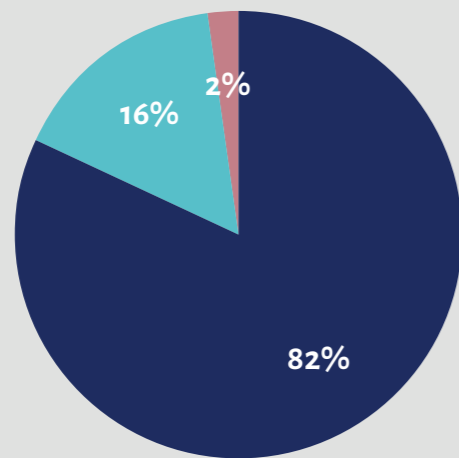


# Enliven Residents and Relatives Satisfaction Survey: Ross Home

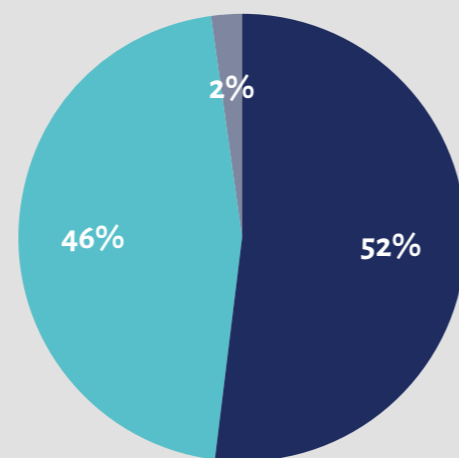


## RESPECT-Whakaute

*Respect honours the personal rights and dignity of people.*  
**I feel genuinely cared for.**



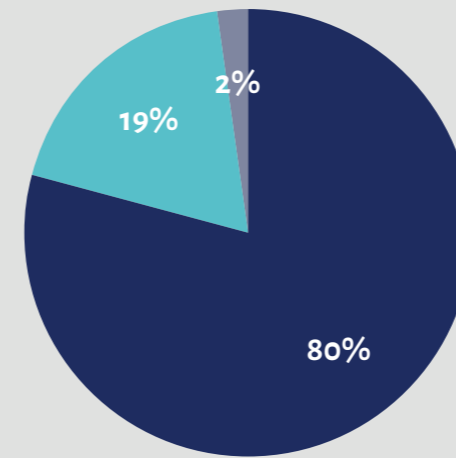
Residents



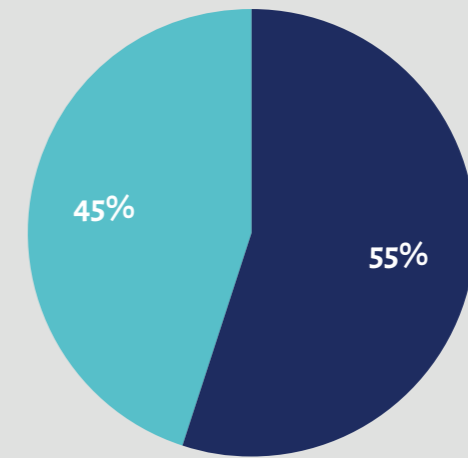
Relatives

## RELATIONSHIPS-Whanaungatanga

*Providing support and encouraging connections with family, friends and the wider community.*  
**I have a good relationship with those who provide my care.**



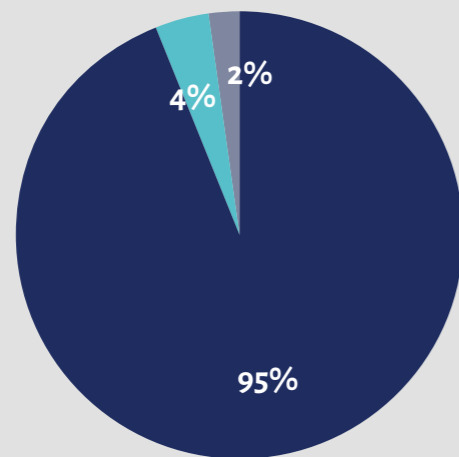
Residents



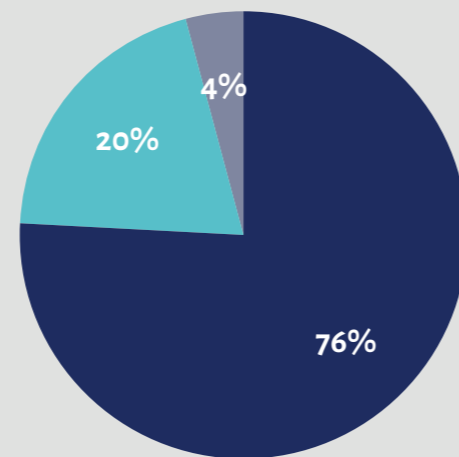
Relatives

## SECURITY-Whakahaumarū

*A feeling of safety, being well supported and a feeling of belonging.*  
**I feel safe and secure living here.**



