

Part of the TerraNova Group of Homes

Brittany House – Customer Satisfaction Survey 2016

Background: This survey measures residents' overall satisfaction with services provided by Brittany House Residential Care. The survey was conducted throughout February 2016.

Sample information: Sample size: 50 | Surveys Returned: 46 | Rate of return: 92%



Comments

Brittany House

91% of residents/families would recommend the facility.

Resident and Family Comments:

- Friendly and caring staff
- Friendly and fun residents
- Thoroughly enjoy activities
- Good food
- Terrific activities coordinator
- Well looked after
- Spacious room
- Feels like home
- Good location and lovely grounds
- 'I feel like a leader'
- 'The word boring does not apply here'
- Enjoy the privacy of the room
- Clean and tidy
- 'Like a big family'