

Virtual Engagement- Residents Questionnaire

Name of the home:

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 your views and experiences of living in your home. 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 questions**

What is the name of the home you live in?

How long have you lived at the limes?

Does it feel homely?

What’s nice about being here?

Is there anything you don’t like about being here?

**Living in the Home**

What hobbies and interests did you have before coming here?

Are you able to do these things in the home? Do they support you to do this?

Home Activities – What sort of things do you do?

Do you like them? What’s your favourite? Do you join in?

How do you know what’s happening & when? Is there an Activities board?

Do you have entertainers or themed evenings?

Have you been able to go outside over the past few months?

* Can you go in the garden?
* Or for a walk?
* Do you have any trips out?

What do you miss?

Food – Do you like the food? Is there a choice if you don’t like what’s on the menu?

 Do you have any special dietary requirements (e.g. vegetarian)?

 Do they provide these for you?

What do you like to drink?

What sort of drinks are on offer?

How often are you offered drinks?

Are you able to have extra drinks and snacks when you want them?

Do you feel safe and secure in the home? What makes you feel this way?

Do you like your room?

Do you have your own things around you?

Is the bed comfortable?

Are you warm enough?

Do you have a view from your window?

Does your room feel fresh and clean?

Do you have a buzzer to call staff if you need them? How quick are they?

**Care needs**

Are the staff friendly?

Do you have a Keyworker (a certain carer who looks after you)? Do you know who this is? What do they do for you?

Do you feel supported here?

Do you know who to speak to if you have a question or are unhappy about something?

How do you access your GP, Optician, District Nurse etc?

Has this been an in person appointment or over the phone/virtual?

How did you find this appointment? Did it help?

Who looks after your feet?

Have you had your hearing and (if relevant) hearing aid checked recently?

Who looks after your glasses, hearing aid, dentures etc?

**Visiting**

Are your family or friends able to come in and see you now?

How long are your family or friends able to stay?

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Who has been able to come see you?

How often do you speak to your loved ones? Do you still have phone calls and Zoom/face time with them?

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

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)