

Virtual Engagement- Relatives Questionnaire

Name of the home:

Name & contact details: (optional)

Date completed:

Healthwatch East Riding of Yorkshire is the independent voice for the people of the East Riding, helping to shape, challenge and improve local health and social care services.

We are interested in hearing the views and experiences of the people receiving care, and their friends and relatives. If you would like your views to count as part of this process, please complete the following questionnaire and return using the Freepost address provided. Thank you very much.

**Introduction**

What home is your loved one in?

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How long have they been in the home?

**Care**

Are staff polite and friendly/approachable?

Are interactions between residents and staff positive & friendly?

Are the staff available when you or your relative/friend need them?

Have you been involved in your or your friend/relative's care plan?

How does the home communicate with you?

Does your loved one speak positively about the home and their carers?

Are you happy with the care your loved one is receiving?

**Activities**

What activities does your loved one enjoy?

What activities does your loved one engage in?

Are they encouraged by the staff to join in with activities?

Have you ever been invited to attend meetings regarding your loved one’s care?

**Environment**

Are you happy with the cleanliness of the home?

Do you feel your loved ones’ room reflects them? Are they able to make it their own?

Are you happy with cleanliness of your loved one’s room?

**Visiting**

Are you now able to visit your loved one in person?

How is the home facilitating this?

What precautions do you have to take?

Do you know who to speak to if you have a complaint?

Is there anything else you would like to tell Healthwatch East Riding of Yorkshire.

Should you need assistance to complete any aspect of this form or have any other queries, please contact us via any of the methods detailed below:

Telephone: 01482 665 684

Email: [enquiries@healthwatcheastridingofyorkshire.co.uk](mailto:enquiries@healthwatcheastridingofyorkshire.co.uk)

By Post: Freepost RSJL-TTUB-JKCG, The Strand, 75 Beverley Road, Hull, HU3 1XL

For more detailed information about the work of Healthwatch, please take a look at our website: [**www.healthwatcheastridingofyorkshire.co.uk**](http://www.healthwatcheastridingofyorkshire.co.uk)