



Survey of Residents and Relatives Overall Report 2019



Report prepared by
HWA Consulting
for Sonnet Care Homes Ltd



INTRODUCTION

This is a survey of resident and their relatives' / friends' perceptions of key areas / issues within The New Deanery and St Marys Court Homes and this report details the relevant findings.

HOWARD WARWICK ASSOCIATES

HWA's core business is the development and project management of patient, resident and staff engagement and feedback. The Company is an accredited member of all relevant professional associations and is registered for the purposes of the Data Protection Act.

OPERATION

The survey was conducted using questionnaires issued during June 2019 to residents and their friends/relatives by the care home. Surveys were given to all next of kin and regular visitors; therefore there might be cases where both a resident and their relative/friend have taken part. Completed questionnaires were returned to HWA for analysis.

CALCULATIONS

Where data is shown as percentages the figures are based on the actual number of responses to the question, not the total number of people responding. Some percentages are rounded up to the nearest whole number, so some answers may not total exactly 100%

PARTICIPATION

A total of 67 responses were received to the survey; 44 from friends and family questionnaire and 23 from residents.

Participation levels are important for two reasons:

- a. It is a measure of the organisation's commitment to the process that residents and their families are encouraged to participate.
- b. It means that the results give an accurate representation of opinions within the village and are statistically robust.

OVERVIEW OF OPINION AT THE NEW DEANERY & ST MARY'S COURT

RESPONSES

67 responses were received from the questionnaires issued at The New Deanery and St Marys Court.

WHO COMPLETED THE QUESTIONNAIRES?

The majority of responses to the family & friends questionnaire were from relatives. Two respondents didn't answer.

WHAT IS YOUR RELATIONSHIP TO THE PERSON WE CARE FOR?	Resp	Relative	Friend	Carer	Resident
Are You.....	65	37	5	0	23
		57%	8%	0%	35%

OVERALL CARE

The overall rating of service is a useful generic indicator of care levels in your home. Low scores are generally caused by one or more of the key drivers being poorly rated.

In these homes 95% of residents rated the overall service they have received as 'Good or better'. Relatives gave a 100% rating for the same question.

RECOMMENDATION

This is an important performance indicator and identifies how many residents are 'promoters'. A good rating here is important and The New Deanery and St Mary's Court has achieved a score of 86% of residents and 100% of relatives who say they would be likely or extremely likely to recommend.

STAFF, ACCOMMODATION AND SERVICES

Key ratings for staff, accommodation and services are as follows (all % 'Good or better'):

Kindness and respectfulness of staff	100%
Communicating information to relatives	93%
Communicating information to residents	86%
The buildings and the grounds	100%

PRIVACY AND DIGNITY

We asked 'Do we respect your privacy?' and 73% of residents told us 'Yes, always'.

A similar question: 'Do we respect your dignity?' achieved 73% 'Yes, always' from our residents.

CARING AND LEADERSHIP

We asked: 'Do we provide care which is safe, within a safe environment?' 100% of residents and 100% of relatives said 'Yes'.

We asked: 'Are we caring?' 96% of residents and 98% of relatives said 'Yes'

ACTIVITIES

Key ratings for staff, activities (all % 'yes definitely or generally'):

Do we provide sufficient activities to keep you occupied?	76%
Do we provide sufficient indoor activities?	80%
Do we provide sufficient outside and community based activities?	76%
Do we give you opportunities to join the activities of your choice?	85%

KEY QUESTIONS

Proportion of respondents rating 'Yes'			
KEY QUESTIONS	All	Relatives	Residents
Do you believe we provide care which is safe, within a safe environment?	100%	100%	100%
Do you find us to be effective in meeting your (relative / friends') needs?	97%	98%	95%
Are we caring?	97%	98%	96%
Are we responsive?	91%	91%	91%
Is the home well-led?	94%	95%	90%

The 5 questions above are representative of the CQC Key Lines of Enquiry or CREWS (Caring, Effective, Responsive, Well led, Safe). Scores in each area exceeded 90% satisfaction; in particular both respondent groups agreed completely that Sonnet Cares provides care which is safe, within safe environment.

STAFF, ACCOMMODATION AND SERVICES

The table below illustrates levels of satisfaction with homes' facilities. Both residents and relatives rated kindness and respectfulness of the staff and general appearance of the buildings and grounds as 'Good' or better. A truly encouraging result. Residents seem to rate catering lower than relatives. All relatives were satisfied with catering and overall level of comfort provided.

