

2020年度満足度調査集計表

施設名	満足度調査用紙				接遇				支援内容				環境				食事				情報交換・説明																									
	回収数			回収率	職員の言葉づかい				職員の対応				個別支援計画の内容				事業所の支援				清潔感・衛生面・整理整頓				設備の使いやすさ				食事内容				情報提供				意見・要望の伝えやすさ				問い合わせへの回答					
	配付数	本人	家族		満足率	普通率	不満率	未回答率	満足率	普通率	不満率	未回答率	満足率	普通率	不満率	未回答率	満足率	普通率	不満率	未回答率	満足率	普通率	不満率	未回答率	使いやすい率	普通率	使いにくい率	未回答率	満足率	普通率	不満率	未回答率	満足率	普通率	不満率	未回答率	伝えやすさ	普通率	伝えにくい率	未回答率	満足率	普通率	不満率	未回答率		
				本人																																									家族	回収数
恵生園	61	61	0	61	100%	69%	13%	8%	10%	62%	15%	13%	10%	72%	16%	2%	10%	66%	21%	3%	10%	74%	16%	0%	10%	77%	7%	7%	10%	62%	16%	11%	10%	69%	18%	2%	11%	61%	16%	13%	10%	62%	20%	5%	13%	
恵生園 相談支援	14	13	1	14	100%	50%	50%	0%	0%	43%	57%	0%	0%	64%	29%	7%	0%	71%	21%	7%	0%	50%	14%	0%	36%	0%	0%	0%	100%	0%	0%	0%	100%	50%	43%	7%	0%	43%	50%	7%	0%	50%	43%	7%	0%	
真生園	60	40	13	53	88%	57%	36%	8%	0%	55%	28%	17%	0%	62%	30%	6%	2%	64%	26%	8%	2%	58%	26%	13%	2%	49%	23%	13%	15%	66%	17%	13%	4%	58%	25%	13%	4%	38%	43%	17%	2%	57%	28%	13%	2%	
和生園 (就労継続B)	27	22	4	26	96%	73%	27%	0%	0%	62%	38%	0%	0%	62%	31%	8%	0%	65%	35%	0%	0%	62%	35%	4%	0%	58%	35%	8%	0%	0%	0%	0%	0%	62%	35%	4%	0%	62%	27%	12%	0%	69%	31%	0%	0%	
和生園 グループホームもみの木	5	5	0	5	100%	60%	40%	0%	0%	60%	40%	0%	0%	100%	0%	0%	0%	60%	20%	20%	0%	60%	40%	0%	0%	80%	20%	0%	0%	60%	20%	20%	0%	60%	40%	0%	0%	40%	60%	0%	0%	40%	60%	0%	0%	
和生園 グループホームかしの木	11	9	0	9	82%	56%	44%	0%	0%	44%	56%	0%	0%	100%	0%	0%	0%	44%	56%	0%	0%	44%	56%	0%	0%	44%	56%	11%	0%	44%	56%	0%	0%	44%	56%	0%	0%	44%	22%	33%	0%	33%	67%	0%	0%	
第2和生園 (就労継続B・就労移行)	16	6	9	15	94%	73%	27%	0%	7%	67%	27%	7%	7%	67%	33%	0%	7%	87%	13%	0%	7%	60%	33%	7%	7%	73%	27%	0%	7%	0%	0%	0%	0%	60%	40%	0%	7%	60%	33%	7%	7%	73%	27%	0%	7%	
平生園	59	0	53	53	90%	98%	0%	0%	2%	96%	2%	0%	2%	91%	8%	0%	2%	92%	6%	0%	2%	70%	25%	0%	6%	36%	42%	2%	21%	70%	17%	0%	13%	87%	9%	0%	4%	83%	13%	0%	4%	81%	15%	0%	4%	
さくらの苑 (特養)	29	0	24	24	83%	88%	13%	0%	0%	88%	13%	0%	0%	83%	17%	0%	0%	92%	8%	0%	0%	63%	17%	4%	13%	54%	21%	0%	21%	71%	4%	4%	17%	79%	4%	0%	13%	79%	4%	0%	13%	79%	4%	0%	13%	
さくらの苑 (通所介護)	55	20	24	44	80%	95%	5%	0%	0%	93%	7%	0%	0%	77%	16%	0%	7%	86%	11%	0%	2%	68%	11%	0%	20%	61%	14%	0%	25%	45%	20%	0%	34%	59%	23%	0%	18%	59%	25%	0%	18%	64%	20%	0%	18%	
