to express their views	66%	16%	6%	3%	9%
Is involved in making decisions about the way their care and support is delivered	63%	16%	3%	3%	9%



4.5 Respondents' perception of their relative or friend's physical appearance

Three quarters of relatives said that they feel their relative or friend's clothing is 'always' appropriate, and that their footwear is well fitting. A modest majority reported that they feel their friend or relative 'always' looks clean and well cared for. Just over half thought that all their relative's aids (e.g. glasses, hearing aids, walking frames etc) are 'always' well fitting on their friend or relative whilst a third said 'mostly'.

What is your impression of your relative or friend's physical appearance?	Always	Mostly	Sometimes	Never	Not sure
Their clothing looks clean and well cared for	69%	16%	13%	0%	0%
Footwear such as slippers or shoes are well fitting	78%	9%	6%	0%	0%
Their clothing is appropriate to the temperature in the home or the weather outside	75%	16%	6%	0%	0%
All aids such as glasses, hearing aids and walking frames are clean and in good working order	53%	31%	3%	3%	3%

4.6 Respondents' perception of food and drink quality at their friend or relative's care home

The majority of relatives said they feel their relative or friend is 'always' offered a choice of different options at mealtimes, offered a choice of food and drink, and offered food that meets their nutritional needs. A more modest majority of respondents reported that their relative or friend is 'always' asked about their preferences whilst two thirds said they can access or request food or drink whenever they choose. Relatives had mixed views on the pleasure derived from eating and drinking and whether foods satisfied cultural or religious choices. Relatives were more likely to be unsure (13%) about their relatives were offered foods that met their nutritional needs or satisfied cultural or religious choices.

How would you describe the food and drink offered to your relative or friend?	Always	Mostly	Sometimes	Never	Not sure
They are offered choice of different options and mealtimes	78%	13%	6%	0%	0%
They are asked about their preferences	69%	16%	9%	0%	6%
They are offered a choice of food or drinks	84%	13%	3%	0%	0%
They are offered foods which meet their nutritional needs	78%	6%	3%	0%	13%
They are able to satisfy their cultural or religious food choices	56%	9%	0%	0%	13%
They take pleasure in eating and drinking	53%	19%	16%	6%	3%
They can access or request food or drink whenever they choose	66%	16%	6%	3%	9%



4.7 Physical activities

Just less than two thirds of relatives reported that their relative or friend is encouraged to take part in physical activities.

Is your relative or friend encouraged to take part in physical activities?	
Yes	63%
Not sure / Don't know	34%
No	3%

4.8 Staff member availability

The majority of respondents reported that they can easily find a member of staff at their friend or relative's care home whenever they need them, and that staff are 'always' happy to speak with them about their relative or friend's care.

What is your experience of finding a member of staff when you visit in person?	
I can find a member of staff whenever I need them	88%
I can easily find a member of staff during the week but not the weekend	22%
I can easily find a member of staff during the day but not in the evenings	13%
I cannot find a member of staff when I need them	6%
Not sure	0%
Does not apply to me / I don't visit in person	3%

Are staff happy to speak with you about your relative or friend's care?	
Always	88%
Mostly	6%
Sometimes	3%
Not usually	0%
Never	3%
N/A	0%

4.9 Wellbeing, mood and happiness

The vast majority of respondents reported that they feel their relative or friend gets the support they need with their wellbeing (e.g. general mood or happiness).

Does your relative or friend feel they get the support they need with their wellbeing, such as their general mood or happiness?	
Yes	81%
Not sure / Don't know	16%
No	3%



4.10 Additional comments from friends and relatives

There was little additional written feedback from friends and relatives. One respondent who provided additional feedback highlighted perceived shortcomings in the care their relative or friend received.

- *“Staff having time to sit and talk would help. Staff turnover and languages can be a problem.”*

Other than this, all additional comments from relatives and friends was largely neutral.

- *“She would love to walk, but now not able”*
- *“People need to move around more for circulation reasons. Not sure what residents are capable of doing for their needs”*



5 Feedback from care homes

Throughout the duration of this project, care home managers and staff offered some invaluable feedback on the approach and survey, which is summarised below.

