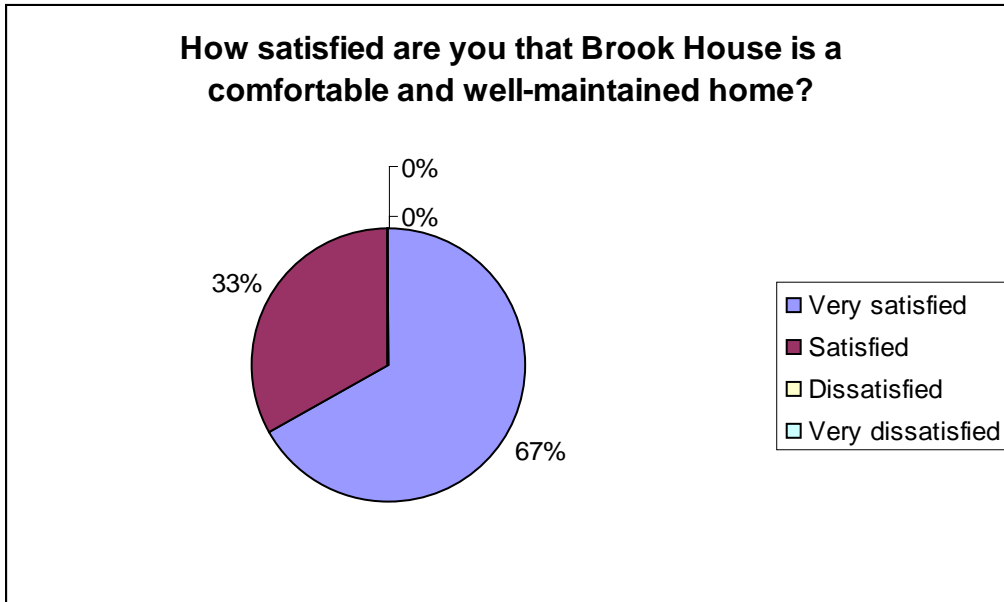
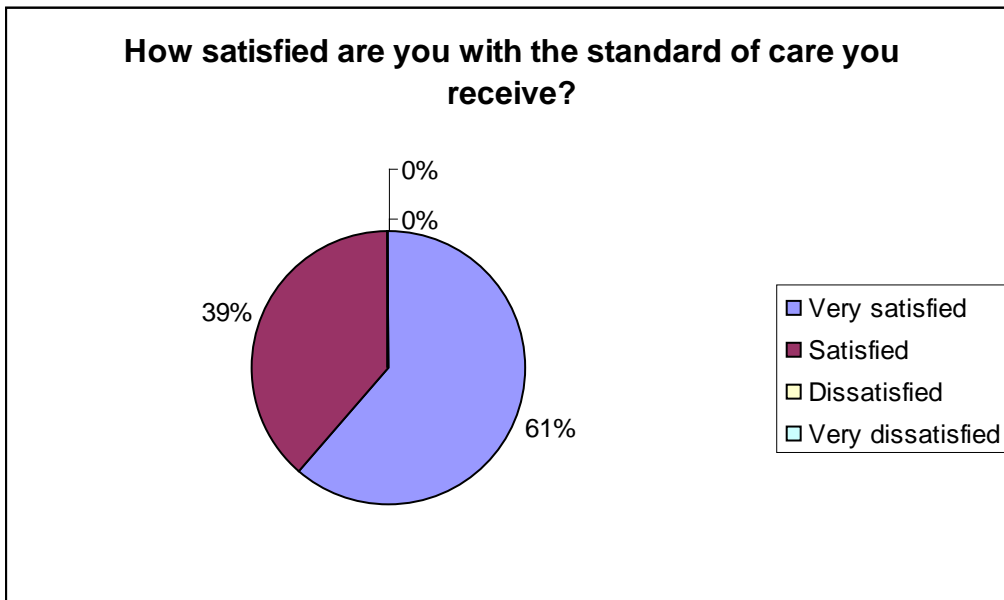


Quality Assurance Results – May 2009

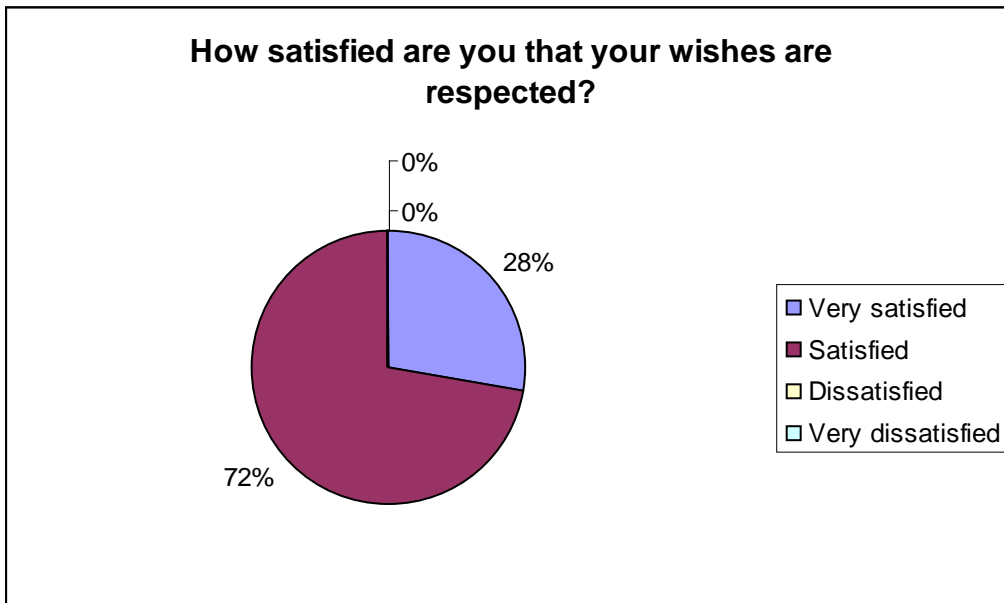
1. How satisfied are you that Brook House is a comfortable and well-maintained home?



