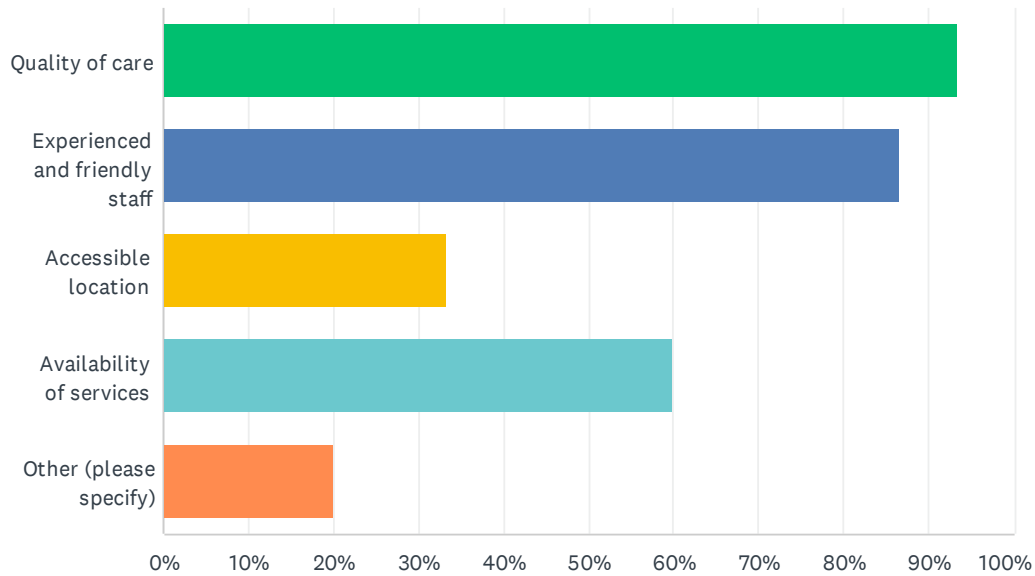


What were the most important reasons you chose Renaissance House for respite services? (Select up to 3 options)

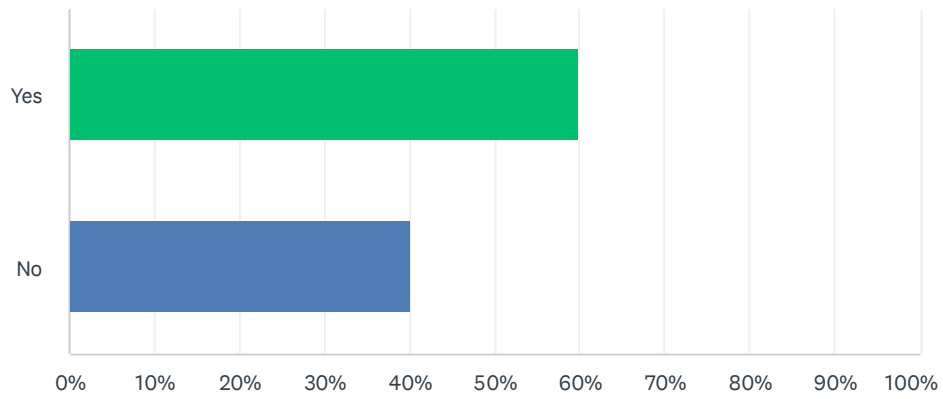


#	OTHER (PLEASE SPECIFY)
1	Long term client of Hartley Lifecare
2	I was impressed with the thorough professionalism of the staff. The place is lovely & has homely feel & the location is peaceful.
3	Supporting Independence

What do you enjoy most about Renaissance House?

#	RESPONSES	
1	Friendly staff, new and clean home	
2	Reliable, high quality care	
3	We'll-designed facility and welcoming, friendly staff.	
4	High Standard of care, continuity of staff who understand client needs and safe environment.	
5	The quality of the service provided.	
6	Calm and relaxed environment. Caring staff. Attractive and spacious house.	
7	Caring staff, homely atmosphere	
8	I know that my son is always happy to go there as he is made to feel very welcome & is exceptionally well cared for. he tells others it's like at a resort	
9	They take my daughter to appointments and she never objects to going to stay there. She doesn't like being away from home so this is gives me a good break once a month.	
10	the staff knew how to care for complex people, kind and quiet	
11	The friendly staff, and the beautiful home.	
12	Idk	
13	Friendly Staff, good special food, good care, outings to zoo,up red hill.	
14	The care and understanding shown to our son is of the highest level. We know he will be safe and his needs catered for whenever he stays at Renaissance House.	
15	The flexibility	

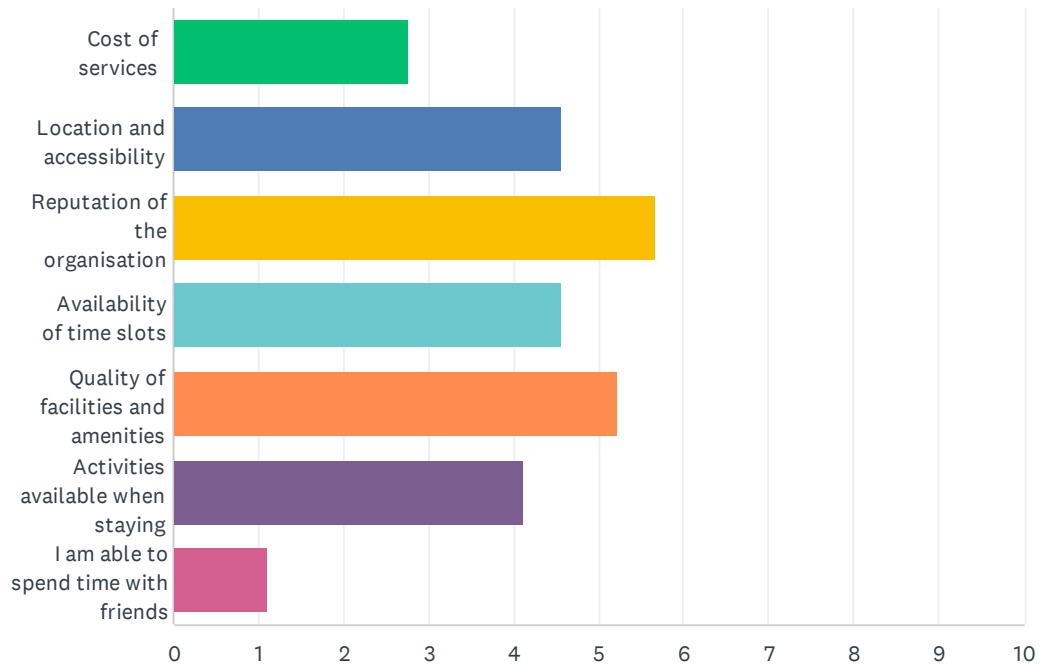
Have you used other respite services before?



How does Renaissance House compare?

#	RESPONSES
1	While newer, the standard of the house is comparable. Staff are equally friendly and competent
2	The best - staff are supportive, compassionate & understanding of needs of clients & their families.
3	Far superior to other providers
4	Renaissance House suits our daughter better - quieter environment, small number of clients.
5	Fewer clients at one time.
6	I have only used one other respite service which proved totally unsatisfactory. The house was not set up properly & the whole experience made my son feel unsafe & he asked to not ever go there again. No way was I going to expose him to the haphazard care & below standard accommodation.
7	Very much better than anything we have tried before
8	Very well
9	Much nicer environment and availability

When choosing respite services, which factors are most important to you?(Rank from 1 = Most Important to 5 = Least Important



How satisfied are you with the respite services at Renaissance House?