さくらの苑 (短期入所)	40	4	23	27	68%	96%	4%	0%	0%	93%	7%	0%	0%	85%	15%	0%	0%	93%	7%	0%	0%	78%	4%	0%	19%	52%	11%	0%	37%	63%	11%	0%	26%	74%	11%	0%	15%	70%	11%	7%	11%	78%	11%	0%	11%	
わらしべ	18	18	0	18	100%	67%	28%	6%	0%	72%	22%	6%	0%	61%	22%	11%	6%	72%	22%	0%	6%	67%	28%	0%	6%	72%	11%	17%	0%	94%	6%	0%	0%	56%	33%	0%	11%	67%	22%	0%	11%	61%	28%	0%	11%	
北但 トゥモロー (生活介護)	12	0	10	10	83%	80%	20%	0%	0%	80%	20%	0%	0%	80%	20%	0%	0%	80%	10%	10%	0%	70%	20%	0%	10%	40%	30%	0%	30%	80%	10%	0%	10%	70%	30%	0%	0%	70%	20%	10%	0%	70%	30%	0%	0%	
北但 トゥモロー (放課後等デイ)	11	0	6	6	55%	100%	0%	0%	0%	67%	33%	0	0%	83%	17%	0%	0%	67%	33%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	
北但 すまいる (児童発達支援)	77	0	37	37	48%	95%	3%	0%	3%	81%	14%	0	5%	89%	8%	0%	3%	81%	19%	0%	0%	95%	5%	0%	0%	86%	14%	0%	0%	0%	0%	0%	81%	8%	0%	11%	86%	11%	0%	3%	89%	5%	3%	3%		
北但 らみい (放課後等デイ)	187	0	61	61	33%	84%	15%	0%	2%	95%	5%	0	0%	85%	13%	0%	2%	77%	16%	3%	3%	90%	10%	0%	0%	84%	13%	0%	3%	0%	0%	0%	87%	5%	0%	7%	80%	10%	0%	10%	84%	16%	0%	0%		
エスポワールこじか	56	0	54	54	96%	100%	0%	0%	0%	96%	4%	0%	0%	100%	0%	0%	0%	94%	6%	0%	0%	100%	0%	0%	0%	94%	6%	0%	0%	0%	0%	0%	94%	6%	0%	0%	50%	46%	0%	0%	100%	0%	0%	0%		
神戸聖生園+せきもり	65	9	41	50	77%	78%	12%	4%	6%	80%	12%	6%	4%	78%	12%	6%	4%	74%	20%	2%	4%	46%	32%	10%	12%	38%	34%	4%	24%	84%	12%	0%	4%	68%	24%	4%	4%	72%	22%	4%	2%	74%	20%	4%	2%	
グループホームせいれいやまて	7	1	4	5	71%	100%	0%	0%	0%	80%	20%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	
グループホームたいのはた東	5	3	1	4	80%	50%	50%	0%	0%	75%	25%	0%	0%	50%	25%	0%	25%	75%	25%	0%	0%	75%	25%	0%	0%	100%	0%	0%	0%	50%	50%	0%	0%	75%	25%	0%	0%	50%	50%	0%	0%	50%	50%	0%	0%	
せいれいやさかだい (友が丘・林タオル・シミズ)	38	19	15	34	89%	68%	29%	0%	3%	74%	26%	0%	0%	74%	24%	3%	0%	74%	24%	0%	3%	65%	26%	3%	6%	44%	32%	9%	15%	62%	24%	6%	9%	71%	26%	0%	3%	65%	32%	0%	3%	79%	15%	3%	3%	
神戸愛生園 入所	91	43	26	69	76%	57%	9%	12%	23%	62%	7%	7%	23%	52%	13%	4%	30%	49%	17%	4%	29%	51%	10%	10%	29%	35%	14%	19%	32%	49%	6%	7%	38%	42%	16%	13%	29%	43%	17%	10%	29%	43%	16%	12%	29%	
神戸愛生園 通所	18	18	0	18	100%	89%	11%	0%	0%	100%	0%	0%	0%	83%	17%	0%	0%	89%	6%	0%	6%	72%	17%	11%	0%	67%	17%	11%	6%	78%	6%	0%	17%	72%	11%	0%	17%	78%	6%	0%	17%	78%	6%	0%	17%	
神戸友生園	42	22	8	30	71%	87%	3%	7%	3%	87%	3%	7%	3%	83%	0%	13%	3%	83%	3%	10%	3%	83%	7%	10%	0%	83%	7%	10%	0%	63%	13%	10%	13%	77%	13%	10%	3%	77%	10%	10%	3%	83%	3%	10%	3%	
