



Westcroft Nursing Home Ltd.

5 Harding Road, Hanley, Stoke-on-Trent ST1 3BQ

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Health Professionals Satisfaction Questionnaire (February 2023)

Westcroft Nursing Home carried out its annual health professional's questionnaire during January and February 2023. This was done to monitor, review and evaluate the Home's various services. It was encouraged that forms were filled in with the professionals name on it. This was asked so the Home could identify individual's issues and act accordingly, as the focus of the questionnaire is on quality improvement.

These questionnaires were given to a GP, a Chiropodist and a Care Coordinator and attached are the responses.

All feedback will be taken on board and improvements made where possible

Ketan Patel
Managing Director
February 2023

Westcroft Nursing Home
Health Professionals Satisfaction Questionnaire 2023

Your Name.....SAM MATTHEWS Job Title.....DIABETES NURSE Date.....5/1/23

Please answer the questions by ticking the appropriate boxes. Additional comments and suggestions are very welcome. We would particularly appreciate a few words of explanation if you have answered "NO" to any questions and any suggestions you might have for how things could be improved.

Standards of Care

Question	Yes	No	Comments
Were you made to feel welcome at the home?	✓		
Were you satisfied with the standard of care observed at the home during the visit?	✓		
Did the staff treat you courteously?	✓		
Did you feel that staff treated the individual you came to support with respect?	✓		
Were you satisfied with the attention and information you and the individual received from staff during your visit?	✓		

Are there any areas of concern you have with the standard of care? If so, please state any suggestions you would like to make?

The Home Environment and observations.

Question	Yes	No	Comments
Were you satisfied with the general environment of the home during your visit?	✓		
Do you feel the home is furnished well?	✓		
Did you feel the home had a friendly and homely atmosphere?	✓		
Did you observe residents being treated with respect?	✓		

Are there any areas of concern you have with the standards of the environment? Are there any improvements you would like to suggest?

Trained Staff

Question	Yes	No	N/A	Comments
Did you find the nursing staff to be helpful?	✓			
Did the nursing staff have the relevant information relating to your visit?	✓			
Did you feel the correct referrals had been made?	✓			
Did you feel the care plans were in-depth and up to date?	✓			
Do you feel the nursing staff provide enough time to support you when you make an appointment?	✓			

Are there any issues you wish to highlight regarding the Trained staff or documentation or any other comments?

Finally, out of Ten please give your overall impression of the service provided by Westcroft Nursing Home?

9.....

Would you be happy to be contacted by CQC as part of their evidence when gathering professionals feedback? If YES then please provide us with your email address below:

Email Address:.....

Thank you for completing this questionnaire.

Westcroft Nursing Home
Health Professionals Satisfaction Questionnaire 2023

Your Name Sam Shan Job Title ESN Date 10/01/23

Please answer the questions by ticking the appropriate boxes. Additional comments and suggestions are very welcome. We would particularly appreciate a few words of explanation if you have answered "NO" to any questions and any suggestions you might have for how things could be improved.

Standards of Care

Question	Yes	No	Comments
Were you made to feel welcome at the home?	✓		
Were you satisfied with the standard of care observed at the home during the visit?	✓		
Did the staff treat you courteously?	✓		
Did you feel that staff treated the individual you came to support with respect?	✓		
Were you satisfied with the attention and information you and the individual received from staff during your visit?	✓		

Are there any areas of concern you have with the standard of care? Are there any suggestions you would like to make?

no

The Home Environment and observations.

Question	Yes	No	Comments
Were you satisfied with the general environment of the home during your visit?	✓		
Do you feel the home is furnished well?	✓		
Did you feel the home had a friendly and homely atmosphere?	✓		
Did you observe residents being treated with respect?	✓		

Are there any areas of concern you have with the standards of the environment? Are there any improvements you would like to suggest?

no

Trained Staff

Question	Yes	No	N/A	Comments
Did you find the nursing staff to be helpful?	✓			Vers friendly
Did the nursing staff have the relevant information relating to your visit?	✓			
Did you feel the correct referrals had been made?	✓			
Did you feel the care plans were in-depth and up to date?	✓			
Do you feel the nursing staff provide enough time to support you when you make an appointment?	✓			

Are there any issues you wish to highlight regarding the Trained staff or documentation or any other comments?

None.
Syringe driver training required.

