

Senior Living Tenant service review questionnaire
November 2021:

Please circle how you feel about the service provided. Where relevant please add further comment.

1) How is the overall quality of the service you receive from the Senior Living team?

1	2	3	4	5
Excellent poor	Good	Satisfactory	Poor	Very

What works well?

What needs improving?

2) Are you kept well informed and up to date with information relevant to your Senior Living Scheme? *(Please circle)*

Yes No Not sure

What works well?

What needs improving?

3) How well are the communal spaces within the schemes being used? (eg. communal lounge, kitchen, laundry)

1	2	3	4	5
Very well	Good	Satisfactorily		Poor
Very poor				

What works well?

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What needs improving/ ideas for how they could be used better

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4) Are you happy with your home?

Yes	No
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Would you like anything improved?

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5) If you are signposted to other support services, do you then feel that you get the advice and support that you require?

Yes	No	Sometimes
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Comments

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6) How do you prefer to have contact with your Senior Living Officer?

In person Email phone letter whatsapp

and at what frequency?

Daily Weekly fortnightly monthly other (please state)

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7) If your Senior Living Officer is not on-site, do you feel confident in being able to contact them by telephone or email, if you need to?

Yes No

8) What can we do as a team to help you to be able to live independently?

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9) How would you like to help promote a supportive community within our Senior Living schemes, for example how you would like to support your neighbour?

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10) We believe in treating everyone fairly and equally and we strive to promote diversity, equality, and inclusivity throughout our services. Is there anything else we could do better to make the schemes more diverse and inclusive?

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11) How would you rate Waverley's response to the pandemic within your Senior Living scheme (*please circle*)

1	2	3	4	5
Excellent poor	Good	Satisfactory	Poor	Very

a) What worked well?

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b) What didn't work so well?

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c) Any other comments on how the pandemic affected your home life?

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12) Are there any other comments or suggestions you have to help us improve Senior Living Services? (please continue a separate sheet if you wish)

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Thank you for taking the time to complete this questionnaire. Please return it to your Senior Living Officer (or post through the office door) by **Wednesday 8 December**. Thank you.

David Brown

Senior Living and Careline Services Manager.