The feedback on the overall approach included:

- Some care home managers were curious as to why care home staff were not included in the care home survey because their views could also make a valuable contribution to the overall picture
- With regards to the variety and frequency of activities on offer in any care home, this may in part be a result of the number of actual contracted staff hours for the provision of activities, activity-coordination or enrichment programmes: some care homes may not have sufficient financial or human resource for the provision of activities
- The variety and frequency of activities provision is influenced by the skills and confidence of staff to lead or organise them (which in turn may be effected by a lack of training or supervision)
- The personal budget arrangements for some individual residents have recently been reviewed and reduced, sometimes resulting in much less resource for activities and in particular for activities related to promoting wellbeing

With regards to the survey, care home staff said:

- Paper surveys are appropriate for a small minority of residents who have the capacity to complete them independently
- Care staff will try hard to encourage residents to complete surveys but since it is voluntary, residents can choose not to complete one
- Face to face conversations work best for engaging with residents and getting feedback
- Easy Read with facilitation/support is essential for residents who have a learning disability, giving feedback through an activity rather than answering questions
- Online surveys would be suitable for relatives who often communicate via email

When telephoning care homes, staff gave a variety of reasons why it was not possible to participate in the survey. The reasons cited by staff during the follow-up telephone conversations are shown below:

Type of response or reason given by care home staff	Number of homes giving this kind of response
Residents do not have the ability to complete the survey	9
Could not prioritise staff time to support	1
Cannot participate due to CQC/restricting/staff absence	5
Surveys were misplaced / lost	2
Staff did not have the authority to administer surveys	3
Telephone call unanswered / message not returned	12



6 Summary

The number of responses received to both the residents and relatives surveys are small and therefore couldn't be considered as representative of residents' or relatives' view. The results could however, highlight areas which need more exploration.

In this small sample of residents, the following points are of interest:

- A majority (96%) reported that they 'always' or 'mostly' had access to healthcare services such as their GP
- Three quarters of residents said they could access a dentist if they needed to
- A majority said they could contact family and friends whenever they wanted to
- 90% of residents said there were on activities on offer they could choose to participate in with at least half of those doing 3 or more different activities
- 74 residents commented on the range of activities on offer
- A majority (84%) said they have things to do if they choose to stay in their own room and that staff spend time with them in their room (78%)
- 96% of residents said staff supported them with their wellbeing, such as their mood or happiness

In this very small sample of relatives of people resident in care homes, the following points are of some interest:

- Most people (78%) said their relatives is 'always' treated with dignity and respect, and as an individual
- Just less than two thirds indicated that they feel their friend or relative is 'always' given choices about activities and social opportunities with a small minority saying only happened 'sometimes' (13%) or they weren't sure if their relative was given choices (9%)
- Relatives had mixed views on the pleasure derived from eating and drinking and whether foods satisfied cultural or religious choices. Relatives were more likely to be unsure (13%) about their relatives were offered foods that met their nutritional needs or satisfied cultural or religious choices.
- The majority of respondents (88%) reported that they can easily find a member of staff at their friend or relative's care home whenever they need them, and that staff are 'always' happy to speak with them about their relative or friend's care (88%)
- Most relatives felt that staff were supportive towards wellbeing e.g. general mood and happiness

Care homes are busy places and care home staff are busy people. In view of the low return rate and the feedback from care home staff, in future it would be more effective to gather feedback through visiting care homes and holding face-to-face conversations with residents and exploring ways to contact relatives via email.



7 Recommendations & Next Steps

7.1 Recommendations

For future initiatives consider:

- Engaging with care home staff and/or surveying staff as well
- Gathering feedback from care home residents using face-to-face through interactive approaches
- Using online surveys via email invitation, to reach relatives of care home residents who may prefer this method of participating

7.2 Next Steps

The next steps could include sharing this report with the Norfolk Care Homes Steering Group and commissioners of residential care to decide what action to take.

Healthwatch Norfolk would like to publish this report as a snapshot of feedback on how care homes are supporting those in their care to live a good life.



Appendix 1

Questionnaire for people living in care homes: Living a Good Life

Healthwatch Norfolk is a statutory champion and charity for anyone in Norfolk using NHS and social care services. We ask people for feedback on local services to ensure improvements are made. Healthwatch Norfolk has been asked to find out if people living in care homes get the support they need to live a good life. Please take a few moments to complete this questionnaire. All responses will be anonymous, no-one will know who said what. It is fine for a family member to help you to complete it. If you would like this survey in large print, please ask one of your carers.

About your healthcare

1. Are you able to get health care when you need it, such as seeing your GP or other health professional e.g. physiotherapist, pharmacist or podiatrist?

Please choose one answer:

- | | |
|-----------|--------------------------|
| Always | <input type="checkbox"/> |
| Mostly | <input type="checkbox"/> |
| Sometimes | <input type="checkbox"/> |
| Rarely | <input type="checkbox"/> |
| Never | <input type="checkbox"/> |

2. Are you able to get dental care when you need it?

Please choose one answer:

- | | |
|-----------|--------------------------|
| Always | <input type="checkbox"/> |
| Mostly | <input type="checkbox"/> |
| Sometimes | <input type="checkbox"/> |
| Rarely | <input type="checkbox"/> |
| Never | <input type="checkbox"/> |



Doing things you enjoy

3. Is there a range of activities on offer for you to take part in?

Yes

Not sure

No

If yes, please describe some of the activities you take part in:

.....

