

Table of Contents

Topic	Page(s)
Introduction	3
Philosophy	3
Quality Commitment	4
Objectives	4
Accommodation Offered	4
Residents Rights and Responsibilities	5
Privacy Statement	6
Services	7
☼ Care Planning	7
☼ Medical Care	7
☼ Physiotherapy	8
☼ Podiatry	8
☼ Leisure and Interests	8
☼ Hairdresser	8
☼ Clothing and Laundry	8
☼ Meals and meal times	9
☼ Television and Radio	9
☼ Telephone	9
Leave	10
Admission	10
Opportunity to Improve	11
Resident / Family Meetings	12
Security of Tenure	12
Cultural and Religious Requirements	13

Table Of Contents

Topic	Page(s)
Smoking	13
Sun Protection	13
Alcohol	13
Valuables / Spending Money	14
Fees and Charges	14
Accounts	14
Pharmacy Accounts	15
Visiting	15
Food Safety Regulations	15
Volunteers	15
Change of Address	16
Powers of Attorney	16
Health & Lifestyle	16
Enduring Power of Attorney	17
End of Life Wishes	17
Safety and Emergencies	17
Items provided by our facility	18
What to Bring -	18
✿ Administration Items	18
✿ Toiletry Requirements	18
Sensory aids	19
Medications	1
Furnishings	20
Recommended Clothing	20
Notes	21
Improvement Form	22

INTRODUCTION

Name:	<i>Stretton Park Hostel</i>
Address:	1 Kent Street, Maffra 3860
Phone:	03 5147 2331
Fax:	03 5147 1155
Office Hours:	9.00am – 3.30pm Monday – Friday
Director of Residential Aged Care	Wayne Sullivan

This booklet has been written to answer questions you may have about moving to our facility. Please contact the office during hours if you have any further questions.

We recognise that making the decision to live in an aged care facility is not an easy one. Management and staff are committed to providing emotional support to new residents and their families on admission and on a day to day basis.



A mix of experienced Registered Division 1, Division 2 Nurses and PCA's are rostered 24 hours per day to provide contemporary care and service to residents.

PHILOSOPHY



We believe that the optimal physical, psychological and spiritual well being of aged people should be a prime objective of a caring community.

This involves commitment to residents and other interested parties in a culture of continuous improvement and self assessment.

We believe in encouraging our residents to achieve maximum independence in a caring home environment where all residents are supported and their individual needs addressed

We believe that each person has the right to be treated with respect and dignity and given care and support that her / his needs demand

QUALITY COMMITMENT

We believe that:

- High standards of resident care will only be achieved when we continuously review our performance
- We should encourage feedback from all – residents, relative, staff and the environment
- We must respond to the needs and expectations of all our consumers by identifying opportunities to improve
- Fostering team work within our facility will assist us to achieve our goals and achieve “best practice”

OBJECTIVES

We aim to achieve quality care and support by:

- Creating an atmosphere and environment conducive to the person’s spiritual, physical, emotional and social well being.
- Recognizing that each person’s dignity and individuality needs to be respected, and their right to privacy maintained
- Developing an activity program according to the resident’s needs
- Encouraging continuing education of all staff to maintain a personal interest in professional standards and current care of practices.
- Observing the highest standards of professional and personal ethics in our work and relationship with residents, relatives and co – workers.
- Taking special care to recognize and meet the particular needs of the terminally ill resident and provide understanding, support and comfort for the family.

ACCOMMODATION

Stretton Park Hostel has 42 beds which are approved and certified by the Commonwealth Department of Health and Aged Care to provide quality residential aged care.

Stretton Park Hostel is a LOW Care Facility. Rooms are available in: single with ensuite.