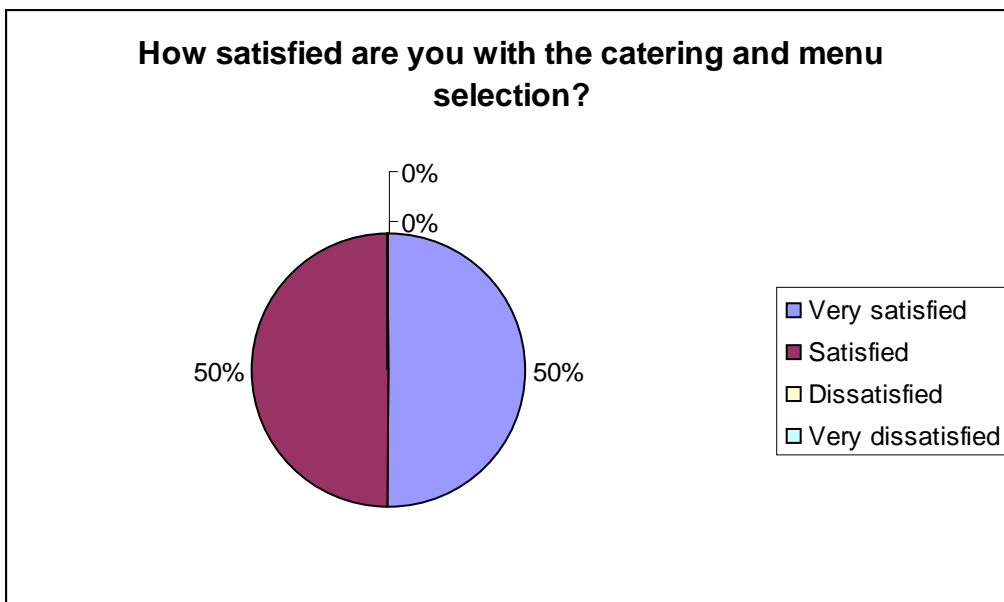
2. How satisfied are you with the standard of care you receive?



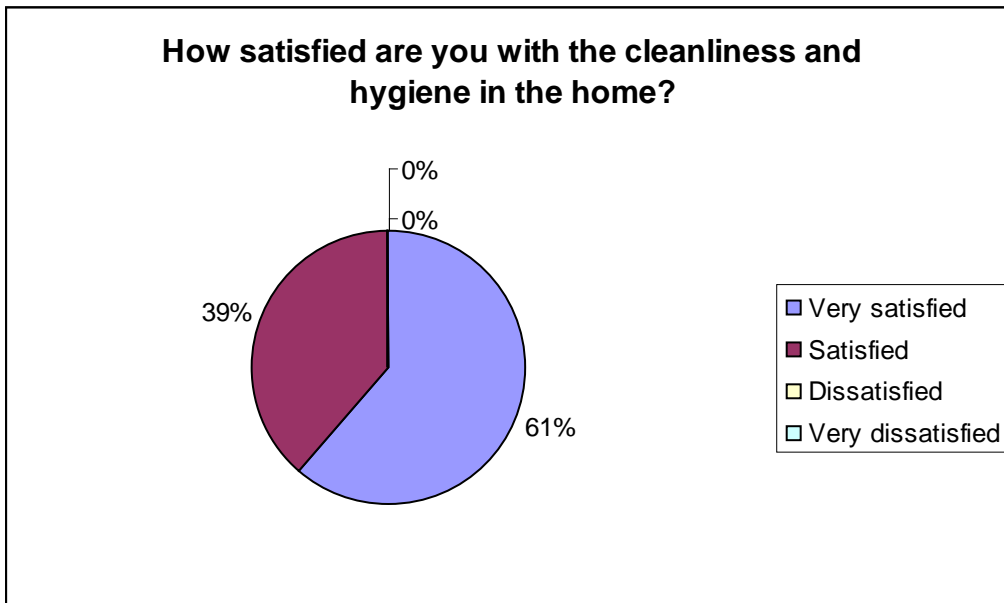
3. How satisfied are you that your wishes are respected?



4. How satisfied are you with the catering and menu selection?



5. How satisfied are you with the cleanliness and hygiene in the home?



6. How satisfied are you with the recreation and social activities?

