



FEEDBACK SURVEY 2010



Admissions
Camphill Community Mourne Grange
 **169 Newry Road**
Kilkeel, BT34 4EX
N-Ireland

 **028 4176 0128**

 **www.mournegrange.org**

 **admissions@mournegrange.org**

Feedback survey 2010.

This survey was made during the summer of 2010 and is feedback from both residents and relatives. There were 33 replies from residents and 29 replies from relatives.

Although the answers to the questions themselves are valid for statistical purposes I am also giving below samples of the comments received from relatives and residents.

Gudmundur Bjarnason, On behalf of Mourne Grange

Relatives

"We are so happy that M is very happy and so well looked after"

"During his stay at Skellig J did have some problems which have been resolved satisfactorily. We feel that J is making good progress living at Fairy Grove"

"We are very pleased that C has settled in so well and is leading a fulfilled life. Thanks to all concerned"

"We continue to hold the highest regard for the ethics and care that our daughter L has received and continues to receive at Mourne Grange. She has grown into a mature young woman of whom we are very proud. Mourne Grange has worked closely with us over the years towards L's development. We hope that now L can in her adulthood give back to her community by working hard and setting standards to others. We are very grateful for the support we have received and feel that we are part of the whole community of Camphill"

"Could not be happier as J seems very happy returning after holidays"

"My answers are based mainly on the feedback I get from D when I speak on the telephone every weekend. He seems happy and contented & speaks highly of the staff & conditions so I can only give positive answers to all questions"

"M has no family, we are friends from his childhood days. We lived next door to the family in Monaghan, he had lovely parents. He was adopted with no siblings, aunties or uncles. He is extremely well cared for in Mourne Grange, and is very happy and contented. I'm pleased that M is so well. Thanks to all concerned"

Residents

"This place is nice. I am getting a nice service. The house I am living in is nice"

"I like meeting different people. Mourne Grange is like a home"

"I like it here, I like my work. I am enjoying speech lessons 2 mornings per week"

"I go to the Dr. / Dentist on my own"

"I like it in Mourne Grange. It's very nice, very friendly."

RESIDENTS

	Yes	No	No Answer
About your Home			
<i>Are you happy with the house you live in?</i>	33		
<i>Are you happy with your room?</i>	33		
<i>Do you get enough help to clean your room?</i>	33		
<i>Do you get enough help to repair and replace your things?</i>	31		2
<i>Are you happy with the help you get with your laundry?</i>	33		
<i>Are you happy with the food in the house?</i>	33		
<i>Are you happy with the help that Co-workers give you?</i>	33		
<i>Do you feel that your views are listened to?</i>	33		
Looking after yourself			
<i>Do you know that you have money that is used only for you?</i>	29	2	2
<i>Do you feel you get enough money?</i>	31	1	1
<i>Do you know how to keep your money safe?</i>	30	2	1
<i>Do you get enough help with keeping your money safe?</i>	33		
<i>Do you get help with going to the doctor, dentist or nurse?</i>	31		2
<i>Do you get to do the things you enjoy?</i>	33		
<i>Do you get enough time for yourself?</i>	33		
About your work			
<i>Are you happy in your work in the morning?</i>	33		
<i>Are you happy in your work in the afternoon?</i>	33		
<i>Do you get enough help if you have problems at work?</i>	32		1
Things you do			
<i>Do you like the activities you do in Mourne Grange?</i>	33		
<i>Do you like the activities you do outside Mourne Grange?</i>	33		
<i>Do you get enough help with your activities?</i>	33		
<i>Do you get enough support to practice your religion?</i>	32		1
<i>Can you visit family and friends when you want to?</i>	30	1	2
<i>Do you feel involved in the running of Mourne Grange?</i>	27		6
About Mourne Grange			
<i>Do you feel safe in Mourne Grange?</i>	33		
<i>Do you know what to do in emergency?</i>	31	1	1
<i>Do you know who to ask for help if you have a problem?</i>	30	3	
<i>Do you know how to make a complaint about Mourne Grange?</i>	27	4	2
<i>Do you know what policies are?</i>	6	23	4
<i>Do you know how to find them?</i>	6	19	8
<i>Do you know about your care plan?</i>	26	6	1
<i>Can you read it when you want to?</i>	22	4	7
Annual Care reviews			
<i>Are you happy with your review meetings?</i>	30		3
<i>Do you know that you can ask for reviews when you need it?</i>	30	1	2
<i>Totals</i>	1009	67	46
<i>% of Total</i>	90 %	6 %	4 %

RELATIVES

	Yes	Partly	No	Don't Know	No answer
Home life					
<i>General home life</i>	29				
<i>Bedroom</i>	29				
<i>Clothing and possessions</i>	27	2			
<i>Meals and food</i>	27	2			
<i>Social interaction</i>	28				1
<i>Personal relationships</i>	27			1	1
Work					
<i>Morning</i>	29				
<i>Afternoon</i>	28				1
<i>Social interaction</i>	27			2	
<i>Achievements</i>	26	1		2	
Social interaction and personal fulfilment					
<i>Activities within the community</i>	29				
<i>Activities outside the community</i>	25	1		3	
<i>Religious and cultural practices</i>	26	1		2	
<i>Visiting family and friends</i>	27	1		1	
<i>Support with communication</i>	26	2		1	
<i>General participation</i>	29				
<i>Transport</i>	27			2	
Other care issues					
<i>Are you satisfied with the formal or informal Care plans and risk assessments provided by the community</i>	28			1	
<i>Do you feel that co-workers support and promote the needs and wishes of your relative</i>	29				
<i>Do you feel that co-workers promote the independence of your relative</i>	26			2	1
<i>Do you feel that Mourne Grange enables access to mainstream services and inclusion in the general society</i>	26	1		2	
<i>Do you feel that your relative is enabled to participate as much as possible in the running of the community</i>	24	1		3	1
Would you say that:					
<i>Mourne Grange provides a professional service</i>	28				1
<i>Co-Workers are helpful and courteous</i>	28				1
<i>Co-Workers are knowledgeable and professional in their approach</i>	26			2	1
<i>That you receive enough update and information regarding the care of your relative</i>	24	3		1	1
<i>Information regarding your relative is given to you in a clear and factual manner</i>	27			1	1
<i>Total</i>	732	15	0	26	10
<i>% of Total</i>	93 %	2 %	0 %	3 %	1 %
Other issues asked about					
<i>Have you ever needed to complain to Mourne Grange about anything In relation to your relative</i>	3	3	22		1
<i>If yes, do you feel it was handled in a satisfactory Manner</i>	5	1			23