## **RESIDENT SATISFACTION SURVEY REPORT (Year: 2022) DE-IDENTIFIED**

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| **1/ Do you feel comfortable here at Gorrinn Village?**  Comments:  We get plenty of food  Staff are very good, food is very good  Not all the time. Most staff are very good  Oh yes. I think we are spoilt compared to other homes  I love every minute of it  Yes the nurses are okay  Yes, Quite comfortable  Yes, food and staff are good. Maybe too much food  Always. I always feel very safe here. The meals are beautiful  Oh yes. I needed extra help because I can’t see. It was my decision. The staff are good. They come and check how I am  I feel as though I’m part and parcel of this place. The staff are beyond expectations. Some people are cynical at times but are all happy. We are cared for like family  I like everything about it  Nothing to worry about  I am pretty lucky and get on well  I’d like to be out of the place. I take it as it comes  Yes. Good food. Maybe too much. It’s a change from eating rabbit in the olden days  Meals are good. Nurses are good  So far so good  Yes. Mostly staff are helpful  I love it. Its better than I thought it would be. I’m not sorry I came here  Yes, it’s good. Wont’ find another place that would be any better  We are very well looked after  Yes, they look after me ok  Very comfortable. Meals are very, very good. 90% of staff good, other 10% not too bad  Reasonably. I feel a bit restricted. Staff and meals not bad  I’ve got to. If you can’t be at home, this is the best. Meals are good  Love it. Everything is tops  Yes. Very. All the staff are nice. I have plenty of company  Very comfortable. Wonderful staff. Marvellous meals. It’s like a home away from home  Yes. I’m used to doing everything for myself, so I’ve had to get used to it. Meals are good. I eat too much  Oh yes, pretty comfortable. You get used to it  Oh yes!  Yes, very good  Yes. Very comfortable. The staff are marvellous. I like every one of them and they go out of their way to help you  I love it, I hope we can stay  The residents are lovely. The staff are absolutely wonderful. I’ve got the freedom to go out with family when I want  Yes, the staff vary a bit  Yes, everything is good. Staff and meals are excellent. An alternative if you want  Yes, very much so. I’ve lived a lot longer than I thought. Everything an old person could want. Morning tea is hot out of the oven |

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| **2/ Is there anything you don’t like about Gorrinn Village, or anything you would like us to do differently?**  I’d like some politeness. I was brought up that way. I’d like to lock my door because I don’t like anyone coming in. I miss my teeth but I can’t afford them  Nothing to worry about. Staff are wonderful. How could you not be happy when meals and washing are done for you. Don’t want to change anything  No, they feed you pretty good  I’d like to go to bed earlier than 9 o’clock. Meals are good and nothing wrong with staff – Mavis House  I would like the door outside of Wattle Wing to be left open later in the afternoon so I can go out from my room for fresh air  I can’t see anything they could improve on. It would be impossible  Nothing to change  Some people are hesitant to come here to we need to advertise that it’s a desirable place to be  Nothing I don’t like  I don’t eat very well, but that’s my fault. Nice people at my table  I’d like different food. A bit of steak maybe  Nursing staff are good  No. I’d like to have a little trip to the shops, maybe 1:1. I could have a look at the chemist for example  They do a good job to keep us happy. The staff are very good  It’s pretty well run. Maybe utilise Eastern outdoor area for a BBQ or Pizza night for anyone interested. Not a lot of activities are appropriate for men who don’t have dementia  I don’t think so, but maybe more exercises. I’d like to walk around garden but frightened I might get lost. Perhaps a walking group?  Not much that can be changed  Not really, that’s life  It’s nice to go out for a meal  Everyone is “A1”  I don’t think so. I like my room. I phone my daughters when I like  No I don’t need anything different. Everything is good. Can’t be at home so make the most of it  I enjoy going on the bus trips. I used to do line dancing. I would like a class and instructor to come here. It ***is*** possible to do with walking trolley  I have no worries, not really. I sit in a comfortable chair  It’s just me, I’m not very happy. I need to go home but I can’t walk far  They do a great job. They come around and have a chat, which is good. Not as many visitors to pass the time at the moment  I don’t like being locked up. The world rules say you can’t be. Boss lady is a bit of a tyrant. She said I could have a car but no, said I can’t. Food is average. I’d like to have my lamb that I worked on the farm  I love the banana milkshakes  At this stage, no, you wouldn’t get better staff. The meals are very good. Couldn’t complain. Staff serving meals are good  I wouldn’t change anything  I’m very independent  Sometimes I like to use a wheelchair to come back from meals as I am puffed out. I think it’s my angina  Tell Matthew, Barb or Robyn  I couldn’t complain about anything |