RESIDENTS RIGHTS AND RESPONSIBILITY

Each resident of a residential care service has the RIGHT:

- ✚ to full and effective use of his or her personal, civil, legal and consumer rights;
- ✚ to quality care appropriate to his or her needs;
- ✚ to full information about his or her own state of health and about available treatments;
- ✚ to be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- ✚ to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
- ✚ to personal privacy
- ✚ to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- ✚ to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- ✚ to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination;
- ✚ to select and maintain social and personal relationship with anyone else without fear, criticism or restriction;
- ✚ to freedom of speech;
- ✚ to maintain his or her personal independence;
- ✚ to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices;
- ✚ to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- ✚ to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- ✚ to have access to services and activities available generally in the community;
- ✚ to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;
- ✚ to have access to information about his or her rights, care, accommodation and any other information that relates to the residents personally;
- ✚ to complain and to take action to resolve disputes;
- ✚ to have access to advocates and other avenues of redress; and
- ✚ to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

Each resident of a residential care service has the RESPONSIBILITY:

- ✚ to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole;
- ✚ to respect the rights of staff and the proprietor to work in an environment free from harassment;
- ✚ to care for his or her own health and well-being, as far as he or she is capable; and
- ✚ to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.



Charter reproduced from Commonwealth Dept. of Health and Family Services information.

PRIVACY STATEMENT

As an aged care service Stretton Park Hostel is bound to collect a range of personal/health information according to the Aged Care Act 1997 which is used to ensure the appropriate level of care and service is provided to residents.

Information includes date of birth, next of kin, assessments, care plans and other documents which form a resident's medical record and some financial information. The National Privacy Principles and the Victorian Health Privacy Principles provide guidance for our systems to safeguard this information.

Information is also used to monitor and assess the effectiveness and appropriateness of care through a range of quality assurance and quality improvement activities.

We are committed to ensuring the privacy of your personal information and the implementation of systems for responsible handling of personal information. Systems are in place to ensure residents' personal information and other confidential information related to the management of the organisation is safeguarded against loss, unauthorised access, modification or disclosure.



As an aged care service we are required by law to communicate some personal information to government agencies to enable the organisation to receive the correct level of funding for the care required and the appropriate running of the service. These agencies are also bound by the National Privacy Principles and or the Victorian Health Privacy Principles.

A team approach to providing care in partnership with residents and their representatives is taken. Information is only shared with team members such as Physiotherapist, Pharmacist, Podiatrist on a need to know basis.

A Privacy Officer has been appointed to assist you with your right to access your personal information or complain about a situation where you believe your personal information has been inappropriately handled and any questions you may have related to privacy of personal information. Please contact the Privacy Officer on (Ph: 5143 8640) if you have any questions, concerns or requests.

The Privacy Officer will inform you of any documentation requirements associated with your concern or request and promptly deal with such matters.

SERVICES

A comprehensive range of services is offered to residents. In addition to providing services from within our facility access to a wide range of services operating within the wider local community is also available.



The following are services offered to residents of Stretton Park Hostel –

CARE PLANNING

Staff are aware that Stretton Park Hostel is the resident's home and every effort is made to respect residents' privacy and dignity and to meet individual needs.

During the first month a comprehensive assessment of needs and individual preferences is completed.

The assessment information is used to formulate an individualised care plan in consultation with the resident or representative and other health care providers as appropriate. The care plan is confidential and only accessible to those staff and healthcare providers providing care.

Each month an evaluation is made to see if any changes to the care plan are required. The evaluation and any changes are made in consultation with the resident or representative. Staff use a computer based program to plan care.

Care planning is a requirement of the Aged Care Act 1997. The Commonwealth Department of Aged Care and the Aged Care Standards Accreditation Agency regularly review the care planning process to validate funding claims and to ensure quality care is being provided.

MEDICAL CARE

Ideally, a resident's own doctor will be able to continue to provide care following admission. If the preferred doctor is unable to continue to provide medical care, then we can provide a list of visiting Doctors.



All residents are reviewed by their nominated Doctor every eight weeks. The Facility ensures that all nominated Doctors of residents provide services as per community hours. Referral to appropriate specialists is made as required by the attending Doctor. If residents need to visit specialist doctors, we require that you take with you your medication chart and a blank progress note sheet so that doctor can complete these at the time of consultation.

PHYSIOTHERAPY

If required an assessment will be performed by a qualified physiotherapist and an individualised care plan developed for the resident depending on their particular needs. The program is carried out by staff and reviewed monthly.



Podiatry

A Podiatrist visits every 6-8 weeks for those residents with an assessed need. Tidy Toes, a nail and foot care service, is also available at six weekly intervals.

Leisure and Interests



A diverse range of individual, group and community focused activities are provided in the Activities Program. Activities endeavour to take into account individual needs, interests and preferences.