Finally, out of Ten please give your overall impression of the service provided by Westcroft Nursing Home?

9

Would you be happy to be contacted by CQC as part of their evidence when gathering professionals feedback? If YES then please provide us with your email address below:

Email Address: DN.Stake.Central@mftf.nhs.uk

Thank you for completing this questionnaire.

Westcroft Nursing Home
Health Professionals Satisfaction Questionnaire 2023

Your Name Joanna Shelley Job Title Care - Co Date 10th Jan 23

Please answer the questions by ticking the appropriate boxes. Additional comments and suggestions are very welcome. We would particularly appreciate a few words of explanation if you have answered "NO" to any questions and any suggestions you might have for how things could be improved.

Standards of Care

Question	Yes	No	Comments
Were you made to feel welcome at the home?	✓		Always very friendly
Were you satisfied with the standard of care observed at the home during the visit?	✓		
Did the staff treat you courteously?	✓		
Did you feel that staff treated the individual you came to support with respect?	✓		
Were you satisfied with the attention and information you and the individual received from staff during your visit?	✓		

Are there any areas of concern you have with the standard of care? Are there any suggestions you would like to make?

The Home Environment and observations.

Question	Yes	No	Comments
Were you satisfied with the general environment of the home during your visit?	✓		
Do you feel the home is furnished well?	✓		
Did you feel the home had a friendly and homely atmosphere?	✓		
Did you observe residents being treated with respect?	✓		residents all happy and content

Are there any areas of concern you have with the standards of the environment? Are there any improvements you would like to suggest?

Trained Staff

Question	Yes	No	N/A	Comments
Did you find the nursing staff to be helpful?	✓			
Did the nursing staff have the relevant information relating to your visit?	✓			
Did you feel the correct referrals had been made?	✓			
Did you feel the care plans were in-depth and up to date?	✓			
Do you feel the nursing staff provide enough time to support you when you make an appointment?	✓			

Are there any issues you wish to highlight regarding the Trained staff or documentation or any other comments?

Finally, out of Ten please give your overall impression of the service provided by Westcroft Nursing Home?

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Would you be happy to be contacted by CQC as part of their evidence when gathering professionals feedback? If YES then please provide us with your email address below:

Email Address:.....

Thank you for completing this questionnaire.

Westcroft Nursing Home

Health Professionals Satisfaction Questionnaire 2023

Your Name... Lorraine Seaburne Job Title... Foot Health Prac Date... 27/1/23

Please answer the questions by ticking the appropriate boxes. Additional comments and suggestions are very welcome. We would particularly appreciate a few words of explanation if you have answered "NO" to any questions and any suggestions you might have for how things could be improved.

Standards of Care

Question	Yes	No	Comments
Were you made to feel welcome at the home?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All staff are helpful + kind
Were you satisfied with the standard of care observed at the home during the visit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Did the staff treat you courteously?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Did you feel that staff treated the individual you came to support with respect?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	very caring + helpful to all residents.
Were you satisfied with the attention and information you and the individual received from staff during your visit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Are there any areas of concern you have with the standard of care? Are there any suggestions you would like to make?

The Home Environment and observations.

Question	Yes	No	Comments
Were you satisfied with the general environment of the home during your visit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Do you feel the home is furnished well?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Did you feel the home had a friendly and homely atmosphere?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Did you observe residents being treated with respect?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Are there any areas of concern you have with the standards of the environment? Are there any improvements you would like to suggest?

Trained Staff

Question	Yes	No	N/A	Comments
Did you find the nursing staff to be helpful?	✓			
Did the nursing staff have the relevant information relating to your visit?	✓			
Did you feel the correct referrals had been made?	✓			Any issues with feet req treatment / antibiotics, the care staff have contacted GP surgery & followed this up.
Did you feel the care plans were in-depth and up to date?			✓	
Do you feel the nursing staff provide enough time to support you when you make an appointment?	✓			

Are there any issues you wish to highlight regarding the Trained staff or documentation or any other comments?

Finally, out of Ten please give your overall impression of the service provided by Westcroft Nursing Home?

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Would you be happy to be contacted by CQC as part of their evidence when gathering professionals feedback? If YES then please provide us with your email address below:

Email Address:.....seabourne.royalfeet-fhpa@yahoo.com.....

Thank you for completing this questionnaire.