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| **3/ What would you do if you were not happy about something?**  You’d have trouble finding something  I’d probably suggest they have a meeting. We have meetings every 3 months so we can ask for things, an opportunity to speak up  I’d would contact people in the organisation  I haven’t come across anything like that. I think I’d tell someone  I’m pretty happy. I think I’d tell someone  If something was bothering me I would tell the staff  I’d mention it to the first person I saw in charge  Talk to Jo or Robyn  See the cook, see whoever is in charge of that area or see Robyn  I’d go to office and complain  I’d tell one of the staff or Robyn  I’d speak up if anything worried me  I’d cry my eyes out if I wasn’t happy. I’d tell them to take me somewhere else  Tell Matthew  I’d tell the staff. They are quite approachable  I’d probably tell Jo from Activities. She has been a big help to me adjusting  I’m happy, and grizzling  Could always approach someone  They aren’t concerned about my problems  If I was unhappy I’d go to the boss as she is in charge. She is very good  I don’t have anything to worry about  I’d complain to my family  Tell the nearest lady  I’d go to Reception  I’d fix it myself |
| **4/ What would you do if you heard the fire alarm?**  In the event of a fire, or other emergency, we have protocols in place of which staff are well educated in. There is signage right throughout the building instructing what to do in the event of an emergency. Most residents reply they need to stand in their doorway and wait for staff to give them instructions. For other less mobile residents, they are reassured that staff will help them.  This question is used to gauge responses of residents in an emergency, to provide direction to staff for higher supervision, or even check if our signs are in the right place for residents to notice them, or if repetition of instructions is required.  Comments:  There’s a sign on the wall  Feel if door handle is hot, then look outside. Stay at my door  Something on the wall tells me. There’s two places to go. They’ll give me plenty of notice  Not sure. A message would come over speaker to tell you what to do  Stay in room and do as I’m told  Stay in the room near the door and bring my emergency bag  Run like hell  Get down low  Common sense  Got no idea, but there would be somewhere to assemble somewhere  Go to assembly area  Go to the nearest door and wait  Someone comes to turn it off |

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| **5/ Do you have any concerns about other residents?**  Sometimes the lady from the next room complains about my TV, but I have volume off and just the picture. She disturbs me a lot  I can’t be bothered. I look after myself  No, I just like people to be patient with staff  No. They are nice people  No, everyone keeps to their own rooms  No, everyone is good  No problems. I’m making some friends at my table as I’m not from Ararat  Sometimes they shut my door so residents don’t bother me. I’m not worried about them  No one worries me  I feel sorry for some [of the residents] |
| **6/ Do you think we have handled the pandemic appropriately? Is there anything we could have done better?**  Wonderful  Yes, poor devils have to wear special masks so we don’t get the virus before Christmas  Yes, we follow Robyn’s plan  I think so. They seem to handle me well  We stayed in our room a bit for our protection  Certainly did  They seem to  They tried to do their best  100%, so lucky with Robyn and staff influence  That’s all they could do  They made sure we were fed while we were locked down. All very good  I’m satisfied with that  They are strict so we are lucky in here  I think so  I’ve seen nothing to the contrary  Marvellous. Making everyone mask up  Real good  Can’t do much else  Wonderful. We are so lucky. I feel sorry for staff wearing face shields |
| **7/ Do you think the staff support you, especially during the pandemic?**  They are very good. Do what they have to do  Firstly, the staff looked after us. The principles were put into place so that regulations were followed  I’m flattered with their work  They all do their best to keep me happy  Yes. We had to stay in our room for a while  I suppose I haven’t really thought about it  I don’t feel neglected in any way  The preparation and plans are excellent  All terrific  Oh yes!  They test for it  They are very strict at the door |

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| **8/ Is there anything else that may be concerning or bothering you? This can be about anything, including the pandemic.**  I’d like to go and see my family, but they come to visit me  No, I’m quite happy  No, Everything just fell into place  Just managing my own health  Congratulate the Board of Management on their work behind the scenes  I feel quite good every day  No, everyone is lovely  They tried to do their best and we should do our best too  I’m a happy man  I’d change anything if needed  I’m quite happy here  Just need my water jug kept up. They do it when I ask  Sometimes my lollies disappear. A two-legged mouse. All good  No complaints about anything  I’m starting to settle in  Nothing worries me. Money does worry me  [Would like] More people visiting so I could catch up on the news  I just like the cricket  It’s just a lovely place. The boss is very good. Everybody is good  I hope I don’t have to leave and go home  Not really. I’m a bit worried about losing my balance. I still have some chest pain  No, I haven’t been here long enough  No. I feel secure. No good looking for the smallest of faults. I have been alone a long time, so happy to be here with people |

**Surveys completed with residents by an independent volunteer.**