We welcome input and feedback on the Activities program from all residents.

Complimentary Therapies



Residents wishing to continue other complimentary therapies will be supported to do so within regulatory requirements.

Hairdresser

A hairdresser visits every Tuesday and offers cuts or trims, perms and colours. A Salon is available on site.



Dietitian, Occupational Therapist, Speech Therapist and Social Worker – visits are arranged on referral.

PUBLIC TRANSPORT

There is no public transport in Maffra.

- Sale/Maffra Taxi is available for resident use at own cost.
- The Maffra bus comes to Stretton Park twice weekly on a Tuesday and Thursday at 09.15am and returns around 11.40am.

CLOTHING AND LAUNDRY

A full laundry service operates at no additional cost to residents. This service will wash all clothing items that can be washed by a standard machine cycle and tumble dried. Items requiring special care, such as woollens, need to be attended to by the family. Residents are required to send woollens and fragile garments home. Please note it is not uncommon for some articles of clothing to be affected by the very high temperature wash cycle that Health facilities are required to use to maintain Infection Control Standards.

All clothing must be clearly, but discreetly labelled with the resident's name. This is the resident/relatives responsibility. Stretton Park is able to provide labels for resident clothing. Please enquire if required.

Residents generally require frequent changes of clothing therefore it is important to ensure residents have an adequate supply of clothes for day to day use. Clothing should be adequate in size, design and material; we ask that residents do not have flannelette nighties to accommodate ease of dressing and undressing. The up-keep of resident's clothing, including underwear, remains the responsibility of the resident/family. Refer to Appendix A for a list of suggested recommended clothing.

Laundry is washed overnight within the facility.



Residents are provided with a soiled clothing bucket in their bathroom and individual residents clothing is washed as rostered and as required.

MEALS AND MEAL TIMES

A 4 week rotating menu provides a variety of meals and refreshments. Individual food preferences and special dietary needs are taken into consideration.

A CGHS Dietician will conduct a nutritional assessment for all new residents and special dietary needs will be taken into consideration.

Meal times are: Breakfast: 8.00 am.
Served in residents room
Lunch: 12.00 pm.
Dinner: 5.30 pm.



Lunch and dinner are served in the dining room. Residents who are unwell, have special needs or preferences may be served meals in their room.

TELEVISION/RADIO/INTERNET

A communal television, radio/tape & DVD player is available for use seven days a week in the day room.

Residents may bring their own radio and television. Residents who choose to bring their own television are requested to provide a set of earphones or an earplug to ensure disturbance to other residents is minimised.



A sturdy television stand is also required. Electrical appliances and cords need to be checked by a qualified electrician regularly and tagged accordingly. Residents may subscribe to Austar or internet services at their own cost.

- Skype and Wi-Fi are available.

TELEPHONE

Telephone facilities are available in residents' rooms. It is the responsibility of the resident or their families to have the phone connected. It is optimal to utilise large type pre-paid mobile phones which the resident/family manage.



LEAVE

Residents are entitled to take up to 52 nights of social leave away from the facility without losing their right of occupancy. This *does not* include time spent in hospital.



ADMISSION

We ask that a relative or friend accompany people on admission to our facility. This provides additional moral support during re-location and allows for personal representation, particularly in relation to individual likes and dislikes. If this is not possible we ask that someone close to the resident visits the facility shortly after her/his admission.



Please see Admission Requirements for a guide on what to bring. It is most important that this guide is followed particularly in relation to medications and other individual requirements. An orientation is provided to each new resident and their family to assist them to adjust to the new living environment.

Please present at the designated admission time to ensure one of our staff is available to greet you and assist to promote a comfortable and calm environment during this initial period.

Admission to any aged care facility can be an emotional and overwhelming experience. Please liaise with staff at any time with any concerns. A second orientation can be provided if required.

Please discuss any particular concerns with the Director of Residential Aged Care, Wayne Sullivan.

OPPORTUNITY TO IMPROVE

Management and staff are committed to providing the best care and service to the residents. To assist us to ensure our systems are working well residents and visitors are encouraged to complete an Improvement Form/Feedback Form when they identify an area in which we can improve.

These forms are available in the entrance foyer of the facility.

