

Overall level of satisfaction with services



92%

I am treated with dignity and respect



77%

My cultural and religious beliefs are respected



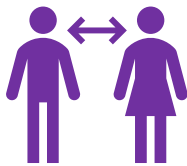
75%

I am involved with planning how my services are provided to me



67%

I am encouraged to do as much as possible for myself



72%

I know what services are available. Things are explained to me.



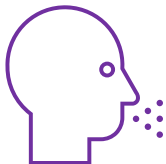
77%

I am contacted about changes to my service.



85%

I feel that I or my family can complain if we are not happy with a service.



66%

My feedback is used to improve services.



85%

The staff who assist me know what they are doing.



89%

Staff are kind and caring.



92%

Staff always identify themselves to me.



83%

The services I receive are well run.



88%

The services help me maintain my independence.