STAFF, ACCOMMODATION & SERVICES	Questionnaire		'Good or Better' ratings		
			All	Relatives	Residents
Please give your opinion of each of the following					
Your overall impression of service / care received here	R	FF	98%	100%	95%
The visibility and availability of managers / supervisors	R	FF	88%	91%	81%
The kindness and respectfulness of the staff	R	FF	100%	100%	100%
The overall level of comfort provided	R	FF	97%	100%	90%
The housekeeping services received	R	FF	92%	95%	86%
The food choice, quality and presentation	R	FF	89%	100%	67%
The general appearance of the buildings and grounds	R	FF	100%	100%	100%
The comfort of communal areas	R		95%		95%
The cleanliness of communal areas	R		89%		89%
Providing assistance with eating, if required	R		93%		93%
Providing a variety of meals/snacks and special diets	R		76%		76%
How well we communicate information	R	FF	91%	93%	86%
Definitely / Some extent					
Are the staff willing and able to help you?	R		100%		100%
Are you made to feel welcome when you visit?		FF	98%	98%	

There is little difference of opinion between the residents and their families, which supports the overall accuracy of these excellent results.

These are key measures as they encapsulate how the residents and their families feel they are treated. We would expect to see figures of 90% plus. The table above shows the overall results, which are very good with only visibility and availability of managers, cleanliness and catering falling under 90%.

RESPECT & DIGNITY	Questionnaire	Resp.	Always	Sometimes	No	
Do we respect the following...?						
Your/their privacy	R	FF	65	77%	23%	0%
Your/their dignity	R	FF	65	77%	23%	0%
Your/their confidentiality	R	FF	60	72%	28%	0%

RESPECT & DIGNITY	Questionnaire		% 'Always'		
Do we respect the following...?			All	Family / Friends	Residents
Your/their privacy	R	FF	77%	79%	73%
Your/their dignity	R	FF	77%	79%	73%
Your/their confidentiality	R	FF	72%	79%	59%

Privacy, dignity and confidentiality were rated lower than in 2018; however none of the respondents felt the home did not respect the above measures.

CARE OF RESIDENTS

We asked both groups to tell us about their perceptions of care given.

CARE	Questionnaire	Resp.	Family & Friends' opinions		
			Excellent / Very good	Good	Fair / Poor
Keeping you informed about your relative / friend's care and state of health	FF	44	86%	9%	5%
Involving you with your relative / friend's personal plan of care	FF	42	81%	17%	2%
Involving you in changes to your relative / friend's plan of care	FF	39	79%	15%	5%

CARE	Resp.	Residents' opinions			
		Definitely	Generally	Not really	Not at all
Do you believe the care you receive is delivered professionally?	R 22	50%	41%	9%	0%
Do we provide you with support when needed?	R 21	52%	48%	0%	0%
Do you have personal involvement in your care plan?	R 22	27%	23%	50%	0%
Do you know the name of your Key Worker?	R 22	59%	23%	5%	14%
Are you consulted when changes are made to your care and support?	R 22	50%	36%	9%	5%

Families were uniformly positive with only 5% negative opinions in being kept informed about relative/ friend's state of health. Involvement with plan of care and making changes to it was rated highly, with respectively 98% and 95% of relatives rating it 'Good' or better.

All residents are perfectly happy with homes providing them with support when they need it. 91% of residents believe the care they receive is delivered professionally. 82% of residents are aware of their Key Worker name. 50% of residents said they were not involved in their care plan.

There are two possibilities for these relatively low figures: Either these are areas where the homes need to take action, or the residents are not able to be involved / would not remember the names of their Key Workers.

ACTIVITIES

ACTIVITIES	Questionnaire	Resp.	Family and Friends' opinions				
			Excellent	Very good	Good	Fair	Poor
Providing sufficient and varied activities	FF	37	46%	38%	16%	0%	0%
Giving opportunities to join in the activities of /their choice	FF	39	41%	44%	10%	3%	3%
		Resp.	Residents' opinions				
			Definitely	Generally	Not really	Not at all	
Providing sufficient activities to keep you occupied	R	21	38%	38%	19%	5%	
Providing sufficient indoor activities	R	20	50%	30%	15%	5%	
Providing sufficient outdoor & community activities	R	21	43%	33%	19%	5%	
Giving opportunities to join in the activities of your choice	R	20	40%	45%	10%	5%	

Once again, relatives rated activities highly, with 100% positive scoring for homes providing sufficient and varied activities. Homes could improve providing opportunities for residents to join in the activities; however this may be affected by the capability of residents.

