



**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



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.

What is the name of your home?

About this survey

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



Yes



It could be better



No

Is this a nice place to live?

Yes

It could be better

No

Do you like the food?

Yes

It could be better

No

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



Yes



It could be better



No

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

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

What you do every day

Can you make a phone call in private?

Yes

It could be better

No

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.

The people you live with



Yes



It could be better



No

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

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

Staff who support you

Do staff members know what you dislike?

Yes

It could be better

No

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?
If so, please use the box below.

Having a say



Yes



It could be better



No

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.



dcd@hiqa.ie



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