Completed Improvement Forms/ Feedback Forms can be posted to the Care Manager or placed in the suggestion box located in front foyer just inside the door.

The Director of Affiliated Services can be contacted during office hours if you wish to discuss any concerns.

If you would prefer to speak to someone independent of the facility the following services may be of assistance to you:

Aged Care Complaints

Department Social Services
GPO Box 9848
Melbourne Vic 3001

Toll free: 1800 550 552

Email www.health.gov.au/oacqc

Aged Care Advocacy

Telephone: (03)96023066
Toll free: 1800 700600

Aged Care Assessment Team (ACAT)

Telephone: 0351430982

RESIDENT / FAMILY MEETINGS

Resident / family meetings are conducted bi-monthly. All residents and their family members and representatives are welcome to attend this meeting. The date of the next meeting is located on the main notice board in the foyer.



The purpose of meetings is to provide an opportunity for residents and their family members / representatives to comment on matters relating to the facility and be involved in decision making about the operation of the facility.

SECURITY OF TENURE

All residents, including respite residents are offered a Residency Agreement, which specifies:

- ✦ the rights and responsibilities of the resident and the service provider;
- ✦ fees and charges;
- ✦ Termination of the agreement.

Residents are free to move from the facility at any time, be it for reasons of re-locating to another care environment or returning home to live with their family.

Every effort is made to ensure residents move into the most appropriate room which is reflective of their care needs. As circumstances change it may be necessary to move a resident from one room to another for medical or other care needs. Any such move would be made in consultation with the resident and their family prior to the move.

If we are unable to continue to provide an adequate level of care for a resident whose care needs have grown beyond the capacity of our staff to manage, this would be discussed with both the resident and the resident's family / representative with a view to assisting in arranging appropriate alternative accommodation. This decision will only be made after a thorough independent assessment has been performed by the Aged Care Assessment Team (ACAT) and the need for transfer deemed absolutely necessary.

A resident's security of tenure is valid from the time of admission until the time of their departure.

CULTURAL AND RELIGIOUS REQUIREMENTS

Please discuss with staff any cultural or religious requirements. We are able to provide for a variety of needs and seek support as required.



Pastoral Care staff visit regularly.

Access to Migrant Resource Centre in Morwell is available. A telephone interpreter service can be accessed by staff.

SMOKING



There is a no smoking policy within all buildings and vehicles. Residents who choose to smoke may do so in the designated area. Residents are encouraged to wear smoking aprons for safety.

Residents who smoke are expected to discard cigarette butts into the specific bins provided and not smoke near open doors or windows of the facility.

SUN PROTECTION

Residents are encouraged to wear wide brimmed hats, long sleeves and sunscreen 15+ in the summer months while outside.



ALCOHOL

Residents may consume moderate amounts of alcohol unless consumption results in behaviour that infringes on the rights of other residents.



Visitors are not permitted to consume alcohol on the premises unless it is part of a celebration or activity, which the residents are participating in.

Some alcohol is provided by the home for special celebrations and 'happy hours'. All other requirements must be purchased by the resident / family.

We ask family members to notify the staff member In-Charge when bringing alcohol onto the premises for residents which can be stored in their room (residents own small fridge) or kept for resident by facility.

A resident "happy hour" occurs each afternoon in the main lounge at 4.30pm when residents can enjoy a drink and nibbles prior to dinner.

VALUABLES / SPENDING MONEY



Residents are discouraged from leaving valuables or large amounts of cash in the facility. Stretton Park Hostel will not take responsibility for the loss of valuables or money despite all endeavours to maintain and promote a secure environment. Residents and or their family members who insist on leaving valuables in the facility may do so after exonerating the facility from any responsibility.





Residents often require some spending money (petty cash) for the purchase of small items or services such as hairdressing and outings. A resident trust account can be kept at the office for Residents needs. Please speak to Care Manager if you wish to have Stretton Park Hostel manage small amounts of personal spending money.

FEEES AND CHARGES

Stretton Park Hostel operations are controlled by the requirements of the Aged Care Act 1997. Fees and charges are those prescribed by the Department of Health required by all residential Aged Care facilities in Australia.

Income and assets will determine the fees and charges residents are asked to pay.

