



## Feedback survey for family, carers and friends of people in a care home

Name of care home:	
Date:	

The views of people who use, live or work in a care service are important to us. They help us form a view of the way in which a service and its staff help promote people's well-being.

Please take a few minutes to tell us your views about the care your family member/friend receives from the care home.

You do not need to provide your name and contact details, unless you would like to do so, or if you wish to speak to us. Your individual comments are confidential and will not be shared.

The care and support my family member/friend receives is: (please tick):



Excellent



Good



Needs Improvement



Poor

What is good about living here?

What would you like to change or improve?

Would you recommend living here to a friend or relative?

Yes

No

Maybe

Please say why:

For office use only:

Date of Issue:  /  /

INSP No:

Please add any other comments you would like to share with us.

## What we do with the information we receive from you

We may discuss issues raised within this questionnaire as part of the inspection and matters may be referred to in the inspection report. However, we will not disclose your identity.

**Important:** We process any personal and/or sensitive information we hold about you fairly and lawfully, and we only ask for such information where it is necessary for us to carry out our role. For more information about how we process your personal data, and your rights in relation to this, please see our Privacy Notice at [www.careinspectorate.wales/how-we-use-your-information](http://www.careinspectorate.wales/how-we-use-your-information), or contact us for a paper copy.

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