グループホーム南落合 (友生園)	4	3	1	4	100%	75%	0%	25%	0%	75%	25%	0%	0%	50%	0%	50%	0%	50%	25%	25%	0%	50%	50%	0%	0%	50%	25%	25%	0%	75%	0%	25%	0%	50%	0%	50%	0%	0%	0%	0%	75%	25%	0%	0%		
神戸明生園 入所	35	10	8	18	51%	0%	89%	11%	0%	0%	89%	11%	0%	0%	94%	6%	0%	0%	94%	6%	0%	0%	94%	6%	0%	0%	89%	11%	0%	0%	94%	6%	0%	0%	83%	17%	0%	0%	94%	6%	0%	0%	100%	0%	0%	0%
神戸明生園 通所	12	1	5	6	50%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	67%	33%	0%	0%	83%	17%	0%	0%	83%	17%	0%	0%	100%	0%	0%	0%	83%	17%	0%	0%	100%	0%	0%	0%	83%	0%	0%	17%
ケアホームきたすま	4	2	2	4	100%	0%	100%	0%	0%	0%	100%	0%	0%	0%	50%	0%	50%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%
神戸光生園	87	23	45	68	78%	87%	16%	1%	0%	90%	12%	3%	0%	91%	10%	1%	1%	88%	12%	3%	1%	84%	18%	0%	3%	78%	19%	1%	6%	84%	15%	3%	3%	81%	19%	1%	3%	78%	19%	4%	3%	82%	16%	3%	3%	
神戸光生園 おおまち	8	2	6	8	100%	88%	13%	0%	0%	88%	13%	0%	0%	75%	25%	0%	0%	100%	0%	0%	0%	88%	0%	0%	13%	88%	0%	0%	13%	50%	13%	0%	38%	75%	0%	0%	25%	88%	0%	0%	13%	88%	0%	0%	13%	
グループホームみなみたまん	5	1	4	5	100%	80%	20%	0%	0%	80%	20%	0%	0%	60%	40%	0%	0%	80%	0%	20%	0%	100%	0%	0%	0%	60%	40%	0%	0%	60%	0%	0%	40%	60%	40%	0%	0%	80%	20%	0%	0%	80%	20%	0%	0%	
グループホームふくだ	10	4	5	9	90%	89%	11%	0%	0%	100%	0%	0%	0%	100%	0%	0%	0%	89%	0%	0%	11%	89%	11%	0%	0%	100%	0%	0%	0%	67%	11%	0%	22%	89%	0%	0%	11%	89%	0%	0%	11%	89%	0%	0%	11%	
自立センターひょうご	64	5	51	56	88%	68%	23%	7%	2%	68%	23%	7%	2%	63%	30%	4%	4%	66%	29%	5%	0%	46%	43%	5%	5%	46%	38%	2%	14%	63%	29%	4%	5%	57%	32%	11%	0%	70%	21%	4%	5%	70%	21%	4%	5%	
多機能型デイセンターひょうご	74	36	21	57	77%	68%	23%	9%	0%	63%	28%	7%	2%	68%	19%	4%	9%	67%	26%	2%	5%	84%	16%	0%	0%	72%	18%	4%	7%	60%	18%	2%	21%	61%	25%	2%	12%	58%	26%	7%	9%	61%	28%	0%	11%	
インクルージョンひょうご	15	0	15	15	100%	87%	13%	0%	0%	80%	20%	0%	0%	87%	7%	0%	7%	87%	7%	0%	7%	80%	7%	0%	13%	60%	20%	0%	20%	67%	7%	0%	27%	73%	13%	0%	13%	80%	13%	0%	7%	80%	7%	7%	7%	
アクシスひょうご (短期入所)	26	2	20	22	85%	95%	0%	0%	5%	91%	5%	0%	5%	0%	0%	0%	50%	0%	0%	50%	68%	9%	0%	23%	41%	23%	5%	32%	77%	14%	0%	9%	64%	23%	0%	14%	82%	5%	5%	9%	73%	9%	0%	18%		
ひょうご障害者地域生活支援センター	12	10	2	12	100%	92%	8%	0%	0%	100%	0%	0%	0%	83%	8%	0%	8%	83%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	83%	17%	0%	0%	92%	8%	0%	0%	83%	17%	0%	0%		