

Collation of How Did we Do Questionnaire 2019

186 guests were given questionnaires and 22 guests returned them.

	Yes	No	Neither Y/N
1. Did you enjoy staying at PHEW	22		
2. Did you like your room	22		
3. Did you enjoy the food	21		1 (gastrostomy)
4. Did you like the activities	21		1
5. Did you like the staff	22		
6. Was the timing & length of your visit OK	20	1	1
7. Did anything at PHEW make you unhappy		13	19

Comment

1 Always enjoy my visits

2 Rooms very comfortable. Rooms quiet. Nice room

3 Food is good, help make good healthy food choices. Would like some more snacks available

4 Enjoyed all the activities. Sometimes they're not what I like even if they are age appropriate

5 Like all the staff. Friendly

6 Not long enough

Did Anything make you unhappy : Want to go to bed at 10.30pm with medication at 9pm. Don't want to go into pool with boys. Don't like getting told off

How can we make PHEW Better: Come more often. Won't be easy, it's great. Continue as everything is fine. Likes everything. Like out of my chair to stretch more. Don't want in the pool with boys.

Summary

Guests who responded view their stays very positively and are generally pleased with the service we provide

Guests who identified themselves in anything making you unhappy and improvements that can be made have had their support plans updated