

Westcroft Nursing Home Ltd.

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

Telephone: 01782 284611 / 287121

Fax: 01782 215265

www.westcroftnursinghome.co.uk

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



<u>Westcroft Nursing Home</u> Health Professionals Satisfaction Questionnaire 2023

Your Name SAM	MATTHEWS 1-1	THE DIARF	TES NURSE	Data	5/1123
Your Name	Job	Title	IED ONESE	. Date:	1111111

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 information your visit?			

suggestions you would like to make?	Lie Standard Of Cardy	апу

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?	V		
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?	1					
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?	\checkmark					
Do you feel the nursing staff provide enough time to support you when you make an appointment?	V					
Are there any issues you wish to highlight r	ara J	ng the	Trained s	staff or		
documentation or any other commer?						
Finally, out of Ten please give your overall impression of the service provided by Westcroft Nursing Home?						
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:	Email Address:					
Thank you for completing this questionnaire.						

Westcroft Nursing Home Health Professionals Satisfaction Questionnaire 2023

Your Name Son Soom Job Title.			S Date COLOSTS
Please answer the questions by ticking suggestions are very welcome. We would explanation if you have answered "NO" have for how things could be improved	ıld particul ' to any qu	arly app	preciate a few words of
Standards of Care		Tat- 1	
Question	Yes	No	Comments
Were you made to feel welcome at the home?	V		
Were you satisfied with the standard of care observed at the home during the visit?	V		
Did the staff treat you courteously?			
Did you feel that staff treated the individual yo came to support with respect?	u 🗸		
Were you satisfied with the attention and information you and the individual received fro staff during your visit?	om 🗸		
Are there any areas of concern you have we suggestions you would like to make? The Home Environment and observations.	vith the st	andard	of care? Are there any
Overtion	Yes	No	Comments
Question	162	140	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?	1/			Vens 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?	1			
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?

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Westcroft Nursing Home?	

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Email Address: DN Stoke Central @mPft. Nns. SK

Thank you for completing this questionnaire.

Westcroft Nursing Home Health Professionals Satisfaction Questionnaire 2023

Your Name Denny Shylle Job Title Cove - CO Date 10th Jon 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	T _V	1.51							
Question	Yes	No	Comments						
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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?	1								
Were you satisfied with the attention and	Were you satisfied with the attention and information you and the individual received from								
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?	V								
Do you feel the home is furnished well?	V								
Did you feel the home had a friendly and homely atmosphere?	V								
Did you observe residents being treated with respect?	/		residents all heppy 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?						
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Question	Yes	No	N/A	Comments		
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Did the nursing staff have the relevant information relating to your visit?	1					
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 r	egardin	g the	Trained	staff or		
documentation or any other comments?				1		
Finally, out of Ten please give your overall impression of the service provided by Westcroft Nursing Home?						
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 Seaboure Job Title Foot Holkh Proc 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?	/		All staff are helpfut kind
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?	~		very caving + helpfu to all residents.
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?	~		

Are there any areas of concern you have we there any improvements you would like to	ith the sugges	stand t?	ards of	the environment? Are
Trained Staff			1	
Question	Yes	No	N/A	Comments
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Did the nursing staff have the relevant information relating to your visit?	/			
Did you feel the correct referrals had been made?	/		tr	try issues withfeet re comment / antibiotics, the season have contact
Did you feel the care plans were in-depth and up to date?				this up!
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 r documentation or any other comments?	egardin	ig the	Trained	staff or
documentation of any other comments.				7.
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Finally, out of Ten please give your overall i Westcroft Nursing Home?	mpress	ion or	tne serv	rice provided by
10 .				
Would you be happy to be contacted by CQ professionals feedback? If YES then please p	C as par provide	rt of th us wit	eir evid h your e	lence when gathering email address below:
Email Address: Seabourne 194	alfeel	-Fh	pay	ihoo com
Thank you for completing this questionnaire	е.			