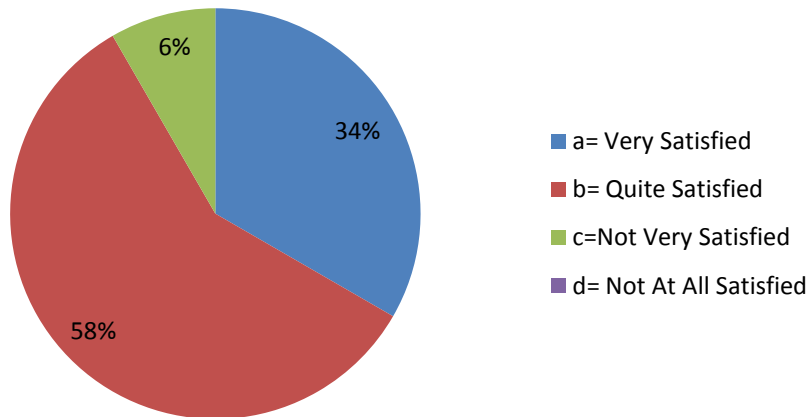


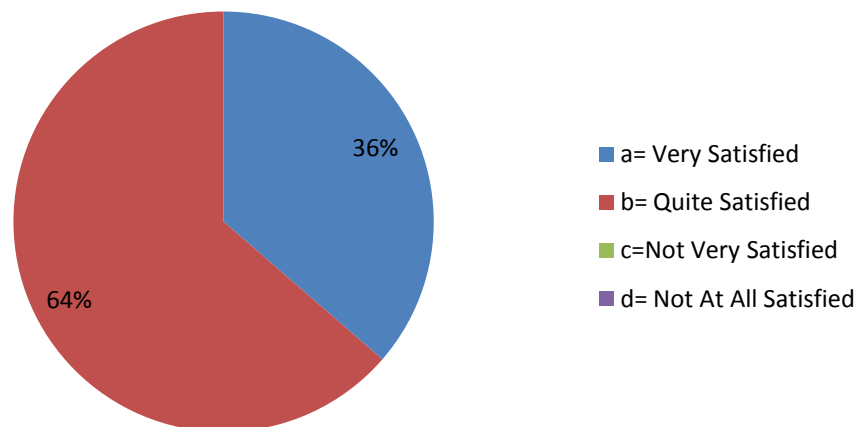
THE HEATHERS NURSING HOME

QUALITY ASSURANCE QUESTIONNAIRE RESULTS – MAY 2010

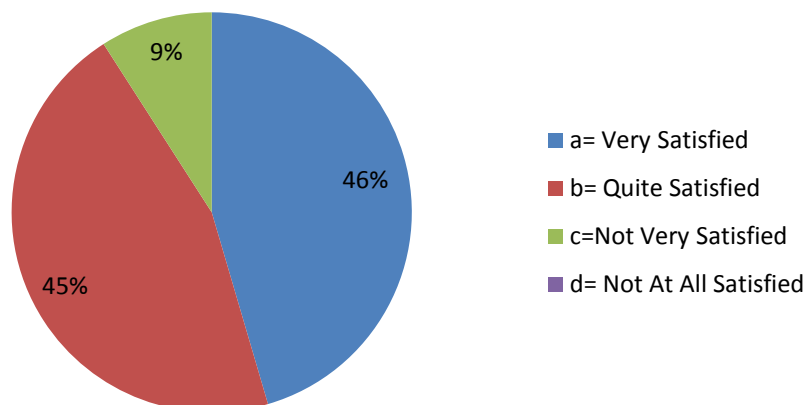
1) How satisfied are you with the Variety of food provided?



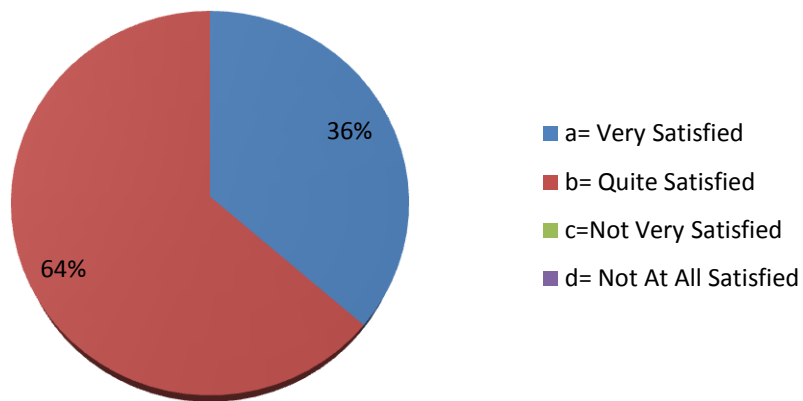
2) How satisfied are you with the way that staff try to help and look after you?



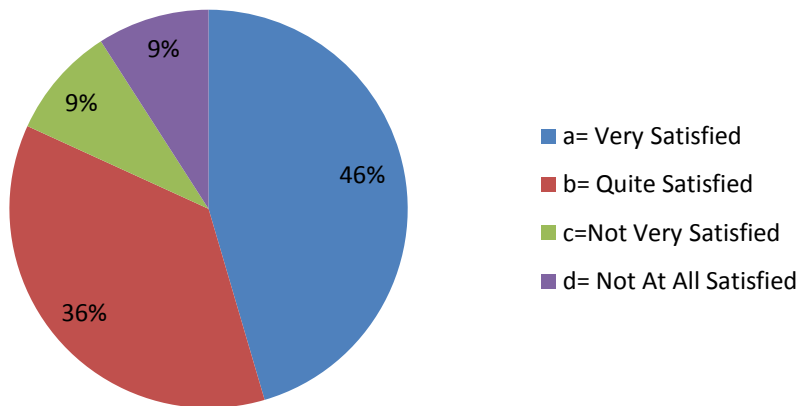
3) How satisfied are you with the arrangements for your Personal Care (eg. For washing, bathing, going to the toilet etc)?



4) How satisfied are you with the general cleanliness and tidiness of the building and grounds?



5) How satisfied are you with how the management involve residents and families in the affairs of the home?



6) How satisfied are you with the way your personal clothing is washed?

