



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

Regulation and Monitoring
of Social Care Services

HIQA survey

Tell us what it is like
to live in your home!

Centre name or OSV number



Safer Better Care

About this survey



HIQA wants to hear about where you live



This is a survey to tell HIQA about what it is like to live in your home.



You can tell us about what you like... or what you do not like!



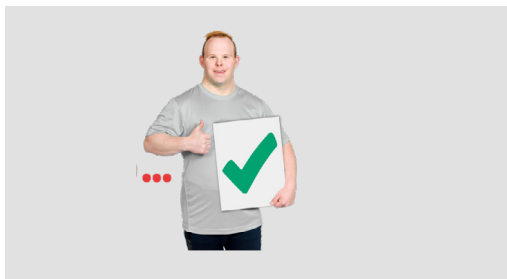
This will help us find out what is good in your home and what could be improved.

About this survey

What is the name of your home?

How to fill in the survey

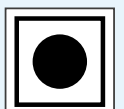
You have a choice of three answers to every question:



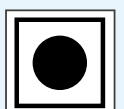
Yes



It could be better



No



About you



Tick the answer that matches you:



Do you live here all the time?



Do you live here some of the time?



Are you staying here for a short period for respite?

Who is filling in the survey



Tick the answer that matches you. If someone else is answering, please reflect the voice and life of the resident.



I answered this survey myself

I needed support to answer

The person or people who supported me were:



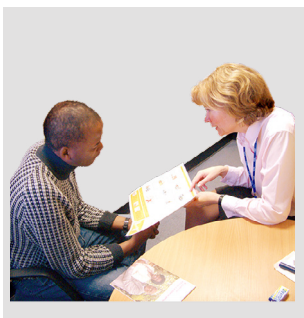
My family helped me

My family answered for me



A friend or advocate helped me

A friend or advocate answered for me



A volunteer or staff member helped me

A volunteer or staff member answered for me

Your home



Is this a nice place to live?



Home



Yes



It could
be better



No

Do you like the food?



Yes



It could
be better



No

Do you have anything else you want to tell us about this?
If so, please use the box below.

Your home



Do you have your own bedroom?



Yes



It could
be better



No

If you share a bedroom, is it your choice to share?



Yes



It could
be better



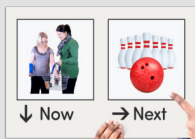
No

Do you have anything else you want to tell us about this?
If so, please use the box below.

What you do every day



Can you make your own choices and decisions?



Yes



It could
be better



No

Are people in your home kind?



Yes



It could
be better



No

Do you feel safe?



Yes



It could
be better



No

What you do every day



Do you choose what you do every day?



Yes



It could
be better



No

Do you have your own money to spend?



Yes



It could
be better



No

Can you make a phone call in private?



Yes



It could
be better



No

What you do every day



Can you go out for trips, visits or events?



Yes



It could
be better

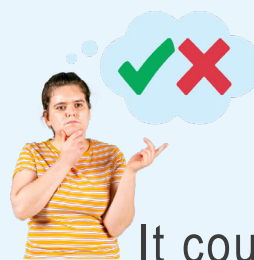


No

Can you see visitors in private if you want to?



Yes



It could
be better



No

Do you have anything else you want to tell us about this?
If so, please use the box below.

Staff who support you



Do staff members know what is important to you?



Yes



It could
be better



No

Do staff members know what you like?



Yes



It could
be better



No

Do staff members know what you dislike?



Yes



It could
be better



No

Staff who support you



Do you know the staff team?



Yes



It could
be better



No

Do staff help you when you need it?



Yes



It could
be better



No

Do you have anything else you want to tell us about this?

The people you live with



Have you made friends while living here?



Yes



It could
be better



No

Do you get along with the people you live with?



Yes



It could
be better



No

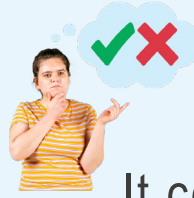
Do you have anything else you want to tell us about this?

Having a say

Do staff and managers listen to you?



Yes



It could
be better

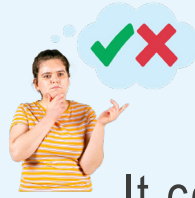


No

Are you included in the decisions that are made about your home?



Yes



It could
be better

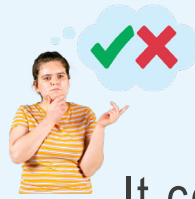


No

Do staff tell you about new things in your life or home?



Yes



It could
be better

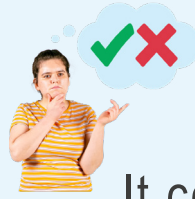


No

Do friends and advocates support you with decisions about your life?



Yes



It could
be better



No

Send us your feedback



Do you have anything else you want to tell us?

Send us your feedback

If you want to, you can share your details with us below:

Your name



Your phone number



Your email address



When you are ready, you can send us your survey electronically by clicking the submit button or post it to us at the address below.

email

dcd@hiqa.ie



Residents' survey,
Health Information and Quality Authority,
George's Court, George's Lane,
Smithfield, Dublin 7,
D07 E98Y