-  Centrelink on 13 23 00.
-  Stretton Park Hostel website

ACCOUNTS

Accounts are calculated on a monthly basis and are posted monthly in advance directly to the person nominated responsible for the account. All accounts should be settled no later than the date arranged by finance dept. Preferred method of payment is by Direct Debit Facilities. To nominate this option of payment please see the ward clerk. No money or cheques will be accepted outside office hours.

All inquiries related to accounts received should be directed to the Stretton Park Hostel during office hours.

PHARMACY ACCOUNTS



The pharmacy of choice for Stretton park residents is Balfour's Pharmacy, Inglis Street, Sale. This pharmacy is contracted to supply a comprehensive service to our residents. The facility also benefits with ongoing staff education.

Pharmacy accounts are billed directly from the contracted pharmacy; Payments can be made directly to Balfour's pharmacy by a number of options. Resident can choose their nominated pharmacy if they do not wish to order from Balfours.

VISITING

We encourage family and friends to visit residents anytime. Car parking for Visitors is available on Kent Street.

Please do not block the front door, this area is for family and visitors picking up or dropping off residents and emergency vehicles. Please ensure children are accompanied and supervised whilst visiting.



FOOD SAFETY REGULATIONS

There is a food register at the front desk which must be completed when any food is brought into the facility.

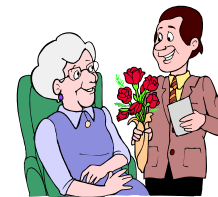
Opened food should have a day/date (available from kitchen) label applied and be stored suitably. There are fridges available for food storage in the tea bay areas.

Residents are welcome to have their own small fridge in their rooms.

VOLUNTEERS

Volunteers contribute to the residents' quality of life.

We are continually recruiting new volunteers to enable the optimal provision of varied individual and group activities for residents. As little one hour per week is beneficial and appreciated.



If you would like to be involved formally as a volunteer on a regular basis, please notify the office staff.

CHANGE OF ADDRESS



Following admission into the facility, it is necessary all relevant authorities be notified of the change of address, regardless of whether the resident still has a spouse living at home in the community.

Alternatively a representative could be nominated to receive all business mail.

The change of a resident's address from her/his previous place of residence to Stretton Park Hostel or Nominated Representative is the responsibility of the resident or their nominated next of kin/representative.

POWERS OF ATTORNEY

Financial Issues

Residents and their representatives are encouraged to manage their own financial affairs. However, it is advisable for residents to have an **Enduring Power of Attorney; Financial Power of Attorney and Medical Power of Attorney**

If an individual is unable to nominate an Enduring Power of Attorney due to their current level of health, application is required to the Guardianship and Administration Board on (03) 9628 9911 or Free call 1800 136 829. Information regarding financial management of individuals can also be obtained from –

- ✿ The State Trustees on (03) 9667 6444 or Free call 1800 133 095.



HEALTH AND LIFESTYLE

An enduring power of guardianship is a legal document which allows a nominated person to make health and lifestyle decisions on your behalf when you are unable to do so. The enduring guardian has the same powers as a parent has in relation to a child.

It is recommended that all residents nominate an Enduring Guardian so any previous wishes for care and lifestyle can be implemented. Like the Enduring Power of Attorney the person must be appointed prior to an alteration in health status.

ENDURING POWER OF ATTORNEY (MEDICAL TREATMENT)

Whilst there is some overlap of the role of Medical Power of Attorney and Enduring Guardian this person overrides decisions related to refusal of medical treatment.

END OF LIFE WISHES

Discussion of 'end of life wishes' is challenging, however it is very important that individuals and families consider their wishes if they suddenly collapse or fall ill.

All residents will be asked to make and document such wishes in the weeks following admission. This is managed appropriately and with the provision of information and discussion.

It is highly recommended that these decisions are supported with prior family discussion and also involvement with the family doctor.

When making an appointment for this purpose with your local doctor, please ensure the receptionist books a double appointment and the doctor is aware of the purpose of the visit.

SAFETY AND EMERGENCIES

The facility has an active Occupational Health & Safety Program and has systems in place to identify and eliminate/control hazards.



If a resident or visitor identifies a hazard please inform staff verbally or complete an Improvement Form for us to follow up. Please ensure your own safety and that of other residents and staff by being mindful of locking external doors.