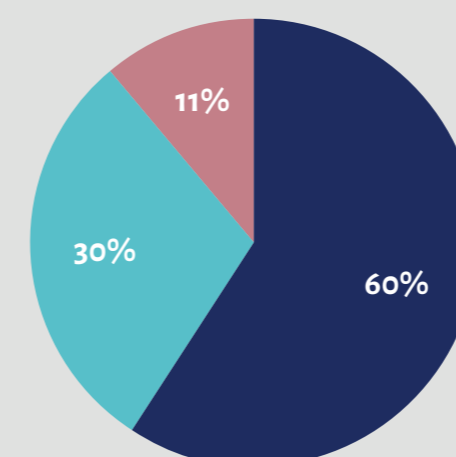
Residents



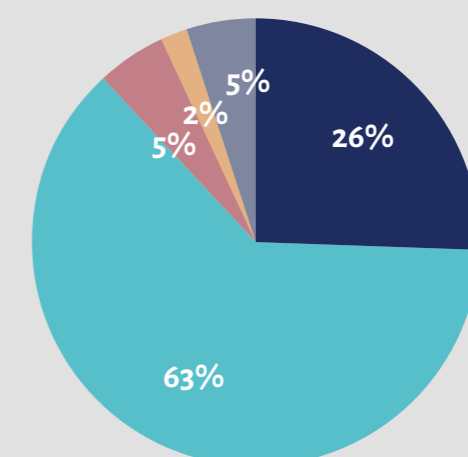
Relatives

## CHOICE-Kōwhiri

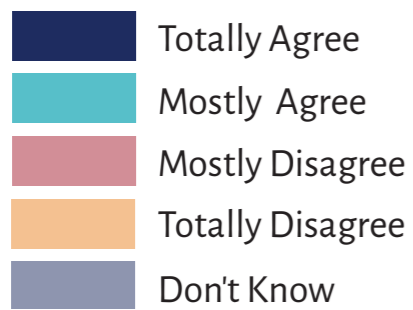
*Expressing your own style, opinions and culture are important throughout life.*  
**I am supported to make my own choices and decisions as much as I'm able.**



Residents



Relatives



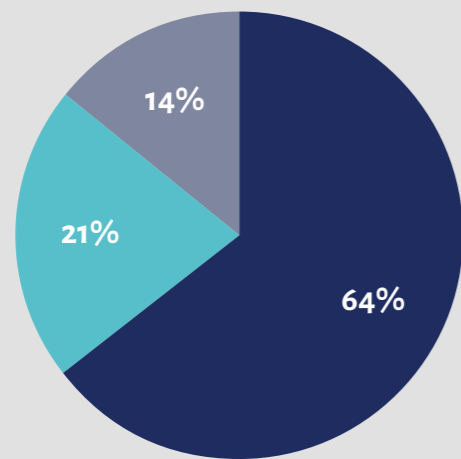
***“My family member looks relaxed; is obviously well cared for. I am more relaxed knowing her medication is monitored, therefore making all happier. A huge thank you!”***

