



# How did we do?



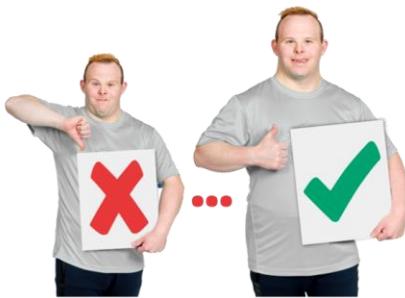
This is an easy read questionnaire. It asks you about your experience of support from Hospice at Home West Cumbria.



You might want someone to help you look at this so that you can talk about it.



This questionnaire is anonymous. This means that your name is not included, and you cannot be identified.



We will use the information to improve our services.



If you have any questions, we are happy to talk to you. You can telephone us on:

01900 705200

Please mark each service you have received.

### Home Nursing



### Lymphoedema



### Family and Bereavement Support



### Complementary therapy



### Patient Support Volunteer



These questions have three tick boxes that can be used for a yes/no/not sure answer. Please mark the one that best describes your experience.



Yes



Not Sure



No



Hospice at Home West Cumbria provided me with personalised care based on my individual needs and wishes.



Yes



Not Sure



No



Hospice at Home West Cumbria offered support to those who are important to me.



Yes



Not Sure



No



Hospice at Home West Cumbria made a positive difference in my life.



Yes



Not Sure



No



Hospice at Home West Cumbria provided care and support when I needed it.



Yes



Not Sure



No



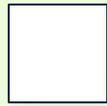
Hospice at Home West Cumbria provided me with useful information.



Yes



Not Sure



No



Hospice at Home West Cumbria welcomes everyone regardless of age, gender, ethnicity, disability or sexual orientation.



Yes



Not Sure



No



Hospice at Home West Cumbria provided professional, skilled, specialised staff and volunteers that offered a high standard of care.



Yes



Not Sure



No



Hospice at Home West Cumbria have teams who work well together and also with others who provide care and support.



Yes



Not Sure



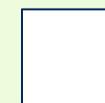
No



Hospice at Home West Cumbria treated me with dignity and respect.



Yes



Not Sure



No



Hospice at Home West Cumbria gave me control and choice over my needs and wishes.



Yes

Not Sure

No



Hospice at Home West Cumbria were kind and caring.



Yes

Not Sure

No



Hospice at Home West Cumbria made me feel safe.



Yes

Not Sure

No



Hospice at Home West Cumbria developed trusting relationships.



Yes

Not Sure

No



Data Protection Act



Hospice at Home West Cumbria kept my personal information confidential.



Yes

Not Sure

No



If someone I knew needed this kind of support, I would recommend Hospice at Home West Cumbria.



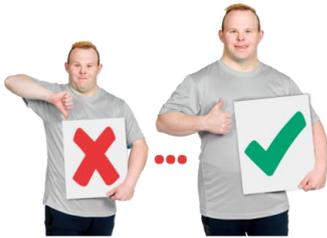
Yes



Not Sure



No



How can we improve our support?  
Please write or draw your answer below.



Thank you



Please return to:  
Lorraine Dixon  
Hospice at Home West Cumbria  
Workington Community Hospital  
Park Lane  
Workington  
CA14 2RW