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## **Conclusions and Recommendations from our Quality of Care Questionnaire (March - April 2026 Relatives and Friends)**

### **Summary**

A quality assurance initiative was completed by the Care Home with its purpose being to seek anonymous feedback regarding our service and facilities. Bilingual questionnaires were distributed to all of our residents' families by email and visitors were also encouraged to complete the questionnaires and leave at the allocated box in the hallway, before they left. The response was excellent with a total of 36 questionnaires being submitted (which is a high ratio considering that we only had 28 residents at the time). The majority (27) of the questionnaires were completed by relatives, with 5 being completed by friends and 4 being completed by others (GP's etc). The results (in brief) were extremely positive and demonstrated that the majority that were questioned, believed that the welcome, the recreation and choice of activities, the meals and the general care was excellent. However there were two isolated responses that did seem to stand out as being very negative in relation to all of the questions. This might show that that they had received some unfortunate experience of the service or that they weren't happy that the resident concerned was at our placement. Since these questionnaires were anonymous it is very difficult to dwell further and considering that we have not received any complaints from relatives nor friends for over three years it is unlikely that these responses are considered relevant. It was also noted that not everyone answered all of the questions with friends indicating that some were not applicable or were left blank. Another significant findings was that less than half of those questioned did not intend accessing our new website ([www.cartrefbrynyreglwys.com](http://www.cartrefbrynyreglwys.com)) currently or in the future.

The additional comments offered were all extremely positive eg correct balance of both warmth and professionalism means so much to us as a family, Mum is cared for as an individual, staff always exceptionally welcoming - see all comments below in the results. There was also a suggestion that the staff use more Welsh eg when answering the phone etc.

The recommendations from our conclusions are that all of our residents and relatives need to be **made more aware** of the fact that there is a choice offered at meal times since its apparent that not everyone is aware of this. Another recommendation is that there needs to be a more varied **recreational programme on offer** to the residents that perhaps choose to remain in their bedrooms and cannot access the activities being scheduled for the communal lounges. Another recommendation is that relatives and friends perhaps need to be made more aware of our '**complaints policy**' since there are a couple of negative comments received. A recommendation is that the care team make more effort **offering a Welsh greeting** when answering the phone. The last recommendation was that the service needs to continue **promoting our new website** to encourage more relatives and friends to view new developments and that of our monthly newsletters.

The results in full are as follows:

## **Results in Full**

### 1) Relationship to resident

- Relative **(27)**
- Friend **(5)**
- Other (specify if you wish to do so) **(4)**

### 2) How would you best describe the welcome that you receive when you visit?

- Excellent **(35)**
- Good **(1)**
- Mostly good
- Poor

### 3) Do you feel that you are being updated promptly if there are any health or other care issues?

- yes promptly **(24)**
- mostly yes **(3)**
- not enough
- never **(2)**

4) Whats your views on the recreational activities offered at the Care Home?

- Excellent **(15)**
- Good **(11)**
- Fair
- Satisfactory

5) Do you feel that the recreational activities offered at the Care Home are varied enough?

- yes **(23)**
- could be more varied **(1)**
- not varied enough **(1)**

6) How would you describe the meals offered at the Care Home?

- Excellent **(18)**
- Good **(13)**
- Satisfactory **(3)**

7) Do you feel that there is enough choice and options available at mealtimes?

- Yes **(25)**
- Not always **(3)**
- Never **(2)**

8) Have you accessed our new website ([www.cartrefbrynyreglwys.com](http://www.cartrefbrynyreglwys.com)) and do you intend to view our new monthly newsletters on this site?

- Yes **(15)**
- Maybe **(5)**
- No **(12)**

9) How would you best describe the care at Cartref Bryn yr Eglwys?

- Excellent **(26)**
- Good **(10)**
- Satisfactory
- Poor

10) Please add anything that you wish to expand on or any observations that you'd like to make regarding our Care Home.....

' Always a pleasure to visit and seeing care, safety and comfort in action. Staff always exceptionally welcoming. An obvious dedication to palliative care and hospice. People don't care how much you know until they know how much you care. You all certainly care'

' Could do with more effort with Welsh eg answer the phone bilingually - Bore Da, Prynawn Da...'

'Mum is cared for as an individual eg she is helped to sit outside and sometimes has different meals'

'The level of care delivered with the correct balance of both warmth and professionalism means so much to us as a family, it takes away the daily worry. Although our loved one is unable to participate for example craft activities the staff at Cartref always make sure that she is included indirectly eg residents and staff will pot up flowers on her behalf with her name on the pot'

'Because Im only a friend I do not always know everything relating to his care. The family are very very good for keeping me informed of the patient's condition'.

'We find the staff to be very welcoming and accommodating. The level of care provided is excellent'

' The welcome and the cup of tea is very acceptable'.

' The wait for the meals is the biggest concern, but understand that staff have lots to do. Questions 4-7 are more appropriate to the residents than visitors'

' Very happy with the care'

'My aunty always looks clean. Her room is spotless and I see how much she loves all of the carers. We leave safely knowing she is being cared for. We live a long way away and cant see her as often as we would like to. We are always made to feel welcome when we visit. A beautiful place and wonderful people. Thank you for the care that you give my Aunty'.

'My Mum has periods when she feels very lonely here. She tends to stay in her bedroom since cant have a conversation with any of the residents'.

' Excellent care, we as a family are very grateful. Diolch x'

' Staff always polite and pleasant. Nice place to come and visit relative. Thank you for the care that you give'.

' Have not accessed the website yet but will do in the near future and will view the newsletters on the site. Have not present at meal times but my Mother is complimentary regarding the meals provided - re quality and choice.'

' Wonderful staff, cheerful when opening the door, very welcoming'

' Staff always happy and helpful during my visits'

**Quality Assurance completed by:**

**Meryl Welsby (Registered Nurse Manager)**