Our staff has been trained for emergency procedures. In the event of an emergency, it is essential to remain calm and follow staff instructions.

Emergency practice drills are conducted each year. You may be asked if you would like to participate.

ITEMS PROVIDED BY OUR FACILITY

As we are a low care facility it is the responsibility of residents to provide their own personal care items.

Should a resident become high care we will provide –

- ✿ All continence aid products
- ✿ Basic wound care products & services
- ✿ Basic toiletry items- e.g. soap, shampoo, conditioner & toothpaste

If a residents care needs alter and the resident is reassessed as high care a letter to this effect will be sent to the resident/family.

WHAT TO BRING

Administration Items

- Medicare Card
- Pension Card
- Veteran Affairs Card (if applicable)
- Pharmaceutical Benefits Scheme (PBS) Card
- Taxi Card (if applicable)
- Private Health Insurance Card (if applicable)
- Current nominated Doctor's name and address
- Doctor's telephone number
- Next of Kin
- Next of Kin's address and telephone number
- Nominated Funeral Director
- Nominated Religion
- Name of person responsible for paying account
- Address and telephone number of the person paying account
- Enduring Power of Attorney (if completed)
- Enduring Medical Power of Attorney (if completed)
- Guardianship Administration Board orders (if applicable)
- State Trustees details (if applicable)

TOILETRY REQUIREMENTS

All items must be clearly labelled

- Large size toilet bag.
Personal care items such as soap, shampoo and conditioner, deodorant etc.
- Comb, brush, tooth/denture brush
- Soap container
- Soft nail brush, nail file
- Electric shaver or disposable razor.
- Ladies – makeup as preferred



Also a small case packed with nightwear and toiletries should hospitalization be required.

SENSORY AIDS

Sensory aids such as glasses, hearing aids and dentures should be labelled prior to admission if possible. Many specialist clinics or engravers supply this service and are able to discreetly label such items.

Where possible please bring records of most recent appointments such as dentist, optometrist, hearing assessment to ensure accurate records are maintained at Stretton Park.

MEDICATION

It is mandatory that a medication chart completed by the admitting doctor is provided prior to admission. A resident cannot be admitted without a current completed medication chart and all medication supplied in Webster packs at time of admission.

Medications for permanent residents are packaged in Webster packs by Balfours Pharmacy at no cost to the resident.

FURNISHINGS

Residents may bring some furniture items and personal effects. Please discuss with Care Manager to make arrangements.



RECOMMENDED CLOTHING – Guide Only

- Minimal clothing which requires ironing
- Preferably no clothes which require hand washing.
- All clothing must be discreetly labelled please. A labelling service is available by contacting office staff.

Night Wear

Winter nighties/pyjamas 4

Summer nighties/pyjamas 4

Under Wear

Singlets 8

Spencers 3

Petty coats (female) 3

Underpants 12

Socks/Stockings 12 pair

Footwear (not scuffs, thongs as these increase risk of falls)

Slippers 2 pair

Casual Shoes 1 pair

Formal Shoes 1 pair

Shirts

T-Shirts 4

Summer Shirts/Blouse 3

Winter Shirts/Blouse 3

Leg Wear / Dresses

Winter pants/Slacks/Trousers 2 pair

Dresses/Shorts 2

Track pants 6 pair

Jumpers / Tops

Windcheaters 4

Machine washable cardigan/Jumper 2

Winter Clothes:

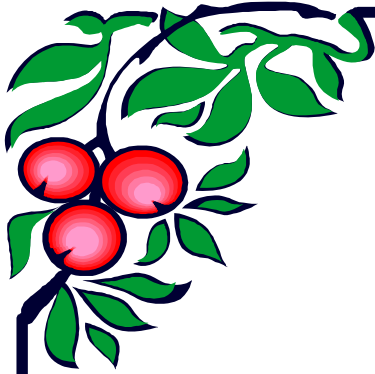
Jacket for outings 1

Sun Protection:

Wide brimmed hat 1

Sunscreen 15+ 1 tube

NOTES



IMPROVEMENT FORM

Please write down suggestions for improvement or concerns you have so we can follow them up: _____

Date: _____

Can you suggest how we could improve this: _____

Name and contact details (optional): _____

If staff member, Signature: _____

Thank you we appreciate your comments.