Residents listed activities they would be interested to join when filling in surveys. The full list of verbatim copied comments can be found at the end of this report. The selection may help when planning activities in future; residents are mainly interested in more outings and possibilities to play board games.

PROBLEMS AND PROBLEM SOLVING

GENERAL	Questionnaire	Resp.				All	Relatives	Residents	
				Yes	No		% Yes		
Have you encountered any problems since you arrived?	R	FF	59	42%	58%	42%	37%	52%	
				Completely	Partly	No	% Completely + Partly		
If yes, have they been resolved?	R	FF	29	69%	28%	3%	97%	100%	92%
				Yes	No	Not sure	%Yes		
Have you been given any information explaining how to complain about the care received?		FF	41	78%	5%	17%	78%		

More problems have been reported in this survey – up from 32% to 42% this year.

All relatives and 92% of residents agreed problems have been resolved to some extent; only 3% in general were not resolved.

CULTURAL & RELIGIOUS BELIEFS

We asked residents if they are able to participate in their cultural and religious beliefs. The results are slightly better than last year, with only 6% dissatisfaction.

Cultural & Religious Beliefs				
	Resp	Always	Sometimes	No, not really
Are you able to participate in your cultural & religious beliefs?	17	82%	12%	6%

REASONS FOR CHOICE

We asked friends and family to tell us why they or their relative chose The New Deanery and St Mary's Court.

Reasons for Choice							
	Resp	Services we offer	Our management	Our homes	Our ethos	Don't know	Other
Why did you/your relative choose The New Deanery?	26	69%	42%	42%	19%	4%	27%
Why did you/your relative choose St Marys Court?	18	72%	22%	39%	11%	0%	28%

COMMENTS & SUGGESTIONS MADE BY RELATIVES AND FRIENDS

IF YOU HAVE ANSWERED 'NO' TO KEY QUESTIONS PLEASE TELL US WHY

A member of staff told me they do not have enough time for personal engagement (chatting) to the residents which is what the old people appreciate. I know this is what my mum likes, someone to talk to who is not old.

As my friend suffers from dementia more stimulation and encouragement needs to be given to ensure my friend is not isolated in the room

Just a small complaint when ringing in the evening after 5pm phone just keeps ringing not answered. Otherwise no complaints

Need more recognition that a person with Alzheimer's cannot be labelled as self-caring and needs supervision with washing of themselves and their clothes as not acceptable to find a relative constantly wearing the same clothes with stains on when they have plenty. Clothes not being washed.

Some staff not as caring as others and some unhelpful, call buzzer can be unanswered for 10/15 minutes. Standard of food can vary. Not always hot

WHY HAVE YOU CHOSEN THE NEW DEANERY / ST MARY'S COURT

As we walked around the home beforehand, all carers and staff knew all the residents by name and spoke to them as we walked around the home

I chose it as it offered a pleasant placing while decisions were being made

Location was a major factor

Location very close to home

Mum was fast tracked from hosp but I couldn't have chosen a better home.

Needed a place on ground floor at short notice and Deanery had a room which was suitable

Recommended

Sent there by hospital for recovery and decided to stay, liked the location and garden

Walked in to view, manager was so nice, helpful, positive and caring. The home didn't smell, people lovely and staff all very professional

When we initially viewed TND we did not appreciate what an asset the gardens are. The space, quiet open air, particularly enjoyed as limited mobility had reduced opportunity to leave own home. When we phoned initially to find out about respite care from mum, we found the staff extremely helpful and understanding. We arranged a visit and loved the atmosphere and met the manager Jane who showed us around.

WHAT MORE COULD WE DO TO IMPROVE THE SERVICES WE OFFER TO YOUR RELATIVE/FRIEND?