***“Excellent care, the staff have helped me adjust to my new life and home.”***

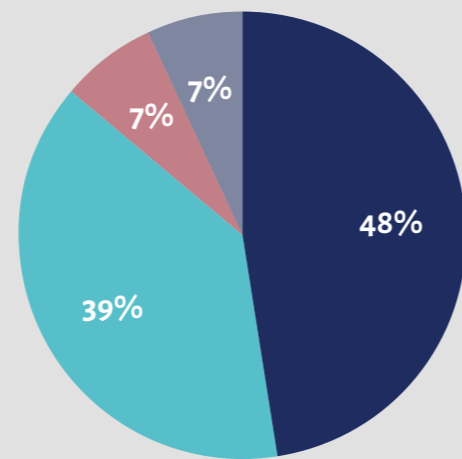
**CONTRIBUTION - Whai Wāhi**

*Participation in day to day activities of the home and community.*

**I am offered opportunity to participate in activities that interest me.**



Residents

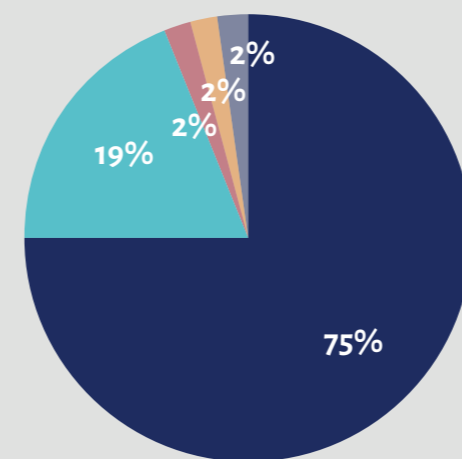


Relatives

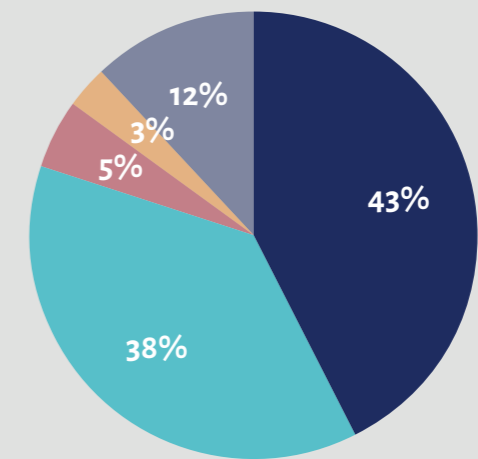
**ACTIVITY - Ngā Mahi a te Rēhia**

*Participating in a way that is meaningful for the individual and focuses on what people can do.*

**I am offered a range of meaningful activities.**



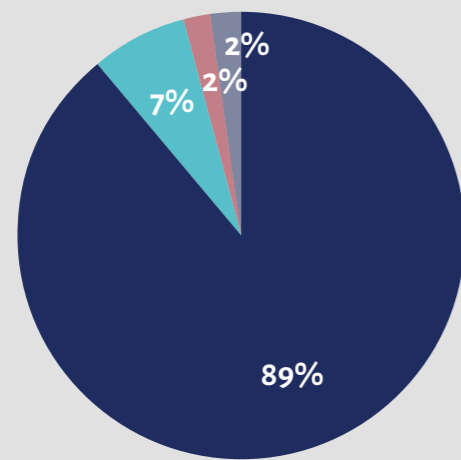
Residents



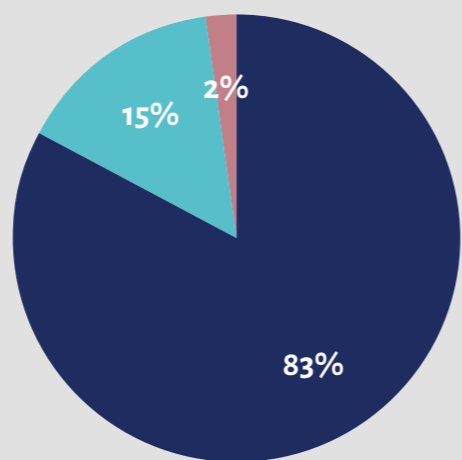
Relatives

**GENERAL**

**Is the home pleasant, inviting and comfortable?**

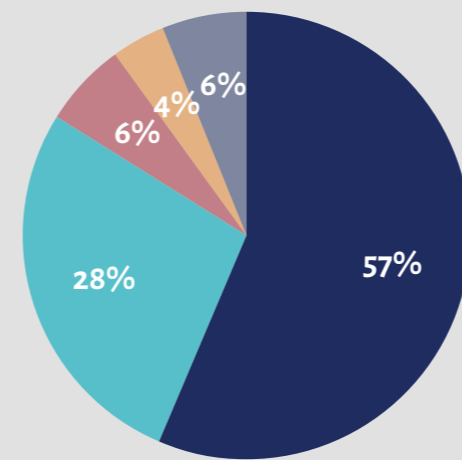


Residents

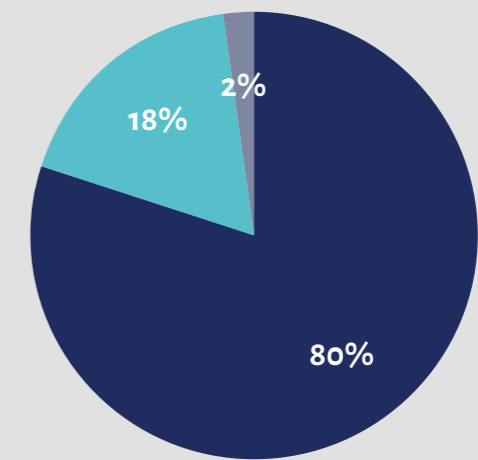


Relatives

**Does this service make a positive difference in my life?**



Residents



Relatives