

Ultimate Care's 2021 Annual Survey

We would like to thank all our Residents and Families who took the time to be part of our Annual Survey. This is a summary of the results. Our management team have been given the full results for evaluation and improvement where appropriate. All written comments are read and reviewed thoroughly.

676 residents and families participated in our 2021 Ultimate Care's Annual Survey.



Environment & Atmosphere

91% of respondents are satisfied that the Ultimate Care provides is a safe, warm, and friendly place to live.



Management

92% of respondents are satisfied with the Ultimate Care management teams keeping them informed of matters that effect our residents & families..



Meals

91% of respondents are satisfied the meals are nutritious, tasty, and well presented at Ultimate Care.



Care

94% of respondents are satisfied that the care is appropriate and delivered in a way that meets the residents and families needs at Ultimate Care.



Activities Programme

93% of respondents are satisfied that there is plenty to do, and the activities are engaging when provided at Ultimate Care.



Domestic Services

89% of respondents are satisfied with the domestic staff fulfilling their request for information in a friendly, polite, helpful and understandable manner. We will be working to increase this score.



Comments received ...

"Full credit to the staff for all their hard work and everything you have to cope with in challenging situations. Really appreciate how you care for our family member as if they were your own parent. Your kind words, smile, a simple "Hello, are you okay? Need anything?" Never go unnoticed and are really appreciated."