.....

.....

4. Do you have things you can do if you choose to stay in your room?

Yes

Not sure

No

If not, what would you like to be able to do in your room?

.....

.....

.....

5. Do staff spend time with you if choose to stay in your room?

Yes

Not sure

No



Your wellbeing

6. Do staff support you with any spiritual or cultural needs?

Yes

Not sure

No

N/A

If not, please say what you would like:

.....

.....

.....

7. Do staff support you with your wellbeing, such as your mood and happiness?

Yes

Not sure

No

If not, please say what might help:

.....

.....

.....

8. What more could be done to help you get the most out of every day?

.....

.....

.....



Keeping in touch

9. Are you able to contact with your family and friends?
Please tick any answers that apply:

- Yes, whenever I want to
- Sometimes
- No, I am never able to
- Staff help me to contact my friends and family
- I choose not to contact anyone

Have you any other comments on contacting your family and friends?

.....

Thank you very much

Please return this survey using the pre-paid envelope provided.

If you have more to say or if you would like Healthwatch Norfolk to get in touch with you to discuss any of your feedback, please let us know:

I consent to Healthwatch Norfolk contacting me

Name.....

Please contact me by telephone/letter/email using this address or number:

.....

.....

Questions about this survey?

Please get in touch with us if you have any questions:

☎ 01953 856029

✉ enquiries@healthwatchnorfolk.co.uk

📄 Healthwatch Norfolk, Suite 6 Elm Farm Business Park, Norwich Common, Wymondham, NR18 0SW



Appendix 2

Questionnaire for relatives of people living in care homes:

Living a Good Life

Healthwatch Norfolk has been asked to find out if people living in care homes get the support they need to live a good life. Please take a few moments to complete this questionnaire, thinking about your family member or friend, and this care home as their home. All responses will be anonymous, no-one will know who said what.

Treating people well

1. How are *you* treated when you visit your relative or friend? (please tick any that apply)

	Always	Mostly	Sometimes	Never	Not sure
I am met at the door with hello and a smile					
I'm free to come and go, as suits me					
I'm invited to join in with meals and activities					
Staff make me feel comfortable					
My questions are answered					

2. How well is your relative or friend treated by staff, other residents and visitors? (please tick any that apply)

	Always	Mostly	Sometimes	Never	Not sure
They are treated with dignity and respect					
They are treated as an individual, with their own needs and preferences					
They are given choices about day to day activities and social opportunities based on their preferences, wishes and abilities					
They are encouraged to express their views					
They are involved making decisions about the way their care and support is delivered					



Physical health and care

3. What is your impression of your relative or friend's physical appearance? (please tick any that apply)

	Always	Mostly	Sometimes	Never	Not sure
Their clothing looks clean and well cared for					
Footwear such as slippers or shoes are well fitting					
Their clothing is appropriate to the temperature in the home or the weather if outside					
All aids such as glasses, hearing aids and walking frames are clean and in good working order					

4. How would you describe the food and drink offered to your relative or friend? (please tick any that apply)

	Always	Mostly	Sometimes	Never	Not sure
They are offered choice of different options at mealtimes					
They are asked about their preferences					
They are offered a choice of drinks					
They are offered foods which meet their nutritional needs					
They are able to satisfy their cultural or religious food choices					
They take pleasure in eating and drinking					
They can access or request food or drink whenever they wish					



5. Is your relative or friend encouraged to take part in physical activities?

Yes

Not sure / Don't know

No

If not, please describe the kinds of physical activities you know they might enjoy if offered?

.....
.....
.....

6. What is your experience of finding a member of staff when you visit in person?

Please tick any that apply:

I can find a member of staff whenever I need them

I can easily find a member of staff during the week but not the weekend

I can easily find a member of staff during the day but not in the evenings

I cannot find a member of staff when I need them

Not sure

Does not apply to me / I don't visit in person

7. Are staff happy to speak with you about your relative or friend's care?

Always

Mostly

Sometimes

Not usually

Never

N/A

If not, do you know why?

.....



Wellbeing of your relative or friend

8. Does your relative or friend they get the support they need with their wellbeing, such as their general mood and happiness?

Yes

Not sure / Don't know

No

If not, please say what kinds of things might help:

.....
.....

Thank you very much

Please return this survey using the pre-paid envelope provided.

If you have more to say or if you would like Healthwatch Norfolk to get in touch with you to discuss any of your feedback, please let us know:

I consent to Healthwatch Norfolk contacting me

Name.....

Please contact me by telephone/letter/email:

.....
.....

About Healthwatch Norfolk

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 01953 856029

 enquiries@healthwatchnorfolk.co.uk



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