Although better the laundry situation is still an issue, there have been times no underwear in drawer. But when asked staff it has been replaced

By observation I'm aware of health safe guarding procedures, (loop of liquid intake, continuance, staff observations and actions) All of this goes unseen, why not advertise / explain what you do (I've no wish for the minutes of the logs, but say what you do and why)

By passing on agreed actions from carer to carer. As sometimes info is not passed on of what was agreed by one to one conversation with myself

Cannot think of anything

Could improve notification of relatives change of health e.g. calling the doctor to treat chest infection etc.

More one to one personal time engaging with the residents. An increase in caring staff

More recognition that she has Alzheimer's so not capable of self-care without some supervision

More staff, as the residents do sometimes have to wait for a while to see a member of staff after pressing buzzer

Not sure as everything suits mum, and she is happy there. More evening activities for residents to socialise, if they don't want to go back to their rooms

Possible counselling about his gradual physical deterioration as his Ms progresses but his brain remains alert

Respond to a call quicker. Since she has been there when she has needed help the carers take a lot longer to respond, possibly because of the increased number of residents

Sensibly nothing

Staff could be more attentive at times. Some show very little care and interest

There is a lack of communication when mum receives hospital letters. We are rarely told, and has subsequently missed appointments. Once (Name) was walking about with mums hospital letter in her hand

Very satisfied with everything

GENERAL COMMENTS AND SUGGESTIONS

A distinct shortage of staff on Beech. Staff are all very caring but with so many people to look after it sometimes seems difficult. Too many changes of staff

Communication needs to be improved and care plans updated to what needs, and record any incidents which occur so as to reflect the pattern or behaviour and needs arising

I think the carers and all staff do a fantastic job. Mum is very well taken care of.

My cousin is so happy at the New Deanery always nice and clean, her room is always nice and clean and tidy. I am very pleased with everything

My only suggestion is that it would be useful, if after hours, to be able to contact reception if there was an emergency and we needed to get a message to mum - so an answer phone might be helpful?

Our friend is not always easy to handle and you have exercised great patience
Sometimes a lengthy wait - when using buzzer round neck to ask for assistance with something

Sometimes we are made to feel like an inconvenience when we ask questions, particularly if we have to go into the office to ask. As we rarely see anybody, even though our relative is on 30-minute observation. A previously mentioned why do you not send these surveys out with the invoice to save postage?

The laundry service needs to be improved. Some clothes have gone missing especially underwear. She can often run out of knickers as they are not collected or returned quickly enough

The laundry arrangements need improvement. Jumpers get ruined fairly often. Just replace them

Would like to receive telephone calls asking us to provide any clothing, slippers etc.

Normally receive request when visiting which means distance we have to travel. Phone call would allow us to bring the required items with us.

COMMENTS & SUGGESTIONS MADE BY RESIDENTS

WHAT ADDITIONAL ACTIVITIES WOULD YOU LIKE US TO PROVIDE?

A trip to the coast not to stop but to see what it looks like

Activities that partially sighted residents could join in. Choir has been good.

Board games scrabble, card games

Don't think there is anything, everything is covered

Jigsaw and board games

More evening and outdoor activities please

More games but need help seeing them. Outings - to see more places. Stories - Been read to her.

More garden time, love to sit out in the sunshine :)

Nothing because don't like to get out of my room feel better in my room!

Play cards, wheelchair-based exercises, more opportunities to go outside i.e. have a drink or snack outside or even lunch.

Singing, religious, walks in the garden.

The majority of activities are primarily for female residents

This is difficult. Must consider whether my needs are even available. Will assess this later and then convey to you!

Visits to museum of power at Langford and Harwich sea side towns. More word games / brain exercise, card games.

IF YOU HAVE ANSWERED 'NO' TO KEY QUESTIONS PLEASE TELL US WHY

I was told when I came everyone was treated the same, bigger rooms. I didn't want a bigger room because I live here and I wouldn't have room, back to school I thought!

Couldn't be much different!

GENERAL COMMENTS AND SUGGESTIONS

Betty is really happy the way everything is as it is already.

Everything is satisfactory

I was quite happy here.

Nothing at all!

Overall excellent care received.

Sometimes have to wait for carers to assist.

To people that don't have family maybe sort something out so they get more of a visit.

Wants the food to improve and when asks for somethings he don't always get it for lunch.

For further information, please contact david@howardwarwick.co.uk

HOWARD WARWICK ASSOCIATES LTD | 3 ILEX HOUSE | HOLLY ROAD | TWICKENHAM | TW1 4HF | 0208 8910880