



Consumer Experience Interview Questions

The set of Residential Consumer Experience Interview Questions, being implemented for consumer experience reporting (CER) consist of 14 questions, 12 Likert scaled questions that allow the consumers to provide a short answer response option to the given statements and two free text questions to empower residents to further elaborate their experience of care in residential facilities.

1. Do you like the food here?
2. Do you feel safe here?
3. Is this place well run?
4. Do you get the care you need?
5. Do staff know what they are doing?
6. Are you encouraged to do as much as possible for yourself?
7. Do staff explain things to you?
8. Do staff treat you with respect?
9. Do staff follow up when you raise things with them?
10. Are staff kind and caring?
11. Do you have a say in your daily activities?
12. Do you feel at home here?
13. What would you say is the best thing about this service?
14. What is one thing you would suggest as an improvement at this service?