

# Badaguish Centre

## Feedback Form

FOR PARENTS, CARERS, SOCIAL WORKERS AND OTHER STAKEHOLDERS

Badaguish welcomes feedback from all concerned regarding the service we provide.

Please comment on all the following areas, your feedback will help us to maintain the quality of service and keep developing it, in line with Care Commission standards.

We are looking for positive feedback; and suggestions, which may enhance and improve our service.

Please comment on the following topics:

1. **Environment:** (i.e. Accommodation, cleanliness, atmosphere, warmth, appearance, maintenance etc)

All the above were to the highest standards.

2. **Direct Care of People:** (i.e. are people respected, is their dignity maintained, are they given choices, are they kept safe and secure and given the opportunity to experience new challenges?)

Most definitely, dignity is always maintained and the choices are fantastic.

3. **Staffing:** (i.e. do staff communicate effectively with parents, carers, social workers; engage in a competent and effective way; are they welcoming and open; do they create a happy atmosphere; offer a positive experience; are they suitably qualified and experienced; are team members enthusiastic and positive?)

All staff are fantastic, and provide the kind of care that I would say is as close to the love and care that we have for our child.

4. **Management:** are you happy and confident with the management, administration and organisation of the holidays offered at Badaguish.

Yes, very very happy.

Thank you for helping us maintaining our standards. We are committed to achieve top grades from the Care commission.

Badaguish Centre  
Aviemore  
Inverness-shire  
PH22 1QU

01479 - 861285




# Badaguish Centre

## Guest Questionnaire

On behalf of the management and staff of Badaguish Centre we hope that you enjoyed your holiday with us. We would like to find out how you felt about your stay so that we (and the Care Commission) can make sure that the service that you receive at Badaguish is of a high standard.

Your views are very important to us and we would be grateful if you could take a few minutes to complete this form or to get someone to help you to complete it.

When you are finished, please return it in the post to: Badaguish Centre  
Aviemore  
Inverness-shire  
PH22 1QU

- |   |  |  |  |
|---|--|--|--|
| 1. Did you enjoy your stay?   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input checked="" type="checkbox"/>  |
| 2. Were the staff helpful and friendly?   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input checked="" type="checkbox"/>  |
| 3. Did you enjoy the food at Badaguish?   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input checked="" type="checkbox"/>  |
| 4. Is the Lodge well kept, friendly, warm etc?  | <input type="checkbox"/>   | <input type="checkbox"/>   | <input checked="" type="checkbox"/>  |
| 5. Were your days & your activities well organised?   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input checked="" type="checkbox"/>  |
| 6. Were you able to make choices e.g. about your meals and what activities/visits you wanted to do? | <input type="checkbox"/>   | <input type="checkbox"/>   | <input checked="" type="checkbox"/>  |
| 7. Did the staff spend time listening and talking to you?   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input checked="" type="checkbox"/>  |
| 8. Did you feel welcome and happy at Badaguish?   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input checked="" type="checkbox"/>  |
| 9. If the staff helped you with your money, were you happy about the way it was managed?            | <input type="checkbox"/>   | <input type="checkbox"/>   | <input checked="" type="checkbox"/>  |
| 10. Were you able to talk to staff easily if you were unhappy about anything?                       | <input type="checkbox"/>   | <input type="checkbox"/>   | <input checked="" type="checkbox"/>  |

Now please turn over the page to add any comments that you would like to make

If you have any comments that you would like to make about your stay at Badaguish, please write them below.

You might want to give us more information about your answers to the 10 questions or you may want to tell us about things you were not happy with or have concerns about.

**We like to hear about the good things too! So please remember to tell us about things you enjoyed or were happy with.**

Badaguish just gets it right!  
Other organizations need to look at the way things are done here. The facilities are fantastic, and always very well organised. The staff are all very understanding and very friendly, they are ~~the way~~ everything you want in a person that you are leaving your loved one with, to make you feel 100% at ease that they will be safe and cared for as if they were at home. Badaguish, thank goodness we have you, and thank you all so very much for your huge efforts made to make respite, respite.

P. McKeith

Thank you for your time and effort, we hope to see you again soon!

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GARRY TOLD us that this was  
the best holiday he has ever had  
and will be Booking Again for  
NEXT YEAR and would like to  
go on the 7th of July 2014.

Kind Regards Margo  
Support Worker.  
for GARRY MILLAR

Thank you for your time and effort, we